

Client Services Scope of Service

Lionel Vennie - 2022-02-04 - Client Services

The SOMTech Client 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 Services -
Desktop Support**

**SOMTech Client Services -
Endpoint Management**

- 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
- Active Directory
- Administrative Rights
- Bomgar
- Cherwell
- DDPE
- JAMF Pro
- Lansweeper
- MECM
- SCEP
- VCUHS Keystone

Attachments

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