Arkansas State University - Jonesboro

Effective Date: 07/01/93
Number: 08-04
Section: Computer and Information Services
Subject: Computer Acquisitions, Upgrades, Maintenance, & Supplies

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All computer acquisitions, computer upgrades, maintenance parts, paper and labels, ribbons and cartridges, computer software and updates, manuals, as well as any other computer related items will be acquired on individual departmental budgets.

Information and Technology Services will provide the following support activities for Arkansas State University computers and associated products:

1. Review all computer hardware/software related requisitions and assist in identifying and specifying the appropriate hardware and software.
2. Provide maintenance support for computers, printers and associated equipment at no cost to the user.
3. Provide installation assistance for hardware and software at no cost to the user.
4. Negotiate and provide software site licenses and other quantity discount products as appropriate.
5. Offer short course instruction and provide consulting for computer users at no cost to the user.

For these services, submit a work order [here].

Revised 08/08/19.