

POLICY TITLE: Desktop Computer Policy and Procedures

1. SERVICE CLASSIFICATIONS

Computer Services provide installation, backup, maintenance, repair and relocation of office desktop computers services for the UWT campus. The services are classified in two ways: chargeable and non-chargeable.

a. Non-chargeable Services

First time Installation, Maintenance, Repair and Backup Services. The primary mission of Computer Services is to perform the essential tasks and all technical supports, including first time installation, maintenance, repair and backup of F and S drives to keep your office computer working in compliance with legal requirements set forth in law or code. These services are provided without charge to UWT program or departmental budgets.

Relocation of Desktop Computer to another office assigned by our Chancellor or Vice Chancellors. Within time and resource constraints, Computer Services will move desktop computers to other campus locations assigned by our Chancellor or Vice Chancellors. These services are provided without charge to UWT program or departmental budgets.

b. Chargeable Services

Relocation of desktop computer within the same office or to another office not assigned by our Chancellor or Vice Chancellors. Within time and resource constraints, Computer Services will provide discretionary (i.e., desirable, but can not be justified as essential to operational preservation or reliability) relocation of desktop computers within the same office or to another office that are requested by staff and faculty in programs or departments or by student organizations. These services will be charged to the requesting program, department or student organization. **Examples of such services, though not all inclusive, are:**

- Moving computer and peripheral equipment for internally generated rearrangements or relocations of program and department areas or offices.
- Delivery and installation of desktop computer and peripheral equipment for programs and departments.

2. REQUESTING AND SCHEDULING OF SERVICES

a. How to Request Services

Requests for computer relocation should be submitted via email to tachelp@u.washington.edu with at least two weeks advance notice.

b. Classification and Scheduling

Within two (2) working days of receipt of a request for services, Computer Services will assign the request a work order number and make a determination whether the services requested will be classified as chargeable or non-chargeable.

Non-chargeable Services

When Computer Services determine that the services requested are not chargeable services, performance of the services will be scheduled as follows:

- If the request specified a date/time on which the services were required, Computer Services will schedule work order performance to meet the requirement. The department contact will be notified only if the services cannot be performed as requested.
- If the request did not specify a date/time for completion, Computer Services will schedule the job in the order received. Normally, services will be performed within two weeks of receipt of a request.

Chargeable Services

When Computer Services determine that the services requested are chargeable to the requesting department, the department contact will be notified by e-mail and provided with a work order number and an estimate of the cost of the services. The estimates are non-binding and are intended to assist the department in determining whether they want to authorize Computer Services to proceed with performance. When the service is performed, departments will be billed the actual cost of performing the services (see paragraph 3). **If the department disputes the determination that the services are chargeable, they should contact the Director of Information Technology via telephone (2-5616) or e-mail.**

If the department desires to have the work order executed, the following information must be transmitted via return e-mail to Computer Services within two (2) working days after receipt of the estimate:

- Specific authorization to schedule and perform the services
- A budget number to be charged

Upon receipt of authorization for the work to be performed, Computer Services will schedule work order performance as follows:

- If the request specified a required date and time that services must be completed, Computer Services will schedule work order performance to meet the requirement. The department contact will be notified only if the services cannot be performed as requested.
- If the request that did not specify a required date/time for completion, Computer Services will schedule work order performance in the order received. Normally, services will be performed within two weeks of receipt of departmental authorization to proceed.
- If the department determines that they do not want to proceed with performance of the work order, the department need take no further action. **Computer Services will automatically cancel the work order if departmental authorization to proceed has not been received within 10 working days.**

3. BILLING FOR CHARGEABLE SERVICES

a. Cost Transfer Invoice (CTI)

Work orders for chargeable services will be billed via Cost Transfer Invoice (CTI) upon completion of the service. A copy of the CTI will be sent to the requesting department, and the charge will appear in the Budget Activity Report with the work order number cited in the reference field 1 and the CTI number cited in the reference field 2.

b. Labor charges

Labor charges will be billed using actual time necessary to complete the service (rounded to the nearest one-half hour) times a pre-established hourly rate. Materials will be billed at actual cost. The hourly rate for charging labor will be proposed by the Director, Information Technology and approved by the Director, Finance and Administration, at the beginning of each fiscal year. The rate will be based on a computed composite average of the actual hourly salary and benefit costs of personnel who perform and administer the services provided.