Subject: Desktop and Laptop Support

Scope: Health Information Technology Service

Policy

The purpose of this policy is to outline the desktop and laptop equipment purchase, installation and support policy and process for customers of Health Information Technology (HIT). This policy applies to all MSU HealthTeam, College of Human Medicine, College of Osteopathic Medicine and College of Nursing, Student Health Services, part-time and full-time employees, and all temporary, contract and vendor staff performing work on behalf of these entities and authorized by these entities.

Scope of Service

HIT is responsible to provide services for purchasing, installing and supporting desktop computing (desktops, Laptops, VDI thin clients) devices.

To support the enterprise, HIT maintains a list of recommended hardware for new purchases and upgrades/replacements. The recommended equipment meets current enterprise service compatibility requirements, matches vendor support and maintenance contracts, and is consistent with the organization’s technology roadmap. All desktop devices must be purchased with a 4-year warranty; HIT requires that laptop, Ultrabook and tablet devices are purchased with accidental damage coverage.

A list of recommended equipment can be viewed on the HIT website here.

All requests for purchasing computer equipment must go through Health Information Technology. For more information on this policy, please refer to IS - 26 Acquisition of Computer Equipment. Purchasing support services are available Monday through Friday during normal business hours (8:00 AM to 5:00 PM) eastern time.

Ordering equipment can be done by one of the following methods:

- Call the Help Desk at 355-6531
- Send an email to PCorders@hc.msu.edu
- Submit a service request at http://srs.hit.msu.edu

A standard lead time for hardware orders to be completed is 10 business days from date of service request. Delivery to campus from vendors for desktops and laptops usually takes 2-3 weeks from date of order.

Desktop Computing Device Installation Support

HIT Desktop Support services staff will setup and install desktop equipment ordered by the unit and processed by HIT including Windows desktops, laptops, Ultrabooks, and tablets, Apple MacBook, Apple Mac Air, and virtual desktop thin client devices. New equipment installations are targeted to be completed with 10 business days according to HIT’s Request Management Policy.
Units are required to seek third party support for specialty computer equipment that does not meet HIT standards but is necessary for completing work activities (i.e. computers attached to specialty medical devices). HIT must be informed of the specialty equipment purchase and does require security review and approval of the device before it is installed.

**Windows Desktop Computing Device Service Support**

HIT Service Desk and Desktop Support staff provide support services for the equipment purchased and installed by the HIT team. Support services are available Monday through Friday during normal business hours (8:00 AM to 5:00 PM) eastern time for devices located on campus or off campus academic clinical facilities. Support can be requested by contacting the HIT Service Desk at 355-6531 or by sending an email to HITService@hc.msu.edu.

Desktop Support assistance for failed systems will be provided according to the Incident Management Policy. Support assistance for new functionality upgrades such as new print driver installation or new desktop software installs will be provided according to the Request Management Policy.

Any item submitted for repair must have a Health Information Technology or Radiology inventory number. Support will not be provided for those systems that are not under manufacturer’s warranty and/or running operating systems software no longer supported by the manufacturer. EXCEPTION: Health Information Technology will provide support to PC’s running Windows XP until June 30, 2015 as the Colleges, Departments, Administrative Business Units and Clinics work to refresh the equipment in the enterprise.

Windows computers attached to specialty medical devices must be supported by the third party vendor from which the equipment was purchased and installed. HIT must be informed of the specialty equipment purchase and does require security review and approval of the device before it is installed.

**The only HIT-supported version of Microsoft Windows is Windows 7.** All new devices purchased and installed in the enterprise are required to be Windows 7 devices. Windows 8.1 is the latest version of a series of operating systems produced by Microsoft for use on computers, laptops and netbooks. Health Information Technology is evaluating a roadmap for this new operating system. Any potential enterprise wide adoption of Windows 8 devices will require significant training, preparation, and testing to ensure that both Information Technology Services (aka MSU Central IT) and Health Information Technology applications will function on this platform.

**MacBook and Mac Air Desktop Computing Device Service Support.**

Health Information Technology will phase in Apple MacBook and Apple Mac Air device support by for supported organizational units during the calendar year 2014.

HIT Service Desk and Desktop Support staff provide support services for the equipment purchased and installed by the HIT team. Support services are available Monday through Friday during normal business hours (8:00 AM to 5:00 PM) eastern time for devices located on campus or off campus academic and clinical facilities. Support can be requested by contacting the HIT Service Desk at 355-6531 or by sending an email to HITService@hc.msu.edu.

