



## **Policy for Support of Mobile Devices**

The Hotchkiss School

Updated May 20, 2012

### **I. Policy Rationale**

#### **A. Standardization**

Any organization of The Hotchkiss School's size and resources must have some standardization of technology devices. This is necessary in order for systems to operate properly together and to ensure that applications can be adequately supported.

#### **B. Service**

While standardization is a necessity, it clearly cannot preclude user needs being met. Serving the needs of the School in an intelligent, efficient way remains the foremost objective.

### **II. Description**

#### **A. Policy Description**

This policy describes the provision and support of mobile devices at The Hotchkiss School.

#### **B. Definition**

For the purpose of this document, a mobile device is defined as a device, such as a tablet or smartphone, that uses a special operating system designed for mobility. Common examples include Apple iPhones, iPads, Android phones and tablets, and Blackberry devices. The only mobile phones to which this does not apply would be those used for voice calls and/or texting, but not for email, web browsing or running apps.

#### **C. Application**

Devices that are part of a school sponsored project or initiative will be supported as defined in that initiative, even if not specified in this policy.

### **III. Procurement**

#### **A. Provisioning**

The School will provide reimbursement for Smartphone expenses for certain individuals. Such arrangement must be preapproved. See separate policy regarding provisioning and reimbursement for mobile phones.

#### **B. Payment**

For smartphones, any equipment and service charges paid by the school must be paid by the individual department, and will not come from centralized funding. In most cases, a separate

charge for data service is assessed for smartphones, making their ongoing monthly service cost considerably higher than that for a standard mobile phone.

## **IV. Support**

### **A. Services provided**

The Information Technology Services department (ITS) will provide limited assistance with supported mobile devices