

UNM End-User Device Support Standard

IT Standard Issued: Draft of March 21, 2016

Effective Date:

Responsible Executive: UNM Chief Information Officer (CIO)

Responsible Office: UNM CIO

Contact: IT Director, Customer Support Services

Purpose of the End-User Device Support Standard

The purpose of the End-User Device Support Standard is to ensure that UNM owned devices are secure and well supported in order to deliver promised productivity at a low total cost of ownership. The standard applies to laptops, desktops and Windows tablets used to access UNM information assets, UNM applications, services, and network resources.

What is End-User Device Support?

End-User Device Support refers to the acquisition, management, maintenance and support of portable/non-portable computers (desktop, laptop, and Windows tablets), that are purchased by UNM and/or UNM Owned. For information related to mobile devices, please reference Mobile Device Management SLA.

Who is Affected by the Standard?

This standard applies to any UNM organizational entity (i.e. branch, division, college, school, department, business unit, or other UNM affiliated organization), hereinafter referred to as a “department”, that intends to acquire, maintain, support or manage network-attached devices. All UNM departments that provide infrastructure and support for UNM owned end-user devices must adhere to the standard.

Departments that support network-attached devices are not required to adopt any specific support provider. However, the standard defines the minimal level of support and maintenance for these devices. When acquiring or refreshing equipment, departments are advised to consider the following:

- Costs (one-time and reoccurring) total cost of ownership, costs per user.
- Support and Training – technical and user.
- Scalability to satisfy the requirements of the most users.
- Functionality – capabilities and limits of the devices and management software.

Scope of the Standard

The standard addresses the following Supplemental service named by the IT Strategic Advisory Committee

- End-User Device Support

UNM-owned end-user devices are identified above as laptops, desktops and Windows tablets.

Excluded from the scope of this standard (examples include but are not limited to):

- Phones on PBX.
- Classrooms on Wheels (COWs) and instructor or student checkout equipment are addressed in the Classroom Technology Support standard.

- Personally owned devices.
- UNM owned mobile devices.
- UNM owned pagers.

Responsibilities

- **Office of CIO:** Ensure currency, correctness and appropriate periodic review of the standard by facilitating review and update of the standard as needed.
- **Purchasing:** Ensure valid, active price agreements exist and compliance with purchasing requirements and manage the purchasing exception process.
- **UNM IT:** Provides upon request a base standard operating environment (SOE) for use by departmental IT. Participate in the evaluation of vendors and products during negotiation of hardware price agreements.

Process for Review of the Standard

The process to update the standard is defined and described on the Standards page of the CIO website at <http://cio.unm.edu/standards/standards-development.html>:

- Requests for review and update of the standard can be submitted to the Office of the CIO who facilitates the update. The CIO may independently, or upon request of the administration, also determine if review and update is appropriate for the standard.

Compliance

- This standard has been developed, under and is subject to, all UNM policies.
- The UNM Administration, Internal Audit, or UNM IT may determine the compliance of departmental support approaches with this standard.

End-User Device Support Standard Specifications

Device Acquisition

- Acquire end-user devices using the UNM Purchasing procedures. Utilize UNM-approved vendors, manufacturers, models, and purchasing agreements as identified by UNM Purchasing <http://purchase.unm.edu>.
- Replace or upgrade equipment that cannot provide the setup, data protection, user access and security measures identified in the next sections.

Installation, Warranty and Equipment Maintenance

- **Warranty Work.** Confirm that warranties are preserved by having certified staff perform any needed equipment warranty work.
- **Equipment Maintenance.** Ensure that equipment is properly and routinely cleaned and maintained.

Equipment Set up, Integration and, Security

- Follow enterprise current best practice models while creating, managing, and deploying a Standard Operating Environment (SOE). Best Practice procedures, can be located through, but not limited to UNM FastInfo, FBI www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center.
- Use Enterprise grade deployment tools such as but not limited to Casper, SCCM, LanDesk, and Symantec Ghost to push, deploy or otherwise manage UNM SOE.
- Operating systems must be within manufactures product life cycle.
- Windows based operating systems must receive regular updates and patches through UNM IT Enterprise Update Servers (WSUS)

- All UNM owned devices must utilize Microsoft Active Directory (AD) authentication and be joined to either HEALTH or COLLEGES UNM domains.

