

KSU Anywhere Terms and Conditions

1. Acceptance

The acceptance of the new KSU Anywhere machine and related peripherals indicates your acceptance to the KSU Anywhere Terms and Conditions (this document).

2. General Overview

KSU Anywhere replaces out of date workstations THAT ARE ELIGIBLE FOR LIFE CYCLE REPLACEMENT (LCR) with a new laptop to replace the primary computer workstation equipment for qualified employees through the Office of the CIO funding. Note: Employee may select a desktop option in lieu of a laptop.

3. Eligible Devices

The KSU Anywhere initiative covers each employees' main computer workstation that is determined to be eligible for LCR based on the age of the device. The current LCR standards are 5 years for Faculty and Staff desktops, 4 years for Faculty and Staff laptops and 3 years for student labs.

4. Existing Devices

- A. KSU Anywhere will help the university to reach its sustainability goals by reducing the number of equipment as well as removing unneeded or vulnerable devices that may contain sensitive data. It is requested that each faculty and staff member participating in KSU Anywhere return their devices when their new computer is received and installed.
- B. Situations may exist wherein the employee needs to retain an existing secondary device. The retention of a secondary device requires the approval of the Dean or Department Head prior to the delivery and installation of the new KSU Anywhere device. It is the eligible employee's sole responsibility to obtain this approval. The acceptance of the new KSU Anywhere machine serves as endorsement that the required approval is in place.
- C. The KSU Anywhere initiative covers primary, main devices and does not cover any secondary devices. If the employee receives approval to retain a secondary device, the department will be responsible for funding replacement and all costs associated with damaged equipment and hardware failures. If the department is unable to supply the funds, the device will be submitted to UITS for surplus.

- D. Identified technology that is not patched or properly secured is at risk of becoming a threat to the campus community and must be removed from the environment and returned to UITS for surplus.

5. Requesting Service

There are three methods of contacting UITS for all supported requests.

Phone (470-578-6999)

Phone service is available during normal hours of operation. Messages left during off hours will be processed the next business day.

Email (service@kennesaw.edu)

Email requests will be processed during regular business hours.

Web Form

http://uits.kennesaw.edu/support/formselect.php#service_request

6. Hours of Coverage

- A. To locate the Service Desk hours of operation, go to <http://uits.kennesaw.edu/>. Customers may use any of the methods of contact as stated in Section 5.
- B. Tickets via the email/web form can be sent 24 hours a day, 7 days a week and will be processed during normal business hours.

7. Escalation

If you are not satisfied with the level of service on a request, contact the Executive Director of the Customer Support Services. They will categorize and process your input as appropriate and will work with you to ensure the appropriate action is taken.

8. Information

If you have a question about a service, an IT need, or technology please phone or email the KSU Service Desk. They will route your ticket to the appropriate area for resolution

Please make sure to respond to the KSU Anywhere email from the KSU Service Desk with your device selection to accept the above Terms and Conditions.