

NEW EQUIPMENT AND SOFTWARE WAIT TIMES

All faculty, staff and admin employees will have to consider the wait times for newly purchased equipment before purchasing such. The information technology department will always try to get newly purchased equipment to the user or department by order of criticality. However, minimum and maximum wait times have been set in order to help users with planning all technology purchases. The user or department may specify if the order is of critical nature when submitting the request and it will be evaluated by the information technology department.

Please allow at least **7 days** for the equipment to arrive to our office. This has already been added to the minimum and maximum times shown below.

Newly purchased PC desktops and laptops

7 to 14 days

Newly purchased Apple desktops and laptops

7 to 14 days

Newly purchased network printers

7 to 12 days

Newly purchased computer accessories

7 to 10 days

Newly purchased software

7 to 14 days - **Tested software**

7 to 30 days - **Untested software**

A notification with a new delivery date will be sent to the user or department if there is a delay with the equipment or software purchase.

Please call the Helpdesk at extension 7200 if the equipment or software purchased has not been delivered by the maximum wait time shown above. Calling the Helpdesk before the maximum wait time shown above will not expedite the process.

APPROVED BY: TOM HALL, CIO