

**SAM – INFORMATION TECHNOLOGY
(California Department of Technology)**

POLICY

5010

(Reviewed 3/2011)

A uniform method for recording data relating to the repair or maintenance of data processing equipment, software, and facilities must be established to prevent degradation in customer and vendor support and excessive maintenance costs. Capturing this data at the time of the incident and ensuring its review by appropriate levels of management is necessary to effectively manage and control the maintenance function.

State agencies should develop a maintenance form which includes essential data pertaining to incidents of repair or maintenance. This essential data required in resolving disputes between the vendor and the state in respect to vendor performance includes:

1. The time at which the vendor maintenance contact was notified by the state;
2. The time at which the vendor maintenance personnel arrived to repair the malfunction;
3. The time at which the component and system were returned to service;
4. A description of the malfunction or incident; and,
5. Signature of the vendor and a representative of the state.

A maintenance form should be prepared whenever a system or any component of a system is inoperative because of the need for equipment, software or facilities repair or maintenance. The form is initiated at the time of the incident and remains open until the problem has been corrected and the component has been returned to service. Copies of completed forms must be maintained by the agency as long as the component is in service or there is a possibility of contractual claims.