

# PSC IT Equipment Repair, Replacement, and Purchase/Acquisition Procedures

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**Introduction** This process guide provides information and procedures for the repair, replacement, and purchase/acquisition of Information Technology (IT) equipment.

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**Discussion** At some point all IT equipment needs to be repaired or replaced. Most repairs will be completed by the Ballston NPFC Help Desk in accordance with the Ballston Agreement of Mutual Support. With few exceptions, the Help Desk services only equipment connected to the Coast Guard network. This consists of computers, printers, scanners, and large copier/printers. In addition, the Help Desk provides service to PSC Ballston file server and network infrastructure.

Items such as desk phones, cell phones, video projectors, televisions, etc. are not supported by the Help Desk. These items are serviced by other entities, including DOT, Verizon, or by the divisions themselves.

When items cannot be repaired they must be replaced. The Coast Guard replaces existing computers, servers, and network infrastructure equipment via “recapitalization” (RECAP) approximately every 5 years. These items along with leased equipment (e.g., Xerox copier/printer) are repaired or replaced at no-cost to the command.

All other equipment that cannot be repaired must be purchased by the command. PSC divisions must budget and fund replacement of these items.

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**IT Equipment Repair Guidelines**

<b>Equipment Type</b>	<b>Repair Procedures</b>
PC, Laptop, Monitor, Printer, Copier, Scanner, FAX Machine	Help Desk Request Procedures on page 2.
Desk Phone	Desk Telephone Procedures in the PSC <a href="#">Business Process Guides</a> on the PSC Website
Cell Phone	PSC Cell Phone Procedures in the PSC <a href="#">Business Process Guides</a> on the PSC Website
VTC, projector, TV, VCR, DVD player, sound system, mouse, keyboard, speaker, non-supported telephone equipment such as wireless headset, Polycom conference phone, etc.	PSC Division Support Procedures on page 3.

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## Help Desk Support Procedures

Step	Action	Remarks
1	Submit a help ticket using the <a href="#">CG FIXIT</a> Icon.	The <a href="#">CG FIXIT</a> icon is located on your Computer Desktop.
2	Select Hardware; Report a Hardware Problem	Have a co-worker do this for you if you cannot log into your computer
3	Completely describe your IT equipment issue and press Submit to complete your ticket.	Be specific about your issue. The more details you provide the easier it will be for someone to assist you.
4	A technician will be assigned to assist you with your problem.	Email Ms. Joanne Ward if you do not get an email response to your help ticket within 24 hours.
5	NPFC will attempt to repair all supported IT equipment and contact the warranty provider if necessary	If your computer cannot be repaired the same day, NPFC should furnish a "temp replacement" PC until your equipment is repaired or replaced.

- Notes:
1. MPC PCs and Gateway Laptops are no longer under warranty. If required, NPFC will request a Dell replacement through TISCOM. If you do not receive the replacement computer within two weeks contact the NPFC Technician for a status.
  2. Replacement of IT equipment or parts not under warranty or Service Maintenance Agreement (SMA) is the responsibility of the respective division.

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### **BOPS-R Storeroom**

The BOPS-R Storeroom stocks common office consumables such as copier paper, note paper, pens, toner, etc. There is also a limited supply of IT equipment spares such as keyboards, mice, speakers, and cables. However, once the current inventory is depleted, divisions will have to purchase these items themselves from their operating funds.

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## PSC Division Support Procedures

Step	Action	Remarks
1	Obtain equipment/parts from the BOPS-R Storeroom if available.	This will require a signature from your Division or Branch Property Custodian if it's accountable property. PSC Property custodians can be found in the "Division POCs" list located <b>in</b> the PSC <a href="#">Business Process Guides</a> on the PSC Website.
2	Submit a PR for equipment or parts if not available from the BOPS-R Storeroom.	Purchase of IT items may need approval through the <a href="#">ITC/ACCB</a> . Items that don't require ITC/ACCB approval are digital cameras/projectors, monitors, mice, keyboards, speakers, <a href="#">cell phones</a> , and standalone fax machines.
3	Pickup and sign for your equipment upon receiving notice from BOPS-R.	If the equipment is accountable it requires a signature from the Division/Branch Property Custodian as well as your signature.
4	If needed submit a help ticket to have your equipment installed on the CG Network.	See Step 1 Help Desk Support Procedures on page 2 above.

## Purchase/ Acquisition of Standard Workstation Equipment Procedures

Event	Remarks
New positions on PAL	Standard workstations (computer, monitor, and keyboard) are typically provided by the Coast Guard for new positions on PAL.
Positions transferred from another CG unit	Standard workstations should transfer with the position. Close coordination is required by the gaining division with the position's old unit to ensure a smooth transition. Details of this process can be found in <a href="#">Encl 1 of COMDTINST 5230.55A Acquiring Microcomputer Resources</a>
Extra person not on PAL (e.g., summer hire, surge staff members, etc.)	A computer, monitor, and software may need to be purchased by the division per the PSC Division Support Procedures above. See the <a href="#">Standard Workstation Support SWIII</a> page in CG Portal for specific details. This is a major expense for the command and should be avoided if possible. Current costs to purchase a new standard workstation are \$2017 for the first year and \$2564 every year thereafter.