CHS IT Help Desk

- Where do I find help?
- CHS IT @ UD
- Bring Your Own Device?
- UD Classrooms, difference?
Where to do I find help?

- **CHS IT Intranet:**
  - Helpful Information
  - Technology Request Form
  - Computer Order Form

- **Central Contact:**
  - consult@udel.edu
  - 831-6000
  - [www.udel.edu/help](http://www.udel.edu/help)

- **Urgent Need:**
  - Ken Anunda: 831-2416
  - John Soltys: 831-1268
  - Richard Wisk: 831-8825
CHS IT @ UD

• Support and your IT Partner
• Computer Inventory:
  o Purchasing & Advisement
  o Refresh Program (~4 yr cycle)
  o Recycle & Refurb
• DELL KACE Security Monitoring
• Central Network Shares
• Email Platforms:
  o Google (Faculty, Staff, Students)
  o Exchange (Faculty, Staff)
• UD IT Security:
  o udel.edu/security
  o Annual Security Training
  o Security/Encryption
• Central Software:
  o udel.edu/help
Bring your own device?

University owned and managed

Gray area
- Shared responsibility
- Shared accountability
- Data comingling
- Privacy concerns
- Legal questions
- HR hurdles
- Forensic challenges

BYO
UD Classrooms, what’s the difference?

**IT-University Media Services**
- Centrally Managed
- Services:
  - Creative Design Solutions
  - Video Production & Audio Services
  - Campus Performances & Events
  - Media Engineering
- [udel.edu/registrar/faculty_staff/central_inventory.html](udel.edu/registrar/faculty_staff/central_inventory.html)

**CHS IT**
- Computer Equipment
- Mobile Technology
- Audio/Visual Equipment
- Networking Solutions