Academic Services

Exeter IT

Desktop Support

Smartphone Service Policy

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1 TABLE OF CONTENTS

2   DOCUMENT HISTORY

2.1   DOCUMENT LOCATION

This document can be accessed from the following location:

\\isad.isadroot.ex.ac.uk\UOE\PS\AS\Shared\ICSDPolicies&Procedures\Policies\DesktopSupportPolicies

2.2   REVISION HISTORY

The latest revision can be found at the top of the list:

Revision Date	Author	Version	Summary of Changes
21 Sep 2011	N.Datta	1.8	Changed contact details to Help Desk in section 7, changed references of schools to colleges and minor wording changes.
13 Jan 2011	S Arthur	1.7	Added iPhone content.
12 Feb 2010	C J Jarvis	1.6	Renamed to Smartphone Service Policy and included information on iPhone devices
3 Jul 2009	B Lambert	1.5	Added paragraph on blackberry replacements
22-Sep-08	P Grogan	1.4	Merged Blackberry & Windows Mobile docs into one combined document.

2.3   APPROVALS

This document requires the following approvals:

Name	Title	Version	Date of approval
Paul Grogan	Incident Response Team Leader	1.8	23 Sep Jan 2011
Paul Grogan	Incident Response Team Leader	1.7	24 Jan 2011
C J Jarvis	Head of Desktop Support	1.6	12 Feb 2010
C J Jarvis	Head of Desktop Support	1.5	10 Jul 2009
C J Jarvis	Head of Desktop Support	1.4	2-Oct-2008

3 PURCHASING

3.1 PURCHASING INFORMATION

3.1.1 All devices must be ordered direct from Academic Services approved supplier (currently Vodafone) through the Academic Services Finance Office.

3.1.2 At the time of purchase, all devices must appear on the current list of recommended smartphones to be considered supportable.

3.1.3 All devices will run on the Academic Services approved telephone supplier (currently Vodafone) under the University contract.

3.1.4 Delivery time, from the date of purchase, is normally within a week. However, this is subject to availability, which is beyond Academic Services' control and therefore delivery times cannot be guaranteed.

3.1.5 No porting of mobile numbers from personal devices onto University-owned devices will be undertaken.

3.1.6 In most cases, the device will be delivered to Academic Services who will then configure it and arrange a suitable appointment for delivery to the end user.

Note: The one exception is an iPhone purchased by an unsupported college, in which case these devices should be delivered directly to the college and will be configured and supported by the local CDOs.

3.2 ADDITIONAL BLACKBERRY SPECIFIC RULES

3.2.1 All Blackberry devices must be owned by the University and appear on the standard, supported devices list to be allowed on the **University's Blackberry Enterprise Server (BES)**.

Personally owned devices (or ones not bought through the University purchasing procedure) will not be supported, and will not be allowed on the BES.

3.2.2 All Blackberry devices require a licence for the BES in order to run on the University's Blackberry service. This licence must be purchased through the Academic Services Finance Office. No Blackberry device will be added to the BES without prior purchase of such a licence.

3.2.3 Each BES licence is a one-off payment per user. It can be carried across to a replacement device, but it is non-transferrable, and therefore it cannot be transferred between users.

4   USAGE CHARGES

4.1.1   The customer is responsible for all charges relating to the use of the device.

5   SUPPORT

5.1   OVERVIEW OF SUPPORT

5.1.1   Support for iPhones is provided by Academic Services Desktop Support Incident Response (IR) and will be delivered in accordance with the standard service level agreement in force at the time. iPhones for colleges not centrally supported will be supported by local CDOs

5.1.2   Support for Blackberry devices is provided by Academic Services Desktop Support Incident Response (IR) and will be delivered in accordance with the standard service level agreement in force at the time.

5.1.3   Academic Services will provide support for all models on the current list of recommended smartphones with the exception of those devices supported by local CDOs

5.1.4   Firmware upgrades to Blackberry devices must be performed by Academic Services and not by the end user.

5.2 INITIAL CONFIGURATION

5.2.1 All supported devices will be delivered to Academic Services and a member of Incident Response staff will configure it. Once the device has been configured a member of Incident Response will call to arrange delivery of the device to the end user.

5.2.2 As part of the initial configuration, a member of Incident Response staff will provide to the end user half an hour of familiarisation of the basic features of the device.

5.3 SUPPORT EXCLUSIONS

5.3.1 The use of a device as a GPRS modem/Internet tethering is not supported.

5.3.2 Installation of third party software (including applications from the Apple App Store) on the device by the end user is not supported. Should any third party software be installed by the end user and cause a problem then this will be logged as a fault with the device and handled accordingly (see under faults).

5.3.3 Installation of Blackberry firmware upgrades to the device by the end user is not supported. Should a firmware upgrade be performed by the end user and cause a problem then this will be logged as a fault with the device and handled accordingly (see under faults).

5.3.4 The use of Blackberry Desktop Manager is not supported.

5.3.5 If you are replacing your existing device with a new device, the transfer of historic data such as calendar entries and e-mails (previously available on the old device) to the new device is **NOT** supported. The new device will hold data for you from the date of its own activation and setup.

6 FAULTS AND REPAIRS

6.1 OVERVIEW

6.1.1 If a supported device develops a fault the problem must be reported to the Academic Services IT Helpdesk in the first instance.

6.1.2 If a supported device fails and needs repair or restoration, Incident Response will restore the device to the state it was in on first delivery to the user.

6.1.3 Academic Services are not responsible for the installation of additional applications or user data on the device. Upon repair or restoration all customised settings on the device will be set to the University standard default settings.

6.1.4 If the device develops a fault and is deemed to be irreparable, and is out of the warranty period, the college or service to which the end user belongs is responsible for replacing the device.

6.2 REPAIRS

6.2.1 If the device needs repair, Academic Services will arrange for it to be returned to the approved supplier (currently Vodafone). If the repair is not covered by the warranty, the cost of returning the device and any subsequent repair will be charged to the end user's college or service.

6.2.2 If a device has been returned to Vodafone for repair, the repair time is beyond Academic Services' control and return times cannot be guaranteed.

6.3 LOAN DEVICE

6.3.1 For supported areas, when a device has been returned for repair Academic Services will endeavour to provide a loan device for the end user to use in the meantime. This device will be configured to Academic Services default standards and, depending on damage to the original device, may not contain all of the end user's data. Provision of a loan device is on a best efforts basis, cannot be guaranteed and may not match the end users own device

7 LOST AND STOLEN DEVICES

7.1 PROCEDURE

7.1.1 If the device is lost or stolen this must be reported to the IT Help Desk on 01392 723934 as soon as possible after the loss of the device is noticed.

7.1.2 Once Academic Services has been notified that a device is lost or stolen, we will notify Vodafone and wipe the device (in the case of Blackberrys). Vodafone will block the SIM card, rendering it useless, and the device wipe will clear the device of any locally stored data. We will notify Vodafone of the IMEI number of the handset. Vodafone will then block the device from all networks.

7.1.3 If you subsequently find your device, you must call the IT Help Desk and let them know. You will not be able to use your device until it has been re-instated.

7.1.4 Responsibility for the insurance and replacement of a lost or stolen device lies with the purchasing college or service, and not with Academic Services.

7.1.5 Details of the device should be entered on the asset inventory of the purchasing college or service and the device should be security marked by the purchasing college or service.