

College Computer Deployment Management

Description:

This service manages and maintains College owned personal computing devices and related assets used by College employees.

Features:

- Configure workstations for network access and perform connectivity testing to ensure desktops are recognized by network.
- Back-up data of replaced system and download to new system when needed.
- Decommission and cleanse workstation hardware and related software and data upon request.
- Install, modify or remove workstation hardware and software components upon request.
- Maintain information about installed workstation hardware, software and networking configuration items and ensure accuracy and availability to others.
- Label workstations with asset tags and track workstation locations, serial numbers and owners.

Service Administrator (owner):

Systems Administrator

Availability:

8:00am -4:00pm M-F except for holidays and shutdowns. Potentially reduced hours for summer.

How to Request Service:

IT Help Desk - 518.327.6465, itteam@paulsmiths.edu, or ticket entered into helpdesk.paulsmiths.edu.

Initiated:

Approved work requests

Charges:

None

Deliver Channels:

Satisfied work request

Prerequisites:

Device is for use by Paul Smith's College personnel or program associated with the college.

Key Service Targets:

- Deliver system within two weeks 100% of the time or as soon as possible after system is received on campus.
- Minimal disruption to customer with mutually convenient arrangements made in advance and documented in SysAid 100% of the time
- User satisfaction as measured through follow-up surveys with 90%+ positive results

Estimated FTE: