

## College Computer Device Management

### Description:

This service provides management of College-owned desktop/laptop/tablet computers.

### Features:

- Design, build, test, implement and maintain computer images.
- Identify, record and configure software applications and drivers used for IT services.
- Maintain accurate information about attributes of configurations and assets such as status, location, serial number, description, owners, versions, and relationships to other configuration items.
- Implement long term budget planning for asset replacement.
- Plan, design, build, test, implement and maintain automated discovery technologies and automated linkages to populate configuration and asset control management systems and repositories.
- Maintain and manage information about warranties for physical assets.
- Coordinate activities to dispose of assets.
- Build and maintain standards for naming and labeling configuration and asset components.
- Provide and maintain configuration baselines.
- Maintain information about installed workstation hardware, software and networking configuration items and ensure accuracy and availability to others.
- Provide troubleshooting and technical support services for workstation hardware, software and networking components.
- Manage and maintain hardware inventory of desktops, laptops and accessories.

### 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](mailto:itteam@paulsmiths.edu), or ticket entered into [helpdesk.paulsmiths.edu](http://helpdesk.paulsmiths.edu).

### Initiated:

- Approved work requests
- Approved operational procedures

### Charges:

None

### Deliver Channels:

Satisfied work requests

### Prerequisites:

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

### Key Service Targets:

- User satisfaction as measured through sampled surveys with 90%+ positive responses
- Work requests satisfied within defined performance targets 100% of the time
- Design and build standard configurations to accommodate at least 75% of systems without requiring customization.

**Estimated FTE:**

**Risks\Clarifications:**