

# Hardware maintenance

**Maintenance plan:** All IT equipment should be checked once in every quarter, and maintained according to the elaborated maintenance plan.

**Maintenance contract with equipment supplier:** After the warranty period, there should be agreements with equipment suppliers and service providers and maintenance services should be provided at least every quarter. Extended service items such as training, phone, preventative maintenance visits, and trade-in benefits should be captured, and each type of contract needs to be reviewed and evaluated on its own merit whereby the decision is made as to whether it's necessary to enter into such an agreement before the warranty period expires.

**IT Toolbox:** The IT unit should be equipped with the IT tool box for computer hardware and network maintenance. Before the acquisition of the aforesaid toolbox, the institution will seek for the technical assistance from RISA.

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Revision #2

Created 1 October 2025 10:32:42 by RISA

Updated 1 October 2025 10:34:29 by RISA