

**OneIT Computer Desktop Support
FAQs**

Dean Perez's Stated Goals for this partnership:

- 1) Improved service levels for Desktop Services
- 2) Mitigate risk profile for the college

FAQs:

Q: What will ITS be providing as a part of the Enterprise Desktop Service Agreement?

A: ITS will proactively manage all Dean's office devices in order to maintain a secure and consistent environment:

- All OS updates will automatically be installed
- Many third-party updates/patches will be automatically installed (e.g. Java, Adobe Acrobat, Firefox, Chrome)
- Enroll all devices in UNL Active Directory (central authentication system)
- Technicians will schedule a time with the clients.
- Enroll all Dean's office devices in ITS provided client management tools (MS SCCM for Windows, JamfPro for macOS/iOS)
- Install and configure campus backup solution known as NSave (CrashPlan Pro)
- Assist with any new hardware/software purchases
- General troubleshooting/help for desktop related issues
- Assist, as requested, with moving hardware to new work locations

Q: How do we get assistance if I have a problem?

A: There are two primary ways to request assistance for a problem or a need.

- 1) Email mysupport@unl.edu
- 2) Call Omaha (402-554-4357)/Lincoln (402-472-3970)

Q: Who will be providing the support?

A: We utilize a team approach for support in both Omaha and Lincoln. Our current Lincoln team is <https://its.unl.edu/helpcenter/mysupport-team>. ITS staff in Omaha and Lincoln wear name tags and or ITS lanyards. Our standard procedure is for our ITS staff to check-in with main desk prior to visiting a specific person or office.

Q: How will support be provided?

A: Depending on the situation; it could be provided remotely over the phone and screen sharing tool (Bomgar/SimpleHelp), onsite, or remotely with no user interaction needed.

Q: What is a "device"?

A: A device can be, but is not limited to:

- Desktops
- Laptops
- Tablets
- Local and network printers, including Canon Multifunction devices, i.e. copiers

Q: What is Box and how do we access it?

A: Box is a storage and collaboration service that gives faculty, staff and students the ability to access, store, and share an unlimited amount of content securely — anywhere, anytime, on any device.

A: Box training will be scheduled and provided by the UNL ITS Skills Training Team on-site or via video conference.

A: Box can be accessed via <http://unl.box.com> using your My.UNL credentials. Access can also be attained through Box's desktop programs.

Q: How do I purchase new/replacement computers?

A: ITS will be inventorying all devices in the Dean's Office and establish a replacement cycle to ensure that computers are warranted, maintained and replaced.

Once the purchase of a new/replacement computer is approved, the business office will work with ITS and their online form to complete the order.

ITS will load all required hardware, software, deliver and set up device.

Q: How will the Dean's Office know how to place objects on loan in SAP?

A: ITS will work closely with the CoE business office and provide information for Dean's Office staff to enter into SAP Objects On Loan.

Q: What if I use a software program that does not 'play well' with Adobe, In-Design or SAP? Will my computer automatically be updated 'behind the scenes'?

A: ITS will work with specific groups that use these programs and separate them out so they are not automatically updated.

Q: Will I lose 'administrator' rights to my computer?

A: OneIT will be addressing this question systemwide at a later date.

Q: What if I teach a class and have problems with the classroom devices? Who do I call?

A: All classroom support will remain the same. If it is a classroom supported by Registration & Records, phone 472-5511?. If it is at CoE distance ed classroom, contact Norm Schaeffer on City Campus and Aaron Engelman on Scott Campus..

Q: Do I have to migrate all my files over to Box?

A: CoE will no longer be using our local servers. All documents should be migrated over to Box, with the exception of Communications and possibly some Business Office files. ITS will work with them separately to establish secure servers that will be maintained by ITS.

Q: Can I still contact one of the CoE IT staff if I have questions?

A: No, all CoE IT staff have been instructed to refer all requests to ITS and report any requests to the Dean.

Q: What if I have an issue after business hours or on the weekend? Is ITS available 24/7?

A: Currently only operations for Outlook is 24/7. Scott Campus does not have operations set up outside of 7:30 – 6:00 pm so will need to call the City Campus help desk to be forwarded to an operations support person outside business hours.

