

# Old Dominion University Computer Science Department Policies and Procedures

**Title: Hardware Replacement**

**ID: CSHW001**

**Revision: 1.0**

## **Purpose**

This procedure provides information about the process of handling hardware replacement.

## **Scope**

This procedure specifically applies to hardware owned by the Old Dominion University Computer Science Department.

## **General Hardware Replacement**

Upon discovery of possible failed hardware, it is the policy of the Old Dominion University Computer Science Department Systems Group to schedule in-place testing and if deemed necessary, shutdown, remove and replace (be it temporary or long term) of the affected item. Once the item in question is removed from service, it will then be diagnosed by the group's designated support personnel. If it is deemed that outside support (i.e.: manufacturer, service technician, warranty representative) must be involved, contact should be made within the first 24 hours of the item's downtime. Once contacted, the representative's name, extension, and any case reference number is to be recorded via email and sent to the Systems Group senior personnel. Upon arrival of the replacement product, installation (unless it must be supervised or performed by a third party) is to be done within 24 hours of receipt. Return of the defective part (if requested or RMA is available) should be performed within 48 working hours of installation of the new part or necessary equipment. Once the device is tested and confirmed working, it may then be scheduled for reinstatement to the production environment following necessary downtime policies if required.

## **Definitions**

RMA – Return Merchandise Authorization.

## **Revision History**

Work in progress.