



**IT/ICT INFRASTRUCTURE
REPAIR AND MAINTENANCE POLICY**

DAV UNIVERSITY JALANDHAR

Introduction

The University's IT/ICT Repair & Maintenance Policy establishes the procedures and guidelines for maintaining and repairing the IT infrastructure across all departments and laboratories. The policy aims to ensure that all IT-related activities are carried out efficiently, minimizing downtime and maximizing the reliability and lifespan of equipment.

Scope & objective

This policy covers all IT systems within the university, providing guidelines for the maintenance of academic and support facilities. The Preventive Maintenance Program is designed to:

1. Minimize downtime of critical systems and equipment.
2. Extend the lifespan of facilities and equipment.
3. Improve equipment reliability.
4. Ensure proper operation of equipment.

Maintenance Procedures

Budget Provisions

All Academic and Administrative Departments are responsible for allocating budgets for both new and existing equipment repairs and maintenance. These requirements are fulfilled based on the availability of funds and under the guidance of the relevant authorities.

Types of Maintenance:

Maintenance tasks are carried out by the respective departments/committees with prior approval from authorities to ensure the proper functioning of IT equipment. The types of maintenance include:

1. **Routine Maintenance:** Conducted daily or on alternate days to ensure smooth operation.
2. **Preventive Maintenance:** Carried out quarterly, semi-annually, or as needed to prevent potential issues.
3. **Corrective or Emergency Maintenance:** Addressed as soon as possible, with affected services being notified in advance when feasible.

Departments must monitor the warranty status of their devices and renew warranties or Annual Maintenance Contracts (AMCs) as required.

Repair Process:

The repair of equipment follows these steps:

In-Warranty Repairs:

- If the product is under warranty, it is sent to the company for repair or replacement through the central store/EO, with prior approval from the department head and relevant authorities (especially if shipping charges are involved).

Out-of-Warranty Repairs:

- If the product is out of warranty, the department consults with the purchase department or vendor for an estimated repair cost.
- A repair request, including a problem description, warranty status, estimated repair time, and cost, is submitted for approval.
- Upon approval, the product is either sent through the central store/EO to the company or repaired on campus.

General instructions: -

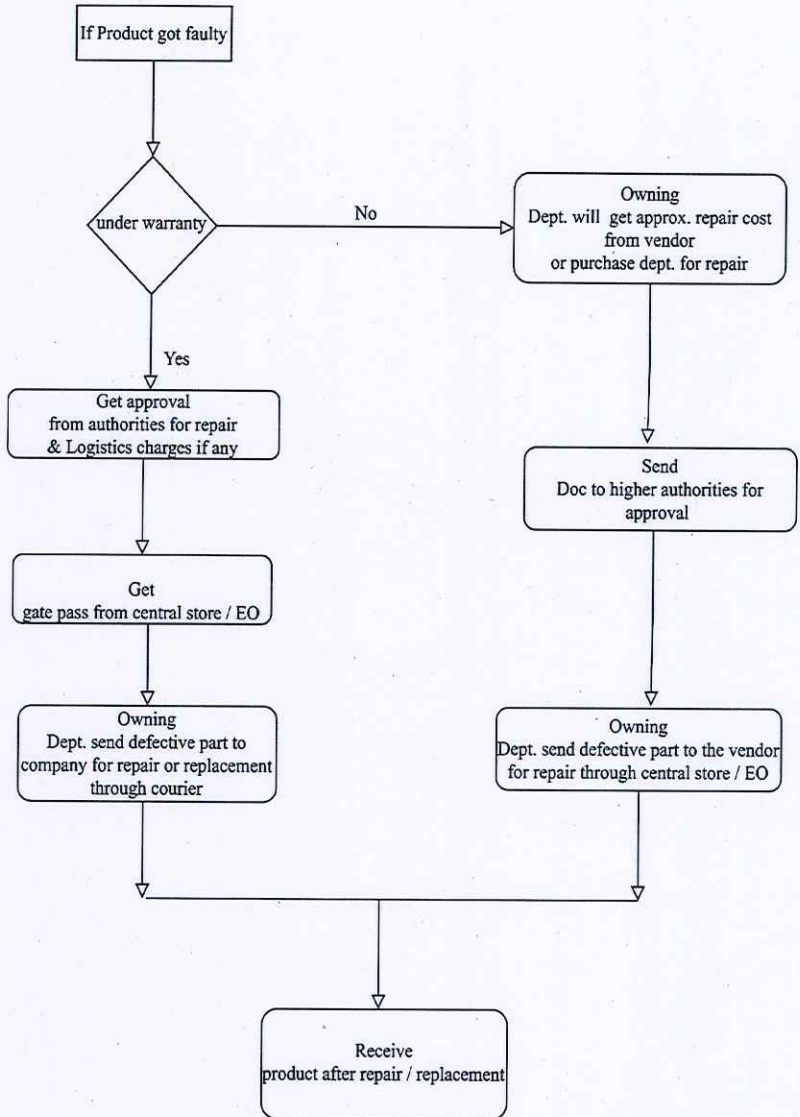
End-of-Life (EOL) Products:

- If a product is declared EOL by the company, the concerned department may replace or upgrade the product if necessary, through the company.

Product Lifecycle:

- Departments must ensure that the product has a minimum shelf life of 3-5 years or more before purchase.
- Disposal of Non-Repairable Equipment:
- Damaged or non-repairable equipment should be disposed of as e-waste, with prior approval from authorities.

Repair Process




(Registrar)

REGISTRAR
DAV UNIVERSITY
JALANDHAR