



**Academic Services**

**Exeter IT**

**Desktop Support**

# Smartphone Service Policy

<b>Document reference:</b>	DS015
<b>Document type:</b>	Desktop Support Policy
<b>Document status:</b>	Live
<b>Review period:</b>	Six months
<b>Next review date:</b>	31 January 2017

# 1 TABLE OF CONTENTS

<b>1</b>	<b>Table of Contents.....</b>	<b>2</b>
<b>2</b>	<b>Document History .....</b>	<b>3</b>
2.1	Document location .....	3
2.2	Revision history .....	3
2.3	Approvals.....	<b>Error! Bookmark not defined.</b>
2.4	Reviews .....	3
<b>3</b>	<b>Purchasing .....</b>	<b>4</b>
3.1	Purchasing information .....	4
<b>4</b>	<b>Usage Charges.....</b>	<b>4</b>
<b>5</b>	<b>Support.....</b>	<b>5</b>
5.1	Overview of support.....	5
5.2	Support exclusions.....	5
<b>6</b>	<b>Faults and Repairs.....</b>	<b>6</b>
6.1	Overview.....	6
6.2	Repairs .....	6
6.3	Loan device .....	6
<b>7</b>	<b>Lost and stolen devices .....</b>	<b>7</b>
7.1	Procedure .....	7

## 2 DOCUMENT HISTORY

### 2.1 DOCUMENT LOCATION

This document can be accessed from the following location:

<\\isad.isadroot.ex.ac.uk\uoel\PS\AS\Shared\ExeterITPolicies&Procedures\Procedures\DesktopSupportProcedures>

### 2.2 REVISION HISTORY

The latest revision can be found at the top of the list:

Revision Date	Author	Version	Summary of Changes
15 Dec 2016	S Clifford	2	Blackberry devices no longer supported. Updated Contract Administrators
28 Aug 2014	P Field	1.9	Removed references to IT Helpdesk
21 Sep 2011	N.Datta	1.8	Changed contact details to Help Desk in section 7, changed references of schools to colleges and minor wording changes.
13 Jan 2011	S Arthur	1.7	Added iPhone content.
12 Feb 2010	C J Jarvis	1.6	Renamed to Smartphone Service Policy and included information on iPhone devices
3 Jul 2009	B Lambert	1.5	Added paragraph on blackberry replacements
22-Sep-08	P Grogan	1.4	Merged Blackberry & Windows Mobile docs into one combined document.

### 2.3 REVIEWS

This document was reviewed at the following dates with no updates required:

Name	Version	Date of Review	Notes
N Datta	1.8	5 Jun 2013	No changes required
N Datta	1.8	22 Nov 2012	No changes required

## **3 PURCHASING**

### **3.1 PURCHASING INFORMATION**

- 3.1.1** All devices must be ordered via the Approved Mobile Phone Administrators for each Faculty/Department with the approved supplier (currently Vodafone). Details of the specific Mobile Phone Administrators can be found on the Intranet at:  
<https://as.exeter.ac.uk/it/equipmentandsoftware/purchasing/mobilecomputingandsmartphones/>
- 3.1.2** At the time of purchase, all devices must appear on the current list of recommended smartphones to be considered supportable.
- 3.1.3** All devices will run on the University approved telephone supplier (Vodafone) under the University contract.
- 3.1.4** Delivery time, from the date of purchase, is normally within a week. However, this is subject to availability, which is beyond Professional Services' control and therefore delivery times cannot be guaranteed.
- 3.1.5** No porting of mobile numbers from personal devices onto University-owned devices will be undertaken.
- 3.1.6** In most cases, the device will be delivered to the Mobile Phone Administrator who will arrange a suitable appointment for delivery to the end user.

## **4 USAGE CHARGES**

- 4.1.1** All charges relating to the use of the device will be invoiced directly to the Faculty/Department and the Mobile Phone Administrator is responsible for checking and, if needed, raise the appropriate costs with the end user.

## 5 SUPPORT

### 5.1 OVERVIEW OF SUPPORT

- 5.1.1 Support for iPhones is provided by Central IT Desktop Support and will be delivered in accordance with the standard service level agreement in force at the time. iPhones for colleges not centrally supported will be supported by local CDOs
- 5.1.2 Desktop Support will provide support for all models on the current list of recommended smartphones with the exception of those devices supported by local CDOs

### 5.2 SUPPORT EXCLUSIONS

- 5.2.1 The use of a device for Internet tethering is not supported.
- 5.2.2 Installation of third party software (including applications from the Apple App Store) on the device by the end user is not supported. Should any third party software be installed by the end user and cause a problem then this will be logged as a fault with the device and handled accordingly (see under faults).
- 5.2.3 If you are replacing your existing device with a new device, the transfer of historic data such as calendar entries and e-mails (previously available on the old device) to the new device is **NOT** supported. The new device will hold data for you from the date of its own activation and setup.

## **6 FAULTS AND REPAIRS**

### **6.1 OVERVIEW**

- 6.1.1** If a supported device develops a fault the problem must be reported to the SID in the first instance.
- 6.1.2** If a supported device fails and needs repair or restoration, Desktop Support will restore the device to the state it was in on first delivery to the user.
- 6.1.3** Desktop Support are not responsible for the installation of additional applications or user data on the device. Upon repair or restoration all customised settings on the device will be set to the University standard default settings.
- 6.1.4** If the device develops a fault and is deemed to be irreparable, and is out of the warranty period, the college or service to which the end user belongs is responsible for replacing the device.

### **6.2 REPAIRS**

- 6.2.1** If the device needs repair, the specific Mobile Phone Contract Administrator for that faculty/department will arrange for it to be returned to Vodafone. If the repair is not covered by the warranty, the cost of returning the device and any subsequent repair will be charged to the end user's college or service.
- 6.2.2** If a device has been returned to Vodafone for repair, the repair time is beyond Desktop Supports' control and return times cannot be guaranteed.

### **6.3 LOAN DEVICE**

- 6.3.1** For supported areas, when a device has been returned for repair Desktop Support will endeavour to provide a loan device for the end user to use in the meantime. This device will be configured to Desktop Support default standards and, depending on damage to the original device, may not contain all of the end user's data. Provision of a loan device is on a best efforts basis, cannot be guaranteed and may not match the end users own device

## 7 LOST AND STOLEN DEVICES

### 7.1 PROCEDURE

- 7.1.1 If the device is lost or stolen this must be reported to the SID on 01392 724724 as soon as possible after the loss of the device is noticed.
- 7.1.2 The End User should attempt to remotely lock and wipe their device using the online services 'Find My iPhone' at <http://www.icloud.com>, 'Android Device Manager' <https://www.google.co.uk/android/devicemanager> or direct with Microsoft for Windows Phone users <http://www.microsoft.com>. Once the incident has been reported to SID, we will notify Vodafone to block the SIM card, rendering it useless and notify them of the IMEI number of the handset. Vodafone will then block the device from all networks.
- 7.1.3 If you subsequently find your device, you must call the SID and let them know. You will not be able to use your device until it has been re-instated.
- 7.1.4 Responsibility for the insurance and replacement of a lost or stolen device lies with the Mobile Phone Contract Administrator for the specific faculty or department.
- 7.1.5 Details of the device should be entered on the asset inventory of the purchasing college or service and the device should be security marked by the purchasing college or service.