

SSTA-WT SERVICE LEVEL OFFERING
Desktop Repair

Last updated 8/17/09

Desktop Repair Policy

If a Student Services Workstation Technology supported desktop becomes unusable due to hardware issues, it is our implied policy to attempt to repair the unit within 24 hours.

SSTA-Workstation Technology will maintain a pool of machines consisting of one of each model currently in use in our environment. In the case of a hardware failure, we will diagnose the problem and replace the defective part as applicable from these “spare parts” machines.