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CENTRE DE RECHERCHE POUR LA LUTTE CONTRE LES MALADIES INFECTIEUSES TROPICALES (CreMIT)/

TROPICAL INFECTIOUS DISEASES RESEARCH CENTER (TIDRC)

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ELECTRONIC DEVICES AND EQUIPMENT MAINTENANCE AND REPAIR POLICY

VERSION 1.0

2025

TIDRC/UAC RESEARCH GRANTS MANAGEMENT OFFICE

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1- Purpose

The purpose of this policy is to establish clear guidelines for the maintenance, repair, and proper use of administrative office and laboratory electronic devices and equipment within TIDRC/UAC. This policy ensures that all devices function optimally and are maintained in compliance with safety standards and organizational requirements.

2- Scope

This policy applies to all electronic devices and equipment owned or used by TIDRC/UAC, including but not limited to:

Computers and laptops

Printers and scanners

Smartphones and tablets

Audio/visual equipment

Servers and networking equipment

Cameras and Stills

Projectors

GPS navigation systems

Inverters

Regulator units

Laboratory equipment

Other office and research electronics.

3- Objectives

- To provide a safe and functional environment for students, staff, and faculty.
- To ensure timely and efficient maintenance of all electronic devices and equipment.
- To minimize electronic devices and equipment and system downtime.

- To extend the lifespan of electronic devices and equipment.
- To ensure compliance with safety and regulatory standards related to the electronic devices and equipment maintenance.

4- Maintenance Policy

4.1 General Policy

TIDRC/UAC is committed to maintaining all electronic devices and equipment in optimal condition. Maintenance activities will be carried out in a systematic and proactive manner to prevent unexpected breakdowns and ensure the safety and comfort of all stakeholders.

4.2. Responsibilities

4.2.1 General electronic devices

The Information Technology (IT) Professional is responsible for routine maintenance, troubleshooting, and repair of general-purpose electronic devices, specifically laptops and desktops. He or she will maintain records of all repair service requests.

4.2.2 Laboratory electronic devices

Users, including **Laboratory staff, Students, and Employees** must use devices properly, and promptly report any malfunctions or damages, adhering to TIDRC/UAC's guidelines for device care

4.2.3. Endorsement of maintenance and repair services

The **Administrative/Finance Office** is responsible for acknowledging maintenance or repair claims (malfunction or damage reports), initiating the maintenance or repair process, approving associated costs, and maintaining financial records of repair and maintenance requested services.

4.3 Classification of Maintenance

Preventive Maintenance: Regular inspections and maintenance to prevent equipment failure.

Corrective Maintenance: Repairs carried out in response to reported issues.

Emergency Maintenance: Immediate response to urgent issues that pose a safety risk or disrupt operations.

4.4 Maintenance Procedures

4.4.1 Preventive Maintenance

- Conduct regular inspections of all electronic devices and equipment.
- Schedule maintenance tasks such as cleaning, lubrication, and calibration of both electronic devices and equipment.
- Maintain a preventive maintenance calendar and ensure adherence.

4.4.2 Corrective Maintenance

- Respond to maintenance requests promptly.
- Diagnose issues and perform necessary repairs.
- Document all corrective maintenance activities in the maintenance log.

4.4.3 Emergency Maintenance

- Establish an emergency response team.
- Ensure 24/7 availability of emergency contact numbers.
- Prioritize safety and quick resolution of urgent issues.

4.5 Maintenance Scheduling

- Develop a maintenance schedule for all electronic devices and equipment.
- Coordinate with department heads to minimize disruptions.

4.6 Work Order Management

- Submit work orders through the designated system.
- Assign work orders to appropriate personnel or contractors.
- Track the progress and completion of work orders.
- Maintain laboratory equipment logbooks.
- Seek external expertise for repairs when needed.
- Regular monitoring and maintenance of security systems.

5. Routine Maintenance

Scheduled Inspections: Regular inspections of devices will be conducted to check for wear and tear, system performance, and necessary updates (e.g., software, security patches).

Software Updates: Ensure all devices are regularly updated with the latest software and security patches.

Hardware Maintenance: The IT Professional will inspect hardware for potential issues, including physical damage or malfunctions, and perform preventive measures (e.g., cleaning, checking cables). An external maintenance service provider should be requested if necessary. For

this purpose, three external approved maintenance companies should be contacted from an existing approved list for proforma invoice requests, and the financial office should review the provided proforma invoices to select a service provider).

6. Reporting Malfunctions or Damages

Procedure for Reporting: Any malfunctions or damages must be reported immediately to the IT Professional for administrative devices and to Lab Technician for laboratory equipments. Users should fill out a service request form (either in writing or through an online system) specifying the nature of the issue.

Urgency Classification: Issues will be classified based on urgency, with high-priority cases (e.g., system outages or major failures) addressed immediately.

7. Repair Process

Repair Personnel: Devices and equipment repairs are performed by TIDRC/UAC's external service providers from the approved list. Three external repair service providers should be contacted from the existing approved list or outside the list in case of unavailability, for proforma invoice requests. The financial office should review the provided proforma invoices to select a service provider.

Replacement Parts: Only approved and compatible parts should be used for repairs. The IT Professional will maintain a list of approved replacement parts.

Repair Approval: Significant repairs or replacements (costing beyond a certain threshold) require prior approval from the Administrative/Finance Office and the TIDRC Director or Deputy Director.

8. Costing and Budgeting

Repair and Maintenance Budget: A specific budget for maintenance and repairs will be allocated annually. This includes both preventive maintenance and unexpected repairs.

Cost-Effective Solutions: Where possible, TIDRC/UAC will aim for cost-effective solutions, such as repairing devices rather than replacing them, unless it is more economical to replace.

9. Device Disposal

End-of-Life Devices: Devices that are beyond repair or no longer functional will be disposed of following proper electronic waste disposal protocols. All data will be securely erased before disposal.

Recycling: Where applicable, devices will be recycled through certified electronic waste recycling programs.

10. Security and Data Protection

Data Security: Ensure that all data stored on electronic devices is regularly backed up. Repairs or maintenance should not compromise the security of sensitive information.

Data Recovery: In the event of hardware failure, the IT Professional will attempt data recovery before initiating repairs or replacements.

11. Compliance

Legal and Regulatory Compliance: All maintenance and repair activities will comply with relevant laws, including those related to health, safety, data protection, and electronic waste disposal.

12. Monitoring and Reporting

Performance Reporting: Regular reports will be generated to track the maintenance status of devices and identify any recurring issues or trends that may require long-term solutions.

Continuous Improvement: Feedback from staff on the functionality and reliability of devices will be regularly collected and used to improve future maintenance and repair practices.

13. Review and Updates

This policy will be reviewed periodically to ensure it remains up-to-date with technological advances, institutional needs, and regulatory requirements.

Approval & adoption

This Guidelines and Procedures for Electronic Devices and Equipment Maintenance and Repair Policy version 1.0 is hereby formally approved and adopted as the official policy of the Tropical Infectious Diseases Research Center/University of Abomey-Calavi, effective August 28, 2025.



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