ES Policies for Support Regarding Hardware, Software and Inventory

Enrollment Services technical support staff are responsible for providing technical and process improvement support to the three Enrollment Services units: the Office of Admissions, the Office of Financial Aid, and the Office of the Registrar. Responsibilities include the ordering, installation and maintenance of software and hardware as follows:

1. New Software – Requests for new software are to be submitted to ES Tech and must include the following information:
   - Vendor, phone number and support contact for the software company
   - A detailed list of the employee(s) who will need to have the software installed and a timeline for installation.
   - The cost of the software, the number of needed licenses, the cost of each license, and how the purchase will be funded.
     If requesting ES Tech funding support, indicate in your request the rationale for ES Tech funds.
     If your unit will be providing the funds, indicate the correct account number.
   - Add any other relevant information on the product, especially that which would be helpful in the installation.
   - Submit the request using the Enrollment Services: Request for Service Form website. Note: large install requests may take some time to schedule given current ES Tech priorities at the time.

2. Existing Software
   - Each office will be responsible for tracking its own internal (non ES wide) software and will also be responsible for the licenses. Please notify ES Tech of the contact person for internal applications.
   - ES Tech should be provided with a list of supplementary applications and discs, if necessary, to be installed on staff computers after the default ES install is complete.
   - ES programming software (vb6, visual Interdev, dot net, SQL) will be tracked, installed and supported by ES Tech.

3. Hardware (PCs, Laptops, Monitors, Scanners, iPads, Servers, Printers)
   - All hardware (PCs, Laptops, Monitors, Scanner, Servers, Printers) purchased by ES, OA, OFA, or RO funds must have an ES tag and be listed in the ES Technical Inventory database for tracking and audit purposes. ES Tech will provide the tag. Purchase office will be noted.
• Setup and install of hardware purchased without ES Tech support staff involvement will be the responsibility of the unit. The unit must send a tech request detailing the following:
  o Item Name
  o Item Model
  o Item Location
  o Staff Assigned
  o Item Vendor
  o CPU Speed
  o Memory Size
  o HD Size
  o Monitor Size
  o Length of Warranty
  o Item Serial Number
  o Purchase Date
  o Item Cost

• If you or someone in your office moves ES tracked hardware, you must send a tech request to keep inventory up to date. If requesting ES Tech assistance in a move, please request or schedule several days in advance.

• Copiers are not inventoried and only basic support will be supplied (jams, address books, reboots). Repairs should be handled by each office.

• All ES tracked hardware that needs to be salvaged must be salvaged by ES Tech.

4. iPad Guidelines

Here are the Enrollment Services guidelines for iPads. They are based on existing business procedures for cellphones and laptops. The assumption is that iPad, rather than another tablet, is the preferred device.

Currently, if a cell phone is needed (or would be helpful) for official University business, the staff member must purchase his/her own cellphone. ES Tech will assist the user with business functions (e.g. email connections) and each office (APAS/OA/OFA/RO) determines whether to pay for a portion of its use. ES does not support applications such as games, etc.

If someone wants a computer at home, he/she has to purchase her own system. The exception to this rule is when there is a business requirement for that person to be able to connect at all hours (e.g. directors, certain programmers). In this rare case, ES pays for the computer/laptop and supports the system (again, only business applications).

If there is a business need for the office itself, the request for purchase should go through the ES Tech budget process. If the business need is approved, ES should purchase the iPad and support it like any other ES equipment. The iPads will be property of MSU/ES Tech.
If there is a proven business need for an individual staff member to have an iPad then the office (APAS/OA/OFA/RO) should purchase the iPad (it will be MSU property) and ES Tech will support it (much like a laptop belonging to a director).

If a staff member would like to have an iPad for personal use and would also use it for business purposes, then the staff member should buy his/her own iPad. Much like a cell phone, ES Tech can assist the user with business functions and each office (APAS/OA/OFA/RO) can reimburse for use as they deem fit (much like cellphones). If an office (APAS/OA/OFA/RO) determines it will reimburse a staff member for an application, then it should do so. ES Tech will not be involved as this should be an office decision, much like cell phone reimbursement.

iPads and ES Tech support

ES Technical Services will provide support.

Based on past experience, the only tech support required has been email configuration setup similar to setting up a smartphone. ES Tech support of the iPad’s should not be taxing on their time. iPads will be supported in the way cell phone devices are supported currently. Email configurations will be documented and shared on the ES website for self-service.

iPads and Purchase through the ES Tech Budget

An iPad is not a primary workstation provided by ES Tech. Therefore, purchasing should be done at the departmental level.

iPads and Business Need

The sole criterion for an iPad purchase is “work in support of university business.”

Purchase of iPad Applications

All business applications should be covered by individual departments. Reimbursement will occur at department level, if approved.

All non-business applications will not be supported and must not interfere with business applications. Unlike Windows or Android devices or PC applications, iPad applications must be validated and approved by Apple before they are made available in the APP store. This eliminates the chance of installing malware/viruses or applications that cause the device to stop functioning in most instances.

Determination of size and type of iPad needed: Wi-Fi or Wi-Fi + 4G? 16GB, 32GB, 64GB

Determination of size and type is a departmental decision.
Note: ES Tech staff and departmental lead techs should be consulted to determine the best type for the business need.

ES Tech Inventory

Any purchased device will be tagged and inventoried, per MSU guidelines.

5. Other
- Assistance with non-ES purchased hardware and/or software must be approved, in advance, by the appropriate supervisor and the respective office’s Tech Lead.