Policy Code	Policy Name	
DAU 7-2	Digital and General Maintenance Policy	

Responsible Executive	Current Revision Date	Next Revision Date
-Information Technology Dept. (IT) -Operation and Maintenance Dep.	10/2023	10/2027

1. Policy Purpose

The policy aims to ensure the Maintenance services for both digital and Information Technology resources such as (electronic equipment and software) and general maintenance in DAU conducted in effective ways.

2. Policy Scope

This policy applies to all DAU communities. It covers all Physical facilities and digital facilities in DAU. Digital facilities such as: computers, communication, printers, photocopiers, other Devices, email, internet access, network applications, web services, cloud services and similar resources.

3. Policy Statement

All IT equipment purchased from DAU funds belongs to DAU which means a specific machine may be used by more than one user in its lifetime. So that, this equipment needs periodic Maintenance, or it may be replaced if they are not working properly. General Maintenance in DAU is carried out periodically for DAU facilities and premises. The University also provides necessary Maintenance tools, technicians, supplies and spare parts or other materials used in maintenance whether by storing them in the University or outsourcing from other specialized firms.

4. Policy Procedures

Electrical Equipment and software maintenance, updating, and replacement procedures:
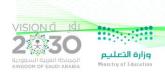
The IT Dept. is responsible for providing support and maintaining (or arranging maintenance for) all computing and network resources including faculty and staff PCs. It is also responsible for maintaining and upgrading IT resources, hardware, and software, for IT Network infrastructure and DAU Data Center.

- DAU'S Employees shall contact IT dept. for any electronic maintenance needed.
- Within its life cycle, computers should execute software upgrades, for example (operating system or office suite) and should not require a hardware upgrade, unless if the user's requirements change, necessitating a change in hardware configuration, upgrade for (RAM, hard disk, etc.) can be scheduled during the equipment's life cycle.

- *Expected life cycle for IT equipment's in general as follow:*
  - Computers And Laptops/Notebook (End user Equipment): Desktop computers and laptops in normal condition will not be replaced before the end of a 5-year cycle. End user applications in computer labs will be upgraded directly or replaced as soon as there is a new edition.
  - LCD Monitors, PRINTERS, and other General Equipment: Replacement will not be for Less than 10 years or is to be based on failure and is not bound to a particular cycle.
  - Software Lifecycle (Main Application): DAU defines the expected lifecycle of software applications, including the expected lifespan of each application and the anticipated timeframe for replacing it, and should not continue more than ten years.
  - Infrastructure and network equipment: will regularly be evaluated to determine whether they are still meeting the needs of the business. The evaluation will consider factors such as end-of-life, compatibility, cost-effectiveness, scalability, functionality, and user satisfaction.

- Disposal of IT Equipment: If IT equipment cannot be re-deployed internally, then the processes of Disposal of IT Equipment should be followed.

- *Periodic Replacement of the electronic Devices:*
  - IT dept. decides whether the device needs to be replaced, upgraded, or if it is in a good condition that satisfies the work requirements. If it is recommended to be replaced, the responsible IT staff will list out all such cases to prepare the purchase request.
  - The replacement procedures outlined here covers all devices used by students, faculty members, college staff and DAU employees, computers will be replaced only when the University's standard software suite, or the software required for instruction, service, or research work will not run effectively on the existing hardware.
  - At the same time, it is important to realize that computer replacement is expensive, disruptive, and labor intensive for both the end user and the IT staff.

General Maintenance procedure in DAU:

- All Maintenance requests Maintenance Request.xlsm at DAU will be filled with the person who requested the maintenance, and the request will be submitted to the Operation and Maintenance department which will decide and implement the maintenance service required by the authorized personnel in DAU.
- Operation and Maintenance department can purchase -regarding to the budget- any requirements needed for maintenance processes in DAU using the Purchasing Request.docx .

5. Related Policies/ Documents/ Forms

DAU 7-7 Use of Technology Resources
DAU 7-9 Hazardous Waste Disposal Policy
Maintenance Request.xlsm
Purchasing Request.docx

6. Document History

Version	Issue/ Rev. Date	Updated Information/ Summary of Changes
1	10/2023	1st issue of the policy