

# PCS Standard Plan Overview

STANDARD SERVICES INCLUDED IN PLAN	
SERVICE	DESCRIPTION
<b>Hardware Repair (In-Warranty)*</b>	This service covers the repair of computer equipment** that is still under Manufacturer Warranty.
<b>Hardware Repair (Out-Of-Warranty)*</b>	This service covers the repair of computer equipment** that is out of Manufacturer Warranty. <b>Note: This does not include equipment older than six years old, or the repair/replacement of hardware damaged as a result of abuse, theft, or neglect.</b>
<b>Asset Management</b>	Tracking and updating NYCDOE’s Asset Inventory Database and associated OEM warranty details based on physical changes to the computer equipment resulting from repair service or MAC (move, add or change) event. <b>Note: For new equipment purchased through the normal NYCDOE processes, asset information is uploaded to the NYCDOE database by the equipment Manufacturer.</b>
<b>Hardware Retirement/ Disposal</b>	Pickup and transportation of core computer equipment to be retired from a specified location, destroy all forms of electronic media (i.e. hard-drives), dispose of or recycle the equipment pursuant to EPA regulation, provide a certification 60 days after pickup detailing the recycle or disposal services performed and confirm software and data removal (listed by computer equipment Serial Number, Site ID and Address), and provide a date to the DOE electronic “settlement” data for the purposes of updating the DOE Asset Inventory Database to indicate retired/disposed equipment.
<b>Coordination for Hardware Delivery</b>	Coordination of delivery for new computer equipment to your school within 10 business/School days of receiving all of the items on a particular order based on the Tracking Number, not individual PO Numbers.
<b>Hardware Installation and Integration</b>	Installation and integration for the new computer equipment delivered to your School. This includes connecting devices to the internet.

\*Hardware repair includes delivery and installation of replacement parts for remedial repair, reloading of the standard NYCDOE image (operating system) and print drivers, asset tagging (of replacement parts/systems), and connecting devices to the internet. The restoration of any additional software applications or data files is not included under this service.

\*\*This includes most - but not all “core hardware” products; namely desktop computers, notebook/laptop computers, servers, and printers. It does not include NetBooks, or handheld devices such as BlackBerrys or iPads.

## EXTENDED SERVICES

For extended services related to renting a technician, asset tagging, physical inventory of the computer equipment at your site, MACs (move, add, or change), or reconnects, please contact the DIIT Service Desk @ (718)935-5100 to have an incident opened and routed to your respective PCS vendor. The PCS vendor will follow up with you to discuss details for the service requested and advise you with the cost(s) involved and the FAMIS item # that should be used when submitting a purchase order via FAMIS.