Repair, Maintenance, or Replacement of Equipment: A Summary of Actions

Prior to February 15, 2012: For repair, maintenance or replacement of DTMB-provided equipment or software (including printers, monitors, or other peripheral devices), contact the DTMB Client Services Center directly by phone at 1-800-968-2644 or by email at DITservice@michigan.gov.

After February 15, 2012: Monitors or other peripheral devices are no longer included in the DTMB support. The county must provide the repair, maintenance or replacement. This does not require prior approval and may be billed through the Cooperative Reimbursement Program (CRP) agreement.

After September 30, 2012: Printers are no longer included in the DTMB support. The county must provide the repair, maintenance or replacement. This does not require prior approval and may be billed through the CRP agreement.

If the county decides to provide/purchase equipment or software (other than printers, monitors, or other peripherals): The Friend of the Court (FOC) or Prosecuting Attorney (PA) must prepare a formal, written and detailed request in accordance with IV-D Memorandum 2012-004, Subsection 5, “Prior Approval Process for Hardware and Software Purchases (Other Than Printers, Monitors, and Other Peripheral Devices) Through the CRP Agreement” and send it to:

Michigan Department of Human Services
OCS Financial Management
Grand Tower Suite 1215
P.O. Box 30478
Lansing, MI 48909-7978

After February 15, 2012: If the county provides/purchases monitors or other peripheral devices, purchase these through the county processes – no prior approval is required. Purchases may be billed through the CRP contract in accordance with IV-D Memorandum 2012-004.

After September 30, 2012: If the county provides/purchases printers, purchase these through the county processes – no prior approval is required. Purchases may be billed through the CRP contract in accordance with IV-D Memorandum 2012-004.

Note: Counties may choose to provide printers prior to September 30, 2012. If so, the processes and procedures related to printers in IV-D Memorandum 2012-004 that would apply after September 30, 2012 will apply to the county as of the date of that choice.