

## Client Advancement Services Scope of Service

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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 \(470.67 KB\)](#)