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	SOMTech Client Advancement Services - Endpoint Management
Active DirectoryAsset ManagementAV Setup / TroubleshootingBitlocker Encryption *(Laptops & Flash Drives)*Data Transfer SupportDevice SetupElevated AccountsGeneral IT TroubleshootingImaging & Re-Imaging ComputersMicrosoft Office/Outlook SetupMoves / TransfersNetworkingOnboardingPrinter / Scanner ManagementPrinter Setup & SupportPrivilege Management EscalationProcurementRemote Desktop Setup & SupportResearch SupportSoftware & Hardware SupportVCU & VCU Health VPN Assistance	Active DirectoryAdministrative RightsBomgarCherwellDDPEJAMF ProLansweeperMECMSCEPVCUHS Keystone

Attachments

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