UCD IT Services

IT Support - standard computer support guidelines

1. Introduction

UCD offers a bring your own device (BYOD) environment, meaning that all computers used by individuals to perform their role in the university are administered by the individual themselves and as such are not centrally managed by IT. If provided by the university, these computers are purchased out of devolved school or unit budgets and individuals have full admin control of their computers, in a similar fashion to a personally owned device.

The university has recently begun the enforcement of Device Health protocol, meaning access to university digital resources is blocked if the computer does not comply with the key requirements of the University's Device Protection Policy. Individuals are responsible for the security of the computers they use to access university digital resources.

BYOD computers, unlike enterprise-managed equipment, introduce a diverse range of hardware, software, and configurations,making it impossible to deliver "one-size-fits-all" support. By defining the scope of support, IT can prioritise critical services, maintain network security, and provide focused, effective assistance where it's most impactful, ultimately benefiting the entire academic environment.

While a university's IT support team strives to assist all members of the campus community, it's crucial to establish clear support levels for computers used by the community to access university digital resources, in order to ensure the efficient allocation of limited resources and safeguarding the university's network and data integrity.

2. Definitions

a) **IT Services Managed Computers -** Fully managed PC environment for teaching purposes in shared teaching spaces areas, centrally bookable by university cohorts.

b) **University Owned Individual User - Framework Procured Computers -** IT Services provide full support (details of the full service offering are provided in the next section) for individual university computers purchased by schools and units from the defined list of computer models from the Dell HEAnet framework agreement with the designated hardware warranty period, Pro support arrangements and an IT Services specific Windows 11 Pro image.

Computers must be assigned to an individual user and not form part of a teaching or classroom environment. These computers must be fully compliant with the University's Device Protection Policy.

Apple computers purchased through the Apple HEAnet framework will receive the equivalent level of support.

c) **University Owned Individual User - Non-Framework Procured Computers -** IT Services provide **best effort support only** for individual university computers owned by schools and units that have not been purchased through a HEAnet framework, and are running an IT Services supported Windows or macOS operating system. Computers must be assigned to an individual user and not form part of a teaching or classroom environment. These computers must be fully compliant with the University's Device Protection Policy.

d) **Personally owned (i.e. Not University owned) computer support -** IT Services will assist with the connection of the computer to the university network, to facilitate access to systems and services relevant to the university business of the person. Assistance in the installation of university provided software will also be offered. Computers must be fully compliant with the University's Device Protection Policy in order to access university systems and run a manufacturer supported Windows or macOS operating system.

IT Services does not provide support to computers running a non-standard OS including (but not limited to) Linux, Unix, Chrome, Home editions, extended support editions, LTSC etc.

If a computer does not fall into one of the four categories listed above, then IT Services is not in a position to support it at all.

e) **University owned shared devices**
If a school / unit purchases their own lab type computers for teaching/research or other purposes that are designated shared resources, it is the responsibility of the school / unit to ensure they have a nominated person (either internal to the unit or through an external service provider) to provide technical support and that computers are fully compliant with the University's Device Protection Policy.

3. Service Offerings

a) **IT Services Managed Computers**
IT Services deliver a fully compliant operating system, antivirus protection, active directory authentication, teaching software and drivers through a centrally managed environment using the university's enterprise desktop management solution. All of the

computers in these spaces have an IT Services standard software build applied to them. This provides consistency and familiarity while teaching.

b) University Owned Individual User - Framework Procured Computers

On delivery of the computer, IT Services can assist with the initial PC setup, including (but not limited to), network connection, VPN client installation, Sophos Intercept X and Duo Desktop installation and ensuring OS and browser are set to take automatic updates. Dell computers purchased from the HEAnet Framework already have some security configurations preinstalled.

If there is an issue with the computer, IT Services will triage the issue, endeavour to identify what the root cause is (if hardware or software) and where it is possible, implement a fix. If it is deemed necessary, perform an operating system reinstall and reconnect to the central university network in order to access the central systems.

Out of scope
- Specialist software installation and configuration: If specialist software is required, management will be done at a local school or unit level.
- Direct hardware support: if issues with hardware are identified, the individual can raise a support ticket directly with Dell Pro-Support or Apple Care provider.
- Data transfer: Data stored on the device (both university and personal) is the responsibility of the individual themselves. Data must be backed up **before** seeking support.
- Old equipment disposal: [How do I dispose of an old computer, printer or electrical equipment?](#)

It is the responsibility of the individual and their School / unit to ensure that computers held by them comply with the [Device Protection Policy](#) at all times.

c) University Owned Individual User - Non-Framework Procured Computers

On delivery of the computer, IT Services can assist with the initial PC setup, including (but not limited to), network connection, VPN client installation, Sophos Intercept X and Duo Desktop installation and ensuring OS and browser are set to take automatic updates.

If there is an issue with the computer, IT Services will triage the computer, endeavour to identify what the root cause is, if hardware or software and where it is possible, implement a fix. If it is deemed necessary, perform an operating system reinstall *(IT Services supported version of OS version only)* and reconnect to the central university network in order to access university digital resources.

Out of scope
- Specialist software installation and configuration: If specialist software is required, management will be done at a local school or unit level.

- Direct hardware support: if issues with hardware are identified, the individual can raise a support ticket with the company they purchased the computer from.
- Data transfer: data stored on the computer (both university and personal) is the responsibility of the person themselves. Data must be backed up **before** seeking support.
- Old equipment disposal: [How do I dispose of an old computer, printer or electrical equipment?](#)

It is the responsibility the individual and their School / unit to ensure that computers held by them comply with the [Device Protection Policy](#) at all times.

d) Personally owned computer support

Assist with the connection of the device to the university network, in order to access systems and services relevant to the university business of the person. The computer must be running a manufacturer supported operating system *(that is also compatible with Duo Device Health software)* and have an up to date security agent installed *(that is also recognised by Duo Device Health software)*. IT Services can also provide assistance with installing UCD supplied software, if the computer meets the technical requirements.

e) University owned shared devices

IT Services does not provide a support service for this category of equipment.

Related Documents

- [Device Protection Policy](#)
- [Acceptable Use Policy](#)
- [Device Health](#)
- [Supported Operating Systems](#)
- [IT Support Service](#)

Version	Date	By
1.0	27 August 2025	Caroline Hackman