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**CIRCULAR**

**STANDARD OPERATING PROCEDURE FOR REPAIR OF COMPUTERS AND RELATED EQUIPMENT**

1. The following procedure shall be followed for repair and maintenance of computers and other related equipment in the Campus. This is to ensure that all equipment is repaired on need basis and in the quickest possible time.
2. For any repair or maintenance of equipment a request shall be made through email at admin helpdesk based on which a work identity number (Work ID number) is generated and the work is identified and assigned to the relevant department of repairs.
3. The repairing authority or staff under him will determine the extent of repair or maintenance on the equipment as also so as to ascertain
  - i) whether the equipment can be repaired in the campus
  - ii) whether the equipment requires to be repaired by dealers' outside the campus
4. On a decision being taken about the kind of repairs action will be done as follows:
  - a) If repairable in the campus the same will be carried out and handed over to the concerned person/department on completion
  - b) If repairable outside the campus the indenting, purchase and repair procedure shall be carried out by the Purchase Department. The Attendee/ Repairer of the equipment shall follow up with the Purchase Department regarding the same.
5. The progress of the work can be ascertained anytime by the Originator of the repairs online by using the Work ID given on initiation of the work.
6. The work order is closed once the work is completed and the Originator is informed regarding the completion of the same. The Originator shall collect the same and forward any documentation or feedback as required by the Repairing Organization.
7. This SOP supersedes the earlier one issued on the subject.

Dr S Mahadevan

**Dr. S. MAHADEVAN**  
Deputy Dean  
Amrita School of Engineering  
Amrita Vishwa Vidyapeetham  
Amrita Nagar PO, Coimbatore-641 112