Usage

- **User Authentication.** Ensure that users are required to authenticate through Microsoft Active Directory using the UNM NetID and password protection to access the network
- **Publish best practices for users of the device.**

MS Office Applications

- Must use the UNM IT enterprise Key Management Server license (KMS).

Antivirus

- Must use the UNM IT enterprise managed solution.

All Applications

- Must use UNM site license if available.

Supplies & Daily Operation

- **Protective Cases.** Local departments protect the investment in end-user devices by providing protective cases and carrying bags.
- **Warranties.** Disallow activity that would void warranty on UNM owned devices.
- **Hardware Lifecycle.** Ensure maintainability, security and usability of hardware and software by budgeting a 3 to 5 year refresh cycle, as budget permits.

Support Plan

If not leveraging UNM IT Service Desk and Help.UNM, then develop a support plan as follows for end-user devices:

- Provide technical support contact information for those using the devices.
- Ticket and track contacts made regarding devices, training and support of device issues. Report on and use this information to improve support. Capture and review ticketing metrics.
- Document and publish/post usage policies or guidelines for users of the devices.
- Provide information on obtaining appropriate permission to use the devices.
- Direct users to UNM policy regarding use, such as but not limited to: computer use, copyright, fair use, privacy and identity protection (See References).
- Set expectations for response time for service or help calls.
- Provide triage scripts, work-around, hot spares and backup plans for timely resolution of issues.
- Provide training for staff using devices.
- Provide technical training for staff supporting the devices.
- Invite and champion user input into requirements for end-user device acquisition criteria, and work with UNM IT and Purchasing in establishing purchasing agreements with vendors.
- Respect the demarcations of service boundaries with other service providers, such as UNM IT managing the network, for example.
- Troubleshoot issues either remotely or in-person.
- Install, patch and upgrade standard software or hardware
- Provide knowledge of how devices function through various service providers, with various operating platforms and applications.
- Publish guidelines and restrictions on downloading applications to the devices.
- Publish guidelines and procedures for handling attacks, compromises or breaches.
- Ensure secure connections and advise on personal firewalls.

Removal of Equipment

- Communicate with both the user and the technical staff to determine a timeline for removing the device from service.
- Follow UNM Property Management and Disposition of Equipment Policies cited below for asset management practices.

References

- **UNM Policy Manual Section 2500-2599:** Electronic Management Systems, especially 2500, Acceptable Computer Use: <http://policy.unm.edu/university-policies/2000/2500.html>; 2550 for Information Security (and Gramm Leech Bliley Act): <http://policy.unm.edu/university-policies/2000/2550.html>; and Security Controls and Access to Sensitive and Protected Information 2520 <http://policy.unm.edu/university-policies/2000/2520.html>
- University Counsel advises on **Copyright & Fair Use:** <http://counsel.unm.edu/resources/copyright-matters.html>
- **Accessibility/ADA guidelines** are offered by Accessibility Services for students <http://as2.unm.edu/>, and the Physical Plant <https://iss.unm.edu/PCD/university-planning/facility-access-ada.html>.
- **FERPA.** Guidance for complying with the Family Educational Rights and Privacy Act (FERPA) are provided by the Registrar: <https://registrar.unm.edu/privacy-rights/ferpa.html>.
- **UNM Policy Property Management.** <https://policy.unm.edu/university-policies/7000/7710.html>. Disposition of Equipment: <https://policy.unm.edu/university-policies/4000/4610.html>.
- **UNM IT Service Catalog:** http://it.unm.edu/servicecatalog/asset_list.php?service=32&origin=servicelist
- **University Libraries:** <http://library.unm.edu/services/computing.php>.
- **HIPAA as clarified by the HSC.** <http://hsc.unm.edu/policyoffice/hipaa/index.html> for the protection of health information protection.
- **Purchasing.** <http://purchase.unm.edu>, <https://purchase.unm.edu/Information%20for%20UNM%20Staff/price-agreements.html>, and <http://pcard.unm.edu/common/files/non-unm-standard-computer.pdf>