

ARTICLE: 6.0 BUSINESS SUPPORT SERVICES
6.90 TECHNOLOGY
6.90 TECHNOLOGY STANDARDS

SECTION 6.90.5 Technology Repair and Warranty Procedures

In accordance with Board Policy 6.90, the Information Technology Department will create all standard hard drive images for all PUSD computers. These images will be updated with new operating systems and software as needed. This method of imaging a hard drive will provide a base for troubleshooting repairs and maintenance in a timely and efficient manner.

Process for Requesting Repair

1. When a user has a problem with his/her computer or any other District technology equipment, the user, or designated employee, will submit a work order via the Information Technology Department work order system.
2. A properly-certificated District employee will be assigned the work order. This only applies to PUSD-tagged equipment.

Equipment Warranty

Warranties will be purchased for all new computers. Equipment purchased utilizing PUSD funding sources will adhere to the minimum warranty requirements. All computers purchased for school sites through the District Purchasing Department will have a five-year warranty, or as stated by Board Policy.

The District does not support any kind of donated equipment, and when the warranty period expires, the equipment must be removed from the District network.