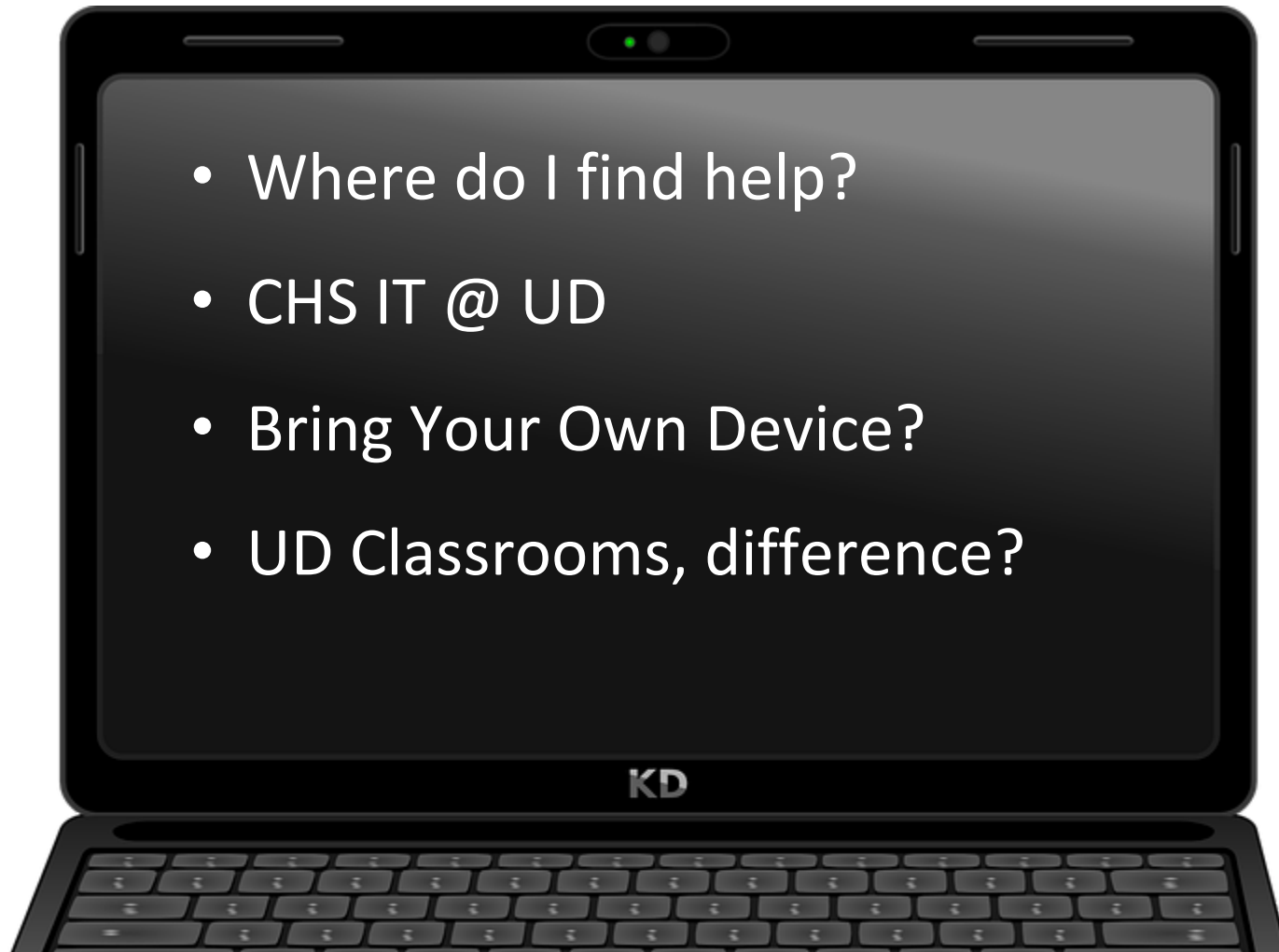


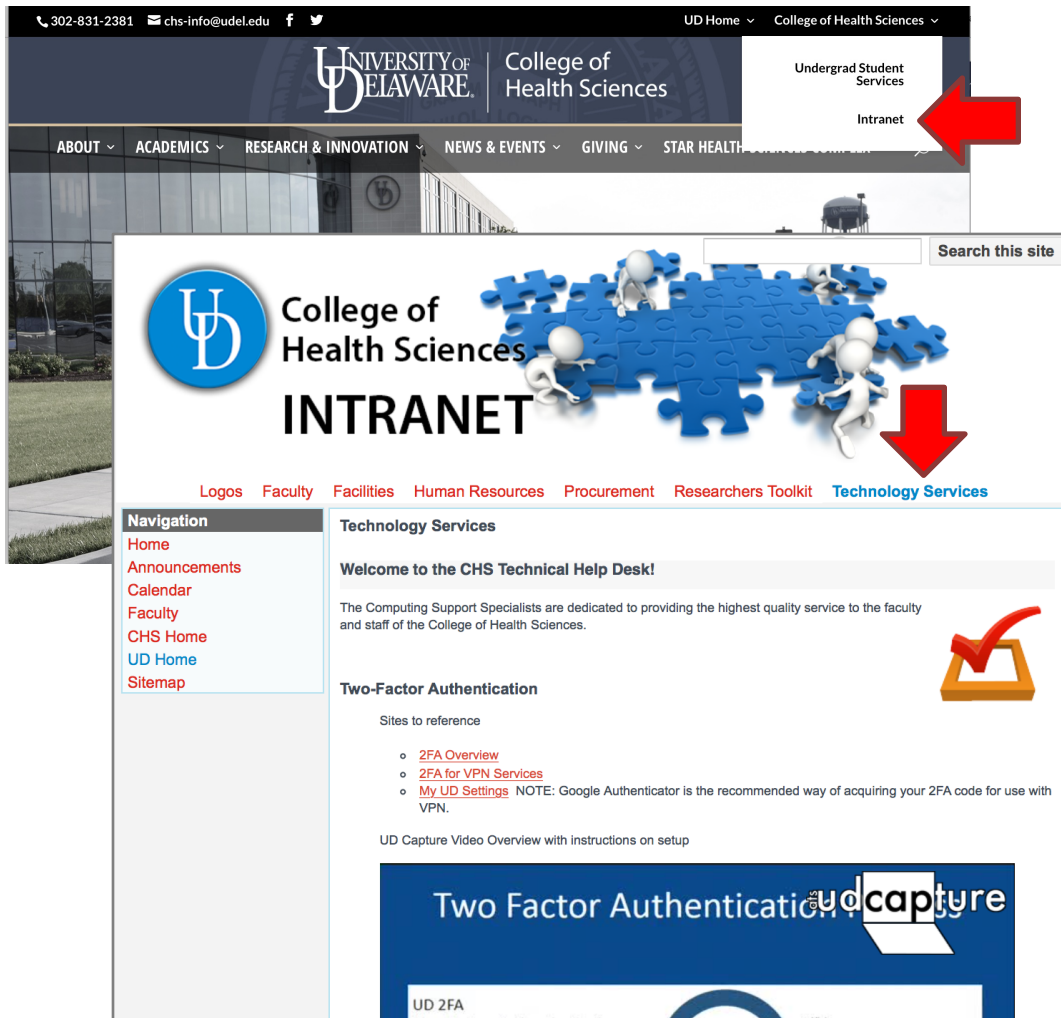


CHS IT Help Desk





Where to do I find help?

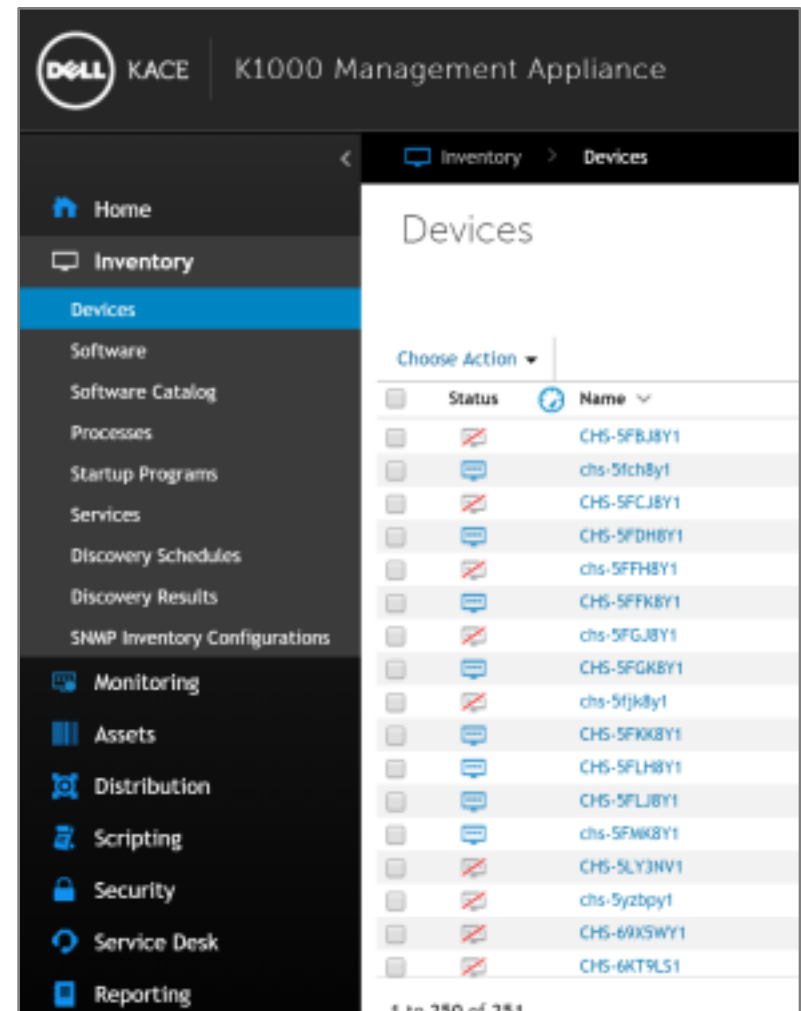


- CHS IT Intranet:
 - Helpful Information
 - Technology Request Form
 - Computer Order Form
- Central Contact:
 - consult@udel.edu
 - 831-6000
 - www.udel.edu/help
- Urgent Need:
 - Ken Anunda: 831-2416
 - John Soltys: 831-1268
 - Richard Wisk: 831-8825



CHS IT @ UD

- Support and your IT Partner
- Computer Inventory:
 - Purchasing & Advisement
 - Refresh Program (~4 yr cycle)
 - Recycle & Refurb
- DELL KACE Security Monitoring





- Central Network Shares
- Email Platforms:
 - Google (Faculty, Staff, Students)
 - Exchange (Faculty, Staff)
- UD IT Security:
 - udel.edu/security
 - Annual Security Training
 - Security/Encryption
- Central Software:
 - udel.edu/help



So





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

CHS IT

- Computer Equipment
- Mobile Technology
- Audio/Visual Equipment
- Networking Solutions

