

Student Services Workstation Technology  
Dual Monitor Guidelines

Several SSTA supported workstations have a secondary monitor allowing a customer to have two monitors for increased efficiency. (dual monitors) Departments are responsible for the cost of this option regardless of when it is purchased. This proposal addresses the replacement lifecycle for secondary monitors.

- All secondary monitors will initially be purchased with a four year warranty.
- A secondary monitor can stay in production after the warranty expires.
- If a secondary monitor fails, SSTA-WT will determine if the monitor is under warranty for repair or replacement. If it is not, the department will incur all costs for replacement.
- During the annual Equipment Lifecycle Replacement (ELR), SSTA will not mandate that a 2nd monitor on a machine be replaced at the end of the machine's four year life cycle.
- During ELR, unless its replacement is purchased by the department, all secondary monitors will be left in place while the machine's primary monitor will be replaced with a new monitor along with the machine.
- In cases where the secondary monitor is newer than the primary, switching the secondary to the primary may be allowed if a secondary monitor is no longer desired.
- During ELR, a primary monitor from one machine cannot trickle to another machine to become a secondary monitor. All primary monitors (along with keyboard and mouse) will be sent to the warehouse as a unit.
- If a hardware technology change makes secondary monitors incompatible with a system, new secondary monitors will need to be purchased at the department's expense.