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Effective Date:	05/07/2018	Replaces:	NEW
Revised By:	Karen Philbin	Review Cycle/Date:	Annual
Reviewed By:	Karen Philbin	Reviewing Unit:	Technology Strategy
Title:	Personal Computer Warranty SOP		
Description:	This document is the operating standard for personal computer warranties.		

Personal Computer Warranty Standard Operating Procedure

1. General Statement of Purpose
 - 1.1. The purpose of this document is to identify the warranty standard for personal computers, sometimes referred to as workstations, required by our agency partners, employees and authorized contractors.
2. Scope
 - 2.1. This document is applicable to all agency partners, employees and authorized contractors acquiring and managing personal computers for official state business use.
3. Discipline
 - 3.1. Technical Standards
4. Terms and Definitions
 - 4.1. Personal Computer (PC) – A single user system that includes desk-based, laptop and ultra-portable devices.
 - 4.2. Warranty – A written guarantee issued to the purchaser of an asset by its manufacturer, promising to repair or replace it if necessary within a specified period.
5. Instructions
 - 5.1. The state standards for PCs/workstations are focused on meeting the needs of the modern workforce and are aligned with the process to comply with the requirements of the IT Consolidation and Coordination Act.
 - 5.2. Client Experience manages and oversees the manufacturer’s warranty of all PCs acquired for state agency use.
 - 5.3. OMES requires that all PCs and associated assets must be under the manufacturer’s warranty while in use.
 - 5.4. The manufacturer’s warranty covers defects of the PC asset and describes remedies throughout the life of the lease agreement or manufacturer’s warranty. Client Experience determines the applicable remedy.
 - 5.4.1. Client Experience is responsible for self-service warranty maintenance.
 - 5.4.2. Client Experience coordinates field maintenance with the vendor.
 - 5.4.3. OMES IS Asset Management handles all return merchandise authorizations (RMAs).
 - 5.5. Extended warranties may be considered for some PC assets after the terms of the original agreement have expired and extended terms and warranty details have been negotiated with the vendor. This will be evaluated on a case by case basis and costs provided to the agencies.

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- 5.5.1. Extended warranties are negotiated with the vendor by the OMES IS management team and presented to the agency by the Account Executive (AE), Technical Account Manager (TAM) and/or IT Strategist.
- 5.6. Requests for extended warranty consideration are handled by the AE, TAM or IT Strategist.
- 6. Roles and Responsibilities
 - 6.1. Mission Support is responsible for process oversight of the PC Warranty.
 - 6.2. Client Experience is responsible for identifying PC defects that are covered by the warranty.
- 7. References
 - 7.1. 09.3.6 Personal Computer Exceptions