<table>
<thead>
<tr>
<th>Service Name</th>
<th>University Computer Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Description</td>
<td>This service provides management of University-owned desktop/laptop computers</td>
</tr>
<tr>
<td>Eligibility</td>
<td>All faculty, staff and students are eligible for this service.</td>
</tr>
<tr>
<td>How to Request Service</td>
<td>Contact the IT Service Center (864.294.3277 or <a href="mailto:service.center@furman.edu">service.center@furman.edu</a>) if you have any problems with this service.</td>
</tr>
<tr>
<td>Availability</td>
<td>Computer management services are available during normal business hours, M-F from 8:00 am – 5:00 pm.</td>
</tr>
<tr>
<td>Charges</td>
<td>There are no charges for this service. Department may be charged for repairs on devices not on the replacement cycle or under warranty.</td>
</tr>
<tr>
<td>Service Line</td>
<td>IT Service Center</td>
</tr>
</tbody>
</table>
| Features                          | • Provide and maintain configuration baselines  
• Provide information about configurations and assets to others through a formalized request mechanism  
• Maintain accurate information about attributes of configurations and assets such as status, location, serial number, description, owners, versions, and relationships to other configuration items  
• 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, including decommissioning and cleansing of asset  
• Provide status accounting to validate usage of configurations and assets  
• Build and maintain standards for naming and labeling configuration and asset components  
• Design, build, test, implement and maintain computer images  
• Install, modify or remove workstation hardware and software components on request  
• Backup and restore user data as required for system installation or reimaging  
• Identify, record and configure software applications and drivers  
• Maintain workstation hardware and software assets in compliance with supporting 3rd party vendors  
• Provide consulting services and support for release package testing, installation, deployment and operation  
• Provide troubleshooting and technical support services for workstation hardware, software and networking components  
• Manage and maintain definitive hardware inventory of redeploy desktops, laptops and accessories  
• Provide necessary parts to repair systems on replacement cycle or covered by manufacturer’s warranty |
| Owner                             | Mike Gifford |
| Pre-requisites                    | • Functioning network infrastructure  
• Functioning server infrastructure  
• University owned asset or device used for program associated with the university |
| VP Customer                       | Vice President of Finance and Administration |
| Delivery Channels                 | • Satisfied work requests  
• Consulting support |
| Service Targets                   | • Incident response levels during business hours (M-F 8am-5pm) based upon priority: High – 4 hour response, Medium – 8 hour response, Low – 2 day response  
• TechQual Survey indicating user satisfaction above minimum expectations  
• Installations within 2 weeks of delivery to campus |