Dedicated Desktop Support (DDS)

I wanted to take this opportunity to explain the new model of the DDS service, how it works, and what we can do for you. This is an expansion initiative of a service that has previously been available for a price. There is some information on the DDS service available on the OIT web site here: http://www.colorado.edu/oit/services/consulting/dedicated-desktop-support
DDS service is now available for you at no cost as the Computer Science department is an academic department.

Features of the DDS service include:
- Operating system, hardware and software troubleshooting
- New software installs
- New hardware deployments
- IT consulting
- Liaisons for all of OIT's services
- Applying IT best-practices to prevent problems from occurring.
- Hardware diagnostics
- Automatic printer installations
- New purchase consultations for DDS customers
- File server services to help better protect your data
- Hard drive encryption and file share encryption
- Automatic backup of you Desktop, Documents and Favorites for PCs using folder redirection.
- Automatic updates and security patches for software and Windows/Mac OSX
- We work with both Windows PC and Mac operating systems, but do not support computers running Linux.
- Basic support for smartphone, tablets, printers and other peripherals.
- We work in small teams that support the different areas of the campus. The Engineering team currently works out of an office in the stadium. The team environment allows for collaboration and sharing of knowledge between technicians, you may even get 2 or more technicians that show up to help you sometimes. If your primary technician is sick, busy, or otherwise unable to get to you then another technician will be able to step in and help out.
- Help requests can be sent in through a web form on our desktop support portal. These tickets are sent to the team that supports your department. Our service agreement has 2 different ticket priorities: a 4 hour and a 2 hour. These are our guaranteed response times, although our typical response times are usually within 30 minutes. Note, this is a response only time, not necessarily the time a technician will be able to show up at your office after submitting a ticket.
- Our hours of operation are 8:00am to 5:00pm Monday through Friday.

The requirements for getting support are:
- The computer MUST be university owned. We do not work on personally owned computers under any circumstances, you can take those to the general desktop support (GDS) walk in center in the TLC or Norlin Library. We can help with getting a personally owned smartphone/tablet connected to wifi, email, and vpn services.
- The computer must be enrolled in our management systems.
  (For Windows computers, this includes a reimage of the computer. A Reimage is our term for re-installing

the operating system under our management service. This will mean that all files will need to be backed up and all extra software will need to be re-installed afterward, which we will assist with as much as possible. A loaner computer can be arranged during this reimage time if needed. The reason for this procedure is to ensure the security and integrity of the computer, to start from a known good source. The management system is mostly about ensuring the security of the computer. It keeps the operating system and other applications up to date with security patches. We have a testing procedure where our technicians test out the updates to ensure that they don't break functionality of the computer before these updates are sent out to customers. There are some other advantages to our management system that allows us to more easily make changes to large groups of computers without having to visit every machine individually. For Mac computers, the management system we use is Jamf Pro. It generally does not require a full re-install of the Mac OS. The management enrollment procedure for Macs takes about 10 minutes and generally doesn't change much about how you use your Mac. It currently gives us the ability to deploy software, updates and polices (Drive maps, printers, etc) to the computer remotely.)

- The computer must be running a currently supported operating system. For Windows we currently recommend Windows 10, but Windows 7 can be used if there is a good reason to need it instead. For Mac, this means the last 3 versions of Mac OS X: Sierra (10.12), El Capitan 10.11, and Yosemite 10.10. If the computer does not have one of the operating systems listed above, we can help upgrade you to the most recent OS version.

A note on admin access: While we highly encourage users to not have admin access on their computer, if you have a distinct need for having it (such as frequently installing new programs, etc) we can provide you with a method for having admin access.

We do also offer support for computers in research lab spaces. They all must meet the same requirements listed above (university owned, managed, etc). We basically treat such computers as "shared computers" and work with the faculty member to ensure their workers can use the computers.

To opt into Dedicated Desktop Support, please send an email to Micah Emery at Micah.Emery@colorado.edu to schedule a meeting. During this initial meeting, Micah will be able to answer any questions you might have about the opt in requirements and make sure your computer is eligible. Once this first meeting is complete, Micah will schedule a follow-up meeting to get our management system on your computer to fully enroll you into DDS support.

You can choose to opt out of the DDS service, we are not here to force you into something you don't want. Be aware there are drawbacks to opting out. Obviously you would not be able to receive any assistance from me or my team. You also cannot have a GDS (general desktop support) technician dispatched to your office. You are still welcome to take computers to the GDS walk in centers for support.

Please let me know if you have any questions or concerns.

-Brandon