

INDEMNITY AGREEMENT

Agreement made today _____, between Providence College IT Help Desk and
(Date)

_____, _____, _____
(Name) (Address) (Telephone No.)

(Name) _____ undertakes to indemnify Providence College IT Help Desk and its employees, hereinafter called Providence College, from any and all liability, loss, or damage that (Name) _____ or Providence College may suffer as a result of claims, demands, costs, or judgments against Providence College arising from any and all assistance being provided by the Providence College Information Technology Department staff or student workers. This would include, but is not limited to, any physical or logical loss of data, or loss and /or damage to hardware or software resulting from any request for assistance from (Name) _____.

Witness

Signature

Problem Description: _____

System Description: _____ Password: _____

Service Guidelines:

1. This service is provided "free of charge" to all students, faculty, and staff of Providence College.
2. We are not responsible for the loss or damage to equipment left for service.
3. All equipment should be picked up prior to when the help desk closes for the day.
4. All reasonable efforts will be made to resolve the initial issue.
5. We reserve the right to ask for proof of ownership on any and all software and hardware brought in for service.
6. Any issues that cannot be resolved by the help desk will be referred back to (Name) _____.