

# Hardware Management

---



## Repair and Warranty

ITS provides services required for repair of equipment-and coordination of warranty services.

## Inventory

ITS provides a complete inventory system of all ITS hardware deployed in the OCIO/ITS architecture.

## Services Provided

### Hardware Certification and Release

This includes servers, desktops, GIS workstations, laptops, tablets, and all peripherals that are available for procurement and deployment into the ITS environment. It also includes standard and specialized setup or configurations for existing platforms, platforms that vary from standard offerings and any additional equipment that would. Properly submitted customer requests for reviews are those in which all functional requirements have been identified, all materials required for testing have been received and no further documentation is required by ITS managers. Customers prioritize requests for certification on the ITS Mission Board. This service also incorporates Release Management.

Performance Matrix & Targets

Hardware Management Services			
Service Type	Service Measure	Performance Target	
<b>Equipment Repair</b>	Restoration of service.	$\leq 10$ Business Days Incident Closure Date – Incident Report Date	95%
<b>Inventory</b>	Automated Report Availability	Application Availability = $\frac{[\text{Total Time} - (\sum \text{Total Outage} - \sum \text{Planned Outage})]}{\text{Total Time}}$	99%
<b>Hardware Certification and Release</b>	Certification and/or Approval of End User requests within 60 days	New Project Form Approval Date – Deployed to Production date (the point at which the application is ready to go to deployment) < 60 Days The measurement Tool will be the IDB Project Tracking	90%