

Client Advancement Services Scope of Service

Lionel Vennie - 2024-11-13 - Client Advancement Services

The SOMTech Client Advancement Services unit is the primary caretaker of School of Medicine end user support. This support extends from direct hardware support to back end server support. Through collaboration with the other units of SOMTech and other technical resources within and outside the university we work to meet your information technology needs through Hands on Resolution, IT Procurement, and Technical Consultation.

SOMTech Client Advancement Services - Desktop Support

Active Directory
Asset Management
AV Setup / Troubleshooting
Bitlocker Encryption (*Laptops & Flash Drives*)
Data Transfer Support
Device Setup
Elevated Accounts
General IT Troubleshooting
Imaging & Re-Imaging Computers
Microsoft Office/Outlook Setup
Moves / Transfers
Networking
Onboarding
Printer / Scanner Management
Printer Setup & Support
Privilege Management
Escalation
Procurement
Remote Desktop Setup & Support
Research Support
Software & Hardware Support
VCU & VCU Health VPN Assistance

SOMTech Client Advancement Services - Endpoint Management

Active Directory
Administrative Rights
Bomgar
Cherwell
IDDPE
JAMF ProLansweeper
MECMS
SCEP
VCUHS Keystone

Attachments

- [Client-Services-SLA-FY22.pdf \(470.67 KB\)](#)