Support assistance for failed systems will be provided according to the Incident Management Policy. Assistance for new functionality upgrades such as new print driver installation or new desktop software installs will be provided according to the Request Management Policy.

Any item submitted for repair must have a Health Information Technology or Radiology inventory number. Support will not be provided for those systems that are not under manufacturer’s warranty and/or running operating systems software no longer supported by the manufacturer. EXCEPTION: Health Information Technology will provide support to Apple devices running OS X 10.9.2 until June 30, 2015 as the Colleges,
Departments, Administrative Business Units and Clinics work to refresh the equipment in the enterprise.

Apple computers attached to specialty medical devices must be supported by the third party vendor from which the equipment was purchased and installed. HIT must be informed of the specialty equipment purchase and does require security review and approval of the device before it is installed.

**Virtual Desktop (VDI) Thin Client Service Support**

HIT Service Desk and Desktop Support staff provide support services for the VDI equipment purchased and installed by the HIT team. Support services are available Monday through Friday during normal business hours (8:00 AM to 5:00 PM) eastern time for devices located on campus or off campus academic and clinical facilities. Support can be requested by contacting the HIT Service Desk at 355-6531 or by sending an email to HITService@hc.msu.edu.

Support assistance for failed systems will be provided according to the Incident Management Policy. Assistance for new functionality upgrades such as new print driver installation or new software installs will be provided according to the Request Management Policy.

Any item submitted for repair must have a Health Information Technology/Radiology inventory number. Support will not be provided for those systems that are not under manufacturer’s warranty.

VDI clients cannot be attached to specialty medical devices nor to desktop print devices.

**Virtual Desktop (VDI) Access Provisioning**

The Health Information Technology virtual desktop environment is provisioned to faculty and staff for secure access to applications. Clinical applications must be accessed by VDI connection from MSU facilities except by those who require access to desktop CD read/write functionality and thereby access clinical applications through the Citrix environment. MSU HealthTeam administration pays the enterprise costs for provisioning VDI for clinical desktop and laptops. See the Health Information Mobile Device Policy for information regarding access from Phone and Tablet (i.e. iPad, Surface, Android) devices.

VDI access is an optionally available service to those employees in the Colleges and Departments for access to various desktop applications. Effective July 1, 2015, as an optional service, end-users choosing to use VDI must pay the software license costs for desktop and laptop access as outlined in the table below:

<table>
<thead>
<tr>
<th>Device Type</th>
<th>VDI Access Annual License Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Desktop</td>
<td>$70</td>
</tr>
<tr>
<td>Windows Laptop</td>
<td>$70</td>
</tr>
<tr>
<td>Windows Ultrabook</td>
<td>$70</td>
</tr>
<tr>
<td>Windows Tablet</td>
<td>$70</td>
</tr>
<tr>
<td>Apple Mac Air</td>
<td>$70</td>
</tr>
<tr>
<td>Apple MacBook</td>
<td>$70</td>
</tr>
<tr>
<td>Virtual Desktop Thin Client</td>
<td>$70</td>
</tr>
</tbody>
</table>

HIT will compete and annual report during the first calendar quarter and provide it to college administration for the purposes of budget planning. An invoice for those faculty and staff users will then be submitted on July 1st for all the users identified.
Health Information Technology requires that our users comply with our Microsoft licensing agreements and requests that end-user licenses be purchased annually. In the event of an audit by Microsoft Corporation, colleges, departments and end-users will be responsible for the payment of necessary license fees and for those fines levied on the enterprise for license non-compliance.

HIT service desk will provide support services for accessing VDI Monday through Friday during normal business hours (8:00 AM to 5:00 PM) eastern time. Support can be requested by contacting the HIT Service Desk at 355-6531 or by sending an email to HITService@hc.msu.edu.

**Desktop Device Citrix Access**

HIT provides access to several applications through Citrix (College Administrative Systems and MSU HealthTeam Clinical Systems). The infrastructure costs (hardware, software) and staff costs for supporting the service are paid by the Colleges and MSU HealthTeam Administration. Effective July 1, 2015, the annual device access licenses must be paid by the department, administrative unit or by the end-user as outlined in the table below:

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Citrix Access License Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Desktop</td>
<td>$70</td>
</tr>
<tr>
<td>Windows Laptop</td>
<td>$70</td>
</tr>
<tr>
<td>Windows Ultrabook</td>
<td>$70</td>
</tr>
<tr>
<td>Windows Tablet</td>
<td>$70</td>
</tr>
<tr>
<td>Apple Mac Air</td>
<td>$70</td>
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<tr>
<td>Apple MacBook</td>
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<tr>
<td>Virtual Desktop Thin Client</td>
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</tbody>
</table>

See the Health Information Technology Mobile Device Policy for information regarding access from Phone and Tablet (i.e. iPad, Surface, Android) devices.

