Cooperative Services – Desktop Support
Equipment Move Service Request Standard

Date Issued: March 23, 2011  
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STATEMENT OF STANDARD

This standard outlines the considerations, commitments, and shared responsibilities for CSDS supported equipment moves. CSDS should be involved during the planning stages of all supported equipment moves. CSDS will assist with equipment moves as requested provided adequate lead-time has been given to allow for scheduling. CSDS cannot guarantee commitment to physically move computer systems or printers between buildings, to different locations in the same building, or from desk to desk unless prior scheduling has been arranged. Equipment move requests will be handled with routine priority allowing advance notice to facilitate coordination of CSDS and/or other University service providers.

REASON FOR STANDARD

To ensure accurate inventory, minimize end user downtime due to incorrect system configuration and minimize support costs.

CONTACTS

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EQUIPMENT MOVE SERVICE REQUEST

When a department plans for any major (entire department) or minor (single system) computer system or network printer move, a service request should be submitted to ensure inventory accuracy and to minimize downtime due to incorrect system setup. No supported printer or computer system should be moved between buildings, to different locations in the same building, or from desk to desk without first notifying CSDS.

CSDS staff will review the equipment move service request and perform any necessary preparatory work including a site survey, reviewing data PICs, re-labeling equipment and updating inventory. CSDS will assist with equipment moves whenever possible, but makes no guaranteed commitment to physically move computer systems or printers without adequate lead-time.
RESPONSIBILITIES

The Supported Department Responsibilities:
- The department will request a CSDS site survey as far in advance as possible to determine if there are any issues preventing the timely move of equipment. Service Manager, Tier 2 Move Technician, and Departmental Technology Coordinator must be made aware of scheduled move and, if possible, should join CSDS during the site survey.
- The department is responsible for scheduling movement of computer equipment from one location to the other with CSDS. CSDS will reconnect computer equipment and printers and test functionality as requested. A single block of time should be scheduled with CSDS to move or reconnect equipment whenever possible.
- If it is determined that insufficient data connections (PIC) or electrical outlets are present, the department will be responsible for arranging new installations through Physical Facilities.
- The department will provide account numbers for related move charges (i.e. cables, PIC activations, power strips, etc.) Power strips are required for all equipment.
- Uninstallation and reinstallation of monitor arms and keyboard trays is the responsibility of the department. Other hardware that may be necessary for ADA compliance is the responsibility of the department.
- It is recommended that the department label and box items to ensure equipment remains with the same user at the new location. Large multifunction printers may need to be moved by the vendor. CSDS will assist but, the department is ultimately responsible for scheduling time with the vendor for the physical move and setup of the printer and any costs that might be associated with the move. CSDS will be available during the install of equipment in the new location.

CSDS Responsibilities:
- Lead the pre-move site survey:
  - Evaluate the new location for equipment being moved.
  - Identify, activate, deactivate and test PICs for new and old locations.
  - Identify and order data cables as needed.
  - Identify and order keyboard, mouse, and monitor extender cables as needed.
  - Identify all printer information to support system changes.
  - Discuss if current network printers meet the needs of the new location.
  - Confirm electrical outlet needs will be met.
- Re-label any equipment as necessary.
- Update inventory.
- Assist with equipment move within defined parameters outlined above.
- Reconnect and test all computers systems and printers during the scheduled time after equipment is in the new location.