OWG 15-3 General Support Approved Recommendations

1. Recommends that the new Georgia Southern University adopt a model of A+B=A where A is the current Georgia Southern University model for Desktop Management. The recommended model would utilize System Center Configuration Manager (SCCM) for Windows devices and JAMF for MAC devices.

2. Recommends utilizing the current Georgia Southern University IT Device Standards Model for campus-wide IT equipment purchases. The adoption of an A+B=A model is proposed. Where A is the current Georgia Southern University device standard.

3. Recommends that the new Georgia Southern University adopt a model of A+B=A where A is the current Georgia Southern University model for Endpoint Security. The recommended model would utilize System Center Endpoint Protection (SCEP) for University devices (excluding mobile devices). All University devices will abide to the security standards set by the Information Security office.

4. Recommends that the new Georgia Southern University adopt a model of A+B=A where A is the current Georgia Southern University model for File services – File & Print Sharing. The model includes the current standards providing 1GB of personal network storage for faculty and staff; university departments would be allocated 10GB of network storage and that all departmental network printers and multifunction devices be registered into Microsoft Print Server Management.

5. Recommends that the new Georgia Southern University should adopt a model of A+B=A where A is the current GS Audio Visual Standard, Installation and Support model.

6. Recommends using the current Georgia Southern University IT purchasing practices for the new university. The adoption of an A+B=A model is proposed.

7. Recommends that the new Georgia Southern University adopt a model of A+B=A where A is the current Georgia Southern University model for Lab Management. The recommended model would utilize System Center Configuration Manager (SCCM) as the solution for Windows devices and JAMF for MAC devices.

8. Recommends creating a consolidated single portfolio that captures all required license and maintenance agreements for the new University. The adoption of an A + B = C model is proposed.

9. Recommends using the current Georgia Southern University Life Cycle Replenishment schedule guideline for computer replacements. The current guideline indicates refresh eligibility every four years for student technology fee funded computer labs and Faculty/Staff laptops and tablets. Faculty/staff workstations will be eligible for replacement every five years; or if the workstation is out of warranty and repair is not feasible; or if there is adequate justification that it does not meet the requirements of the user’s job.

10. Recommends that a unified service desk be located at the Statesboro campus with a single system to track and document customer requests at all campus locations. This model will utilize the current GSU MyTechHelp case management system.
11. Recommends that Georgia Southern University/Armstrong State University consolidate the virtual desktop services with an A+B= A model (where A=Georgia Southern University and B= Armstrong State University).

12. Recommends the implementation of a single, consolidated outlet for the communication of technology training opportunities/materials for the New University. This recommendation represents an A+B=C model as this would be a new service initiative that does not currently exist.

13. Recommends that Armstrong project management will be assimilated into the current project management processes for Georgia Southern. The project manager at from Armstrong will be placed under the PMO office of Georgia Southern. The PPM tool used by the new project office will be SmartSheets, currently used by Armstrong project management.