

Options for Mac Users

Level One (default) (High IT Support. Low Customization.)

- Computer is imaged and centrally managed by IT.
- Allows optimal ability of IT staff to provide support – allowing for automatic updates, backups, and remote troubleshooting.
- IT is responsible for safeguarding data, file backup, and file retrieval.
- Users cannot install additional applications.

Level Two (Moderate IT Support. Moderate Customization.)

- Computer is imaged by IT.
- User authenticates to LCC Directory
- Allows moderate ability of IT staff to provide support – support for college provided software only.
- User is responsible for safeguarding data, file backup, and file retrieval.
- IT cannot help in cases of system failures and file loss.
- Users can install additional applications - with secondary administrator credentials

User Signature _____

Level Three (Low IT Support. High Customization.)

- Computer is provided out of the box.
- IT will deliver, configure network, and install mandatory anti-virus software.
- User is responsible for software installations, configurations, and support. IT will provide a link for college software installs. Minimal ability of IT staff to provide support.
- IT will assist in the case of hardware failure and network configuration only. User is exclusively responsible for data and software issues.
- User can install additional applications.
- Level Three requires approval of manager/dean and the CIO.

User Signature _____

Dean Signature _____

CIO Signature _____

NOTE: Conversion from one level to another must be scheduled with IT.