

HEALTH SCIENCES ITSS NEWS



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IS managed Apple device continues to be the best option



APPLE CONFIGURATOR (1 OF 2)

We wanted to take the time to share some fresh-off-the-press news. Apple has officially added capabilities to a new release of the Apple Configurator tool. Designed by Apple, the tool's capabilities allow our team to perform Apple Device Enrollment into the ASM (Apple School Manager) platform.

APPLE CONFIGURATOR (2 OF 2)

Prior to today, only devices purchased directly through Apple Authorized Resellers or via Apple Direct with UC San Diego Health and Health Sciences PO's would be allowed enrollment into this program, as the step of enrollment was performed at Procurement only. Information Services has successfully tested this new process and plan on implementing this strategic tool *immediately*.





WORKFLOW IMPACTS

Regarding Apple Devices procured outside of the IS Ordering Process, automatic enrollment will no longer be performed. If you need a device managed in order to access Application, Resources, Network Shares, etc... moving forward you will need to submit a **Workstation Enhancement Form** to request device enrollment. The conditional qualifying rule for a device to be put under management is that you are able to furnish a receipt or proof of purchase, which shows the device was purchased using HS Managed Funds. You can also furnish a statement from your funds administrator. Please ensure to attach the document along with your request to avoid a service delay.

1) Workstation Enhancement Form (Login required)

- Locate the **Desktop & Hardware Services** box
- Click on **Workstation Enhancement**



MANAGED DEVICE = FULL SUPPORT

IS managed devices qualify for full support. IS managed devices receive the following levels of support, including:

- Full hardware support
- Full enterprise software support/accessibility
 - Office/O365
 - EndNote 20
 - Acrobat Pro
 - Anti-Virus/Malware Protection
- Full OS support
- Onsite and remote support
- Centralized management
- Automatic updates & patching
- 24/7/365 support line
- Non-IS managed devices are treated as “personal devices” and receive best effort support from Service Desk