HIT will compete and annual report during the first calendar quarter and provide it to college administration for the purposes of budget planning. An invoice for those faculty and staff users will then be submitted on July 1st for all the users identified.

Health Information Technology requires that our users comply with our Citrix licensing agreements and requests that end-users licenses be purchased annually. In the event of an audit by Citrix, colleges, departments and end-users will be responsible for the payment of necessary license fees and those fines levied on Health Information Technology for non-compliance.

**VDI Remote Access Alternatives**

Applications such as Microsoft Office and Exchange Email are available through VDI but are not required to be remotely accessed through this platform. Alternative access to email can be obtained by using Information Technology Services (aka MSU Central IT) virtual private network (VPN) service or by using the Outlook Web Application. Please see [http://techbase.msu.edu/article.asp?id=8068&service=techbase](http://techbase.msu.edu/article.asp?id=8068&service=techbase) for instructions for using these services or contact the HIT Service Desk for more information.

**Equipment Purchase Support**

The Health Information Technology Service Desk will provide equipment purchase support. Services are available Monday through Friday during normal business hours (8:00 AM to 5:00 PM) and can be requested by contacting the HIT Service Desk at 355-6531 or by sending an email to HITService@hc.msu.edu.
Health Information Technology recommends the use of the equipment listed HERE. The benefits gained from the standardization of hardware:

- A lower purchase price for standard computers has been negotiated with the equipment manufacturers.
- Setup and repair of standardized computers can be streamlined through automation and thereby improve HIT’s customer service responsiveness.
- Troubleshooting issues and problems is easier and faster due to standardization reducing problem variability, technician familiarity of known problems with gear and software combinations, and manufacture contractual commitment to problem resolution.

**Warranty Repair Support**

The Health Information Technology Service Desk will provide warranty repair support. Services are available Monday through Friday during normal business hours (8:00 AM to 5:00 PM) and can be requested by contacting the HIT Service Desk at 355-6531 or by sending an email to HITService@hc.msu.edu.

- Systems under warranty will be repaired per the manufactures warranty; HIT requires that all systems have a four year warranty and requires accidental damage for all laptop, tablet and Ultrabook devices.
- Apple computers will be repaired on campus MSU Computer Repair
- Warranty repairs do not cover misuse or abuse.

**Used Computer Re-Allocation Support**

In some instances, Colleges, Departments and Administrative Units request that used computers be repurposed to replace another end-users equipment. HIT will re-assign and install this equipment if it is still under manufacturers’ warranty and is running an operating system currently supported by the manufacturer. Relocation service will be provided according to the Request Management Policy.

**Office Moves / Building Expansions / Renovations / New Builds - Consulting Support**

The request for desktop consulting and/or relocation services as part of an office move, building renovation, building expansion or new build requires at least 60 days’ notice. When HIT staff is available they can be used to complete the work, for any work completed after hours a service fee of $125/hour will be billed to the unit requesting this service. When HIT staff is not available, clinics, departments, colleges or administrative units can leverage services from preferred vendors. Contact HIT at 517-355-6531 for a list of vendors. Vendor charges are expected to be paid by the unit requiring the service.

**University Owned Home Computers**

University owned home computers are supported by Health Information Technology only on campus and by appointment. HIT recommends that any University supplied home computer be a laptop rather than a desktop to facilitate easy transport. NOTE: Home computing problems can often not be duplicated on campus due to variability in internet service providers and home network setup.

**Personally Owned Computers**

Health Information Technology does not provide support for personally owned computers. Personal devices are licensed to access HIT services and individuals are allowed to access HIT services and applications using these devices. NOTE: Personally owned devices are licensed to access HIT services and applications as secondary devices. Primary devices for accessing systems must be University owned devices in order for a personally owned device to be properly licensed.
Related Policies

IT Services Practice Regarding Remote Wipe on Mobile Devices Using Exchange ActiveSync

Michigan State University Acceptable Use Policy

Health Information Technology Mobile Device Support Policy
Health Information Technology Desktop Software Support Policy
Health Information Technology Incident Management Policy
Health Information Technology Request Management Policy