

Summary Document

Computer System Maintenance Manual

(WI-ITM-03)

This document describes about maintenance process of CUIR and Office of Academic Resources Chulalongkorn University computer system including hardware, computer peripherals, server, software, network equipment, information system, and computer network.

There are 2 guidelines for computer system maintenance as follows.

1. Maintenance of computer systems and equipment as planned

When getting a new computer device, IT staff registers the item to the records of computers and devices. System administrator will analyze and evaluate the problems encountered by computer equipment to be used as information in formulating a computer system maintenance plan. Computer Server, network devices, and power supplies will be maintained every 3 months. Whereas desktop computer and peripheral equipment will be maintained every 6 months. If computer and equipment is in a damaged condition during the maintenance schedule, IT department will proceed to contact the supplier company or send it for repair immediately, and record maintenance reports as well.

2. Maintenance of computer systems and equipment in case of getting repair notices

When IT department receive repair notice via online form, the staff will proceed to contact the person who send the request to make an appointment for repairing the item. All detail of damage or problems found in the equipment will be recorded in maintenance form. If the device can not be repair by IT staff, the staff will then check warranty document of the item. The item that is within warranty period will be sent to the company for repair. If the device is out of warranty period, IT department will provide a backup device to use instead and record the maintenance detail in register of IT equipment. The item that can't repair will be discarded from the register.