

Service Level Agreement - Laptop Computer Support

The University of Michigan Business School is committed to helping our students become strong, self-sufficient users of computing technology, with the expectation that all students follow the guidelines established for our Business School community.

Student Responsibilities for Laptops

Students are responsible for maintaining their personal laptop computer for use as an instructional tool in their program. Computing Services helps students fulfill this responsibility by providing support within the guidelines listed below.

- Students are expected to independently learn how to effectively use a laptop, to participate in training opportunities as appropriate, and to solve general laptop problems.
- Students must avoid altering their laptop in any way that compromises the primary purpose of their laptop as an academic tool, such as adding unnecessary programs, games or plug-ins that may affect stability.
- Students are expected to secure an extended warranty with their preferred laptop vendor or to use a local repair vendor for problems. We recommend insurance for accidents and theft for your protection.
- Students are responsible for mastering software required by professors.
- Computing Services will provide limited assistance to students with hardware and software that the School has recommended (see web site for detailed listing).
- Students are expected to keep anti-virus software current and to follow safe computing practices.

Individual success in leveraging available technology for academic benefit depends on observance of these principles.

Computing Services Support for Laptops:

To support our students with laptop use as an academic tool, Computing Services provides:

- Recommendations on Software and Hardware when relevant.
- Instructions for setup and use of our services specific to our environment through documentation, workshops, web-based training, and individual assistance as appropriate.
- Trained staff and instructional resources to support our recommended software use.
- Trained staff to assist with our recommended hardware and software configuration.

Laptop Hardware and Software Support:

We provide a team of professional computer technicians and part-time assistants who have been trained on laptop use for the Business School environment. Our goal is to make sure all students have a laptop system that can be utilized for their

coursework. Students can take advantage of this general laptop assistance for Business School recommended hardware and software issues.

Regular Laptop Support office hours are:

Monday-Friday	10am – 8pm	2 nd floor Kresge Library
Saturday/Sunday	12pm – 4pm	2 nd floor Kresge Library

Inquiries can be sent to RossLaptopHelp@umich.edu

Support Guidelines:

- The Business School does not provide a laptop repair facility for students.
- The Business School Laptop Support Team provides focused support for problems affecting academic use and with software and hardware configurations recommended by the School.
- Students may be asked to remove or uninstall other non-supported programs before the technician will triage the problem.
- The Business School Laptop Support Team has a one-hour service policy for diagnosing or resolving problems due to the high demand and the inherent complexities of laptop support. If the problem is not resolved during that dedicated period, you will be directed to your laptop vendor for diagnosis and repair.
- The Business School Laptop Support Team reserves the option to restrict assistance with recurring user-generated problems.
- The Business School strongly recommends that once a laptop is configured properly, students avoid changing settings and installing any additional software, as this may jeopardize the stability of the laptop. When in doubt about any changes, please check with a laptop support person first – although not a guarantee, this may help you avoid known conflicts.

Recommendations

Computing Services maintains a web site of minimum recommendations for computer and peripheral equipment for our environment. Seriously consider the warranty and support when buying your laptop - give preference to vendors who offer on-site or next day support, with the longest warranty. Please see the Laptop section in www.bus.umich.edu/technology for current recommendations.

Supported Operating System - Windows:

The Business School is a Microsoft Windows-based computing environment:

- The majority of business and internship environments you will experience as part of your degree program heavily favor the PC.
- Some software used as part of the curriculum will only run on a PC.
- Our support staff is only trained in the support of Windows computers.
- The Business School LAN is Windows-based.

The decision of which type of computer to use is up to the individual, but there will be some disadvantages if you do not use a Windows PC.

To configure a laptop for any Business School service, please see the setup instructions in the Laptop section in www.bus.umich.edu/technology.

Supported Software – Microsoft Office:

We provide students with software assistance for the Microsoft Office suite of products. Students can take advantage of our team of MOUS-certified (Microsoft Office User Specialist) document experts available to help with questions on how to use software features and make effective use of the most commonly used products Word, Excel, Outlook and PowerPoint.

Inquiries can be sent to RossSoftHelp@umich.edu.