## University Computer Management

<table>
<thead>
<tr>
<th>Service Name</th>
<th>University Computer Management</th>
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<tbody>
<tr>
<td>Description</td>
<td>This service provides management of University-owned desktop/laptop computers</td>
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<tr>
<td>Eligibility</td>
<td>All faculty, staff and students are eligible for this service.</td>
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<tr>
<td>How to Request</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>
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<tr>
<td>Availability</td>
<td>Computer management services are available during normal business hours, M-F from 8:00 am – 5:00 pm.</td>
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<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>
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<tr>
<td>Service Line</td>
<td>IT Service Center</td>
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| 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 |