

# SLCC IT DEPARTMENT

## Support and Access Tiers for Computing Devices

Below is a list of tiers in SLCC’s device management plan. This plan includes SLCC purchased devices as well as staff/faculty and student devices and indicates the level of access and support that these devices will have based on multiple factors, like who they have been purchased by as well as their compatibility with SLCC systems and security

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## Support Level – SLCC Owned Devices

Tier 1	Tier 2	Tier 3
Dell Latitude E6230	Apple iPad	Non-SLCC approved
Dell Latitude E6430	Microsoft Surface RT	makes and models
Dell Latitude E6530	iPhone	
Dell Latitude 10	Misc. phones	
Dell XT3	Google Chromebook	
Dell XPS 13	Android Tablets	
Dell Optiplex 7010		
Dell Precision		
Apple MacBook Pro		
Apple iMac		
HP Elitebook		

### Tier 1 – SLCC Owned – Level 1 Support

- Purchasing assistance
- Imaging / Configuration
- Microsoft Office Installation
- Application Installation (licensing verification needed)
- Anti-Virus Installation
- Operating System Troubleshooting Support
- Warranty support

### Tier 2 – SLCC Owned – Level 2 Support

- Wireless Networking Support
- Basic Configuration Assistance

### Tier 3 – SLCC Owned – Level 3 Support

- No Support

## Support Level – Personal Owned Devices

Tier 1	Tier 2	Tier 3
Most PC Devices Most Apple computers	Apple iPad iPhones Windows RT Devices Android Phones Windows Phones	

### Tier 1 – Personal Owned Devices – Level 1 support

- Wireless Networking Support
- All Access Installation

### Tier 2 – Personal Owned Devices – Level 2 Support

- Wireless Networking Support

### Tier 3 – Personal Owned Devices – Level 3 Support

- No Support

## Access Level - SLCC Devices

Tier 1	Tier 2	Tier 3
Dell Latitude E6230 Dell Latitude E6430 Dell Latitude E6530 Dell Latitude 10 Dell XT3 Dell XPS 13 Dell Optiplex 7010 Dell Precision Apple MacBook Pro Apple iMac HP Elitebook	Apple iPad Microsoft Surface RT Google Chromebook Android Tablets	

### Tier 1 – Full Access to all SLCC Computing Resources

- Network Drive Direct Access
- WiFi Access
- Access to virtual computing environment (All Access) with access to local resources/storage

### Tier 2 – Partial Access

- WiFi Access (Staff or Student)
- Access to virtual computing environment (All Access) with access to local resources/storage

### Tier 3 – Web Only

- Restricted WiFi Access (SLCC Internet Accessible Resources)

## Access Level – Staff / Faculty devices

Tier 1	Tier 2	Tier 3
Most PC Laptops Most Apple Laptops	Apple iPad Microsoft Surface RT Google ChromeBook Android Tablets Kindle Fire	

### Tier 1 – Full Access to all SLCC Computing Resources

- Network Drive Direct Access

### Tier 2 – Partial Access

- WiFi Access (Staff or Student)
- Access to virtual computing environment (All Access) with access to local resources/storage

### Tier 3 – Mail Access

- Restricted WiFi Access (Internet Accessible Resources)

## Access Level – Student devices

Tier 1	Tier 2	Tier 3
	Samsung Galaxy Tab Samsung Galaxy Tab 2 Samsung Galaxy Note Ipad ipad mini Dell Inspiron 14R Toshiba Laptops Iphones Kindle Fire Samsung Galaxy S2, S3, S4 Android Smartphones Windows Phone	

### Tier 1 – Full Access to all SLCC Computing Resources

- Network Drive Direct Access

### Tier 2 – Partial Access

- WiFi Access (Staff or Student)
- Access to virtual computing environment (All Access) with access to local resources/storage

### Tier 3 – Web Only Access

- Restricted WiFi Access (Internet Accessible Resources)