SECTION 10: COMPUTER-RELATED PURCHASES AND REPAIRS

New Purchases

As hardware technology rapidly advances, it becomes very important for the University to remain as up-to-date as possible. In FY 2009 Information Technology Services (ITS) began using asset tags color coded to fiscal year. http://www.gonzaga.edu/Campus-Resources/Offices-and-Services-A-Z/Information-Technology-Services/Asset_Tag_Info.asp. This enables budget officers to quickly evaluate how many computers they need to budget for each fiscal year. ITS recommendation is to replace computers every 4 years and laptops every 3 years.

New computers and accessories are ordered on-line through Information Technology Services. HTTPS://support.gonzaga.edu

Software or supplies such as paper, toner, ink, ribbons, DVDs, etc. should be coordinated through University Purchasing to take advantage of group-purchase cost savings.

Repairs

Information Technology Services staff will make every effort to repair broken or malfunctioning equipment on site at no expense to departments.

- Computers within manufacturer warranty: ITS will coordinate repair efforts with the manufacturer whenever possible. If unable to make repairs, ITS will facilitate onsite repair with a manufacturer technician or return the device to the manufacturer for repair. There are no charges to the department for repairs covered under the manufacturer warranty. **NOTE: If repairs are not covered by warranty or if the warranty is expired on the device it is the responsibility of the department to fund all repair or replacement costs. Non-warranty repairs can be broken laptop screen as a result of mishandling, liquids spilled into keyboards or devices, etc.**
- ITS cannot guarantee support for computers that are not ordered through the established process http://www.gonzaga.edu/Campus-Resources/Offices-and-Services-A-Z/Information-Technology-Services/Policies.asp.
- ITS recommends storing all data on the network and cannot guarantee recovery of data that is stored on the local hard drive of the computer.

Printing – Scanning - Faxing

ITS will facilitate the needs and coordinate with Preferred Vendors and Purchasing to identify appropriate equipment for departmental print, scan and fax needs.
Printing: Most department printing needs are met utilizing a Gonzaga University MFD Fleet device. An MFD is a single multi-function device that handles printing, scanning, faxing and copying.

Faxing: ITS has deployed RightFax, a desktop electronic faxing service. This service allows the user to fax a document directly from their computer without the need to print a physical sheet of paper. This service is not compliant with federal regulations such as HIPAA. If there is a need to fax a physical document, the departmental MFD can be utilized.

Scanning: In most areas an MFD from the fleet is sufficient for scanning purposes. For scanning that requires higher resolution (i.e. document imaging and storage using NOLIJ) ITS will collaborate with departments and Purchasing to identify appropriate hardware to meet the needs of the department.

Copying: Low volume copying can be accomplished using a fleet MFD. ITS recommends using Faculty Services for high volume print and copying needs or printing/copying that requires Pantone or Fire-ie color matching.

The recommended MFD standards can be viewed at www.gonzaga.edu/ITS.