

# ECEE IT SUPPORT LEVELS

**Regardless of the support level provided by ECEE IT for specific computers, all security issues will be given highest priority.**

## **PRIORITY (1 - 3 BUSINESS DAY TURN AROUND)**

ECEE IT aims to provide the best professional support in the timeliest manner possible. To ensure priority support, please adhere to the following:

- Go through ECEE IT in all your technology purchasing decisions
- Purchase enterprise level Dell Premier under contract
- Computers that are under warranty

## **SECONDARY (3 - 15 BUSINESS DAY TURN AROUND)**

Secondary support is defined as longer or mildly delayed service periods and/or coming second in line to priority service issues. The following constitutes secondary support:

- Purchasing computers from most other manufactures or vendors that aren't enterprise level Dell Premier, including Apple and Lenovo computers.

## **LIMITED (15 - 30 BUSINESS DAY TURN AROUND)**

Limited support is defined as all other support issues coming beforehand, greatly increasing the amount of time allotted to service calls. Additionally, installation of ASU licensed software and administrative privileges will be withheld starting at this level. The following constitutes limited support:

- Excluding ECEE IT in technology purchasing decisions
- Purchasing non-enterprise level computers (i.e. consumer or small business level PCs)
- HP, eMachine, Gateway, and Custom built computers
- Virtual Machines with Windows installed on them
- Computers out of warranty

## **UNSUPPORTED**

Any form of service that falls under the unsupported definition, most likely will NOT be done or will be given relatively little attention (if any). The following constitutes unsupported:

- Windows based computers not on the domain (This can be remedied by having ECEE IT reformat computer and placing on the domain)
- Operating Systems no longer supported by the manufacturer (i.e. Windows 98, NT, 2000, or XP)
- Pentium Dual Core Computers or below (Produced before June 2007)
- Starting April 14, 2014 computers that will not support Windows 7

- Computers purchased from ASU surplus & salvage depot
- Purchasing of used parts for repairs