Client Device Support Service Scope

SCOPE STATEMENT

The scope includes the software, hardware and infrastructure components operated and maintained by Health Sciences Administration Center for Shared Services (CSS) to deliver the complete service.

IN SCOPE

The CSS helpdesk will provide support for all IT operation issues. This includes:

- General application support
- User administration
- Buying, repairing or replacing (lifecycle replacement: contingent on owner ability) computing equipment
- Devices in secured areas
- Devices in HSA unit owned conference or classrooms not covered under HSAS&F.

CSS will provide customers support with (note: this list is not exhaustive):

- Device moves and transfers
    - Assist with disconnecting and reconnecting equipment during office moves, new hires and transfers.
    - Onboarding orientation and off boarding.
- User set-up
- New devices set-up (approved smart phones, tablets, laptops, desktops and personal devices)
- General troubleshooting
    - Helpdesk support for standard OS software or hardware *(see Appendix A for offerings)*
    - Troubleshooting IT related issues either remotely or in-person
    - Rebuilding a standard workstation (or laptop) that has failed. This includes reimaging an existing computer with the current standard image, transferring data and standard application installation.
- Standard software or hardware
    - Installing, upgrading or updating standard OS software or hardware (*see Appendix A for offerings*)
    - Managed workstation VPN and file services (map drives, use groups or Windows file service)
    - Software delivery as provided by the <software management system>
    - Software package creation for UW standard offerings

- Printer issues (includes current desktops)
    - Initial set-up of email, security protocol
    - Firmware updates
    - Printer triage and troubleshooting

- o Adding printer to local printer server if applicable
- General consultation
  - o Assistance with implementation of standard UW-IT support service offerings
  - o Analysis of common IT problems (e.g., I can't get access to X and which group memberships do I have?)
  - o Recommended hardware and software replacement schedules

NOT IN SCOPE

The CSS support is limited to assisting with incidents on devices running UW standard device configuration. The CSS currently does not provide support for:

- Computer hardware & software not owned by the UW unless approved for work purposes. (https://itconnect.uw.edu/wares/mws/design/what-does-the-managed-workstation-rate-include/)
- Special workstation configuration not provided in UW standard offerings or proprietary departmental applications
- Older (out-of-date) or unsupported devices or software. The CSS can provide limited support, however cannot guarantee all features will run on unsupported devices.
- Printer hardware setup or repair. Customers should work with UW Print Service for this service.

Appendix A - Standard configuration and software offerings

The CSS offers support for Windows 10 as a standard platform. The CSS will provide maintenance for Windows 7, not installation, while upgrading workstations to Windows 10.

Standard Image Build	Supported Software	Optional Software (customers can download as needed)
Chrome	Office 2013	Java
Firefox		Flash Player
Adobe Acrobat		VideoLAN Client universal video player (VLC)
Office 2016		Visio
PuTTY		Project
Management client (TBD)		7Zip
Back-up system (TBD)		IrfanView
Security – antivirus software		FTP

The versions of these applications will be kept current as the software itself is updated.

The CSS offers limited support for macOS 10 High Sierra and current OS versions for the iPhone and iPad.

Note: To date, Apple has released new versions of Mac OS X/macOS about every year. Typically, each new version introduces a few features that are not fully backwards compatible. Mac software is regularly updated to use these features, which means that there can be no guarantee that Mac software (Apple or third-party) will run on all versions of the operating system. This means that the CSS cannot guarantee that all software required in the University will run on all supported versions of OS X/mac OS as this is entirely dependent on the software vendors themselves.