

## Non-Standard Equipment Service Level Agreement

Name \_\_\_\_\_ CUNYfirst Req.No: \_\_\_\_\_

Today's Date \_

Organizational Role [please circle one]

Faculty

Administration

Department \_\_\_\_\_

Location \_\_\_\_\_

Contact Number \_\_\_\_\_

The computer hardware that the Office of Technology Systems (OTS) recommends to our user community is carefully researched and selected with the intent of meeting the greatest common factor requirements for computing and printing among the College's faculty, staff, and students. For each recommended device, OTS develops and thoroughly tests a "standard image" set of software applications (Microsoft Office Suite, Adobe Professional, and McAfee virus protection). The OTS staff is trained to service these recommended hardware devices and the associated software images that are installed on them, thereby ensuring timely and reliable support to those using the recommended standard equipment. The Office of Technology Systems only supports hardware purchases as listed on the [OTS Chargeback Form \(list of items on the form\)](#). The reasons for these limitations are as follows:

1. Bulk purchase pricing as per CUNY vendor contracts
2. Resources needed in order to maintain customized images for individual purchases
3. Limited space to maintain hardware inventory required to support individual purchases

It is recommended that computer purchases adhere to equipment listed on the [OTS Chargeback Form \(list of items on the form\)](#). If however the listed equipment is not suitable to your business needs and departs from the College's recommended list of hardware purchase options, you will be required to sign this document acknowledging the following:

- So that OIT can better understand your needs, paperwork will not be processed until you have spoken with Sep Vakil ([sepehrdad.vakil@csi.cuny.edu](mailto:sepehrdad.vakil@csi.cuny.edu); ext. 3972).
- The responsibility for support and maintenance is as follows:

| Responsibilities   |   |
|--|---|
| Office of Technology Systems   | End User  |
| <ul style="list-style-type: none"> <li>• Connecting hardware to the network</li> <li>• Installing <a href="#">CUNY/CSI licensed software</a></li> <li>• Configuring email</li> <li>• Installing Virus protection</li> <li>• Asset management</li> <li>• Maintenance &amp; troubleshooting of supported software</li> </ul> | <ul style="list-style-type: none"> <li>• Purchase of a minimum three year on-site parts and service warranty to cover hardware and maintenance</li> <li>• Purchase of an extended warranty at the end of the three years if the machine is going to be retained. <b>If a user does not purchase the additional warranty, He/She acknowledges that the End User is responsible for repair cost.</b></li> <li>• For network access and software installation call the helpdesk (ext. 3695)</li> <li>• Updates of non-standard software</li> <li>• Troubleshooting and repair if OTS cannot assist due to non-standard hardware/software</li> <li>• <b>Installation of KACE inventory agent is required in order for the device to remain connected to the College's network. Technology services will periodically query agent.</b></li> <li>• <b>For more info, please visit <a href="#">OITS Security &amp; Policies</a></b></li> </ul> |

- It is understood that OTS Helpdesk will provide best effort support based on the above listed responsibilities. If additional support is required, the individual named below will be contacted and all costs associated with the required support will be absorbed by the recipient of the equipment or the individual/unit authorized to provide support.
- All equipment will be delivered to the Office of Technology Systems, Attn: Sep Vakil (1L-112C) for inventory control and labeling.

Our records indicate that you have taken delivery of the following equipment items(s):

| ITEM | SERIAL # | ASSET TAG # |
|------|----------|-------------|
|      |          |             |
|      |          |             |
|      |          |             |

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If the equipment contains a server or Linux workstation:

| Admin's name (First-Last) | Server's Function | Data port # | Remote Access (Y/N) |
|---------------------------|-------------------|-------------|---------------------|
|                           |                   |             |                     |

Per this service level agreement, it is understood the user named below understands and acknowledges the responsibilities associated with purchasing equipment that is not the standard supported by CSI.

\_\_\_\_\_  
Recipient Name

\_\_\_\_\_  
Recipient Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Dean/VP Name

\_\_\_\_\_  
Dean/VP Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Office of Technology Systems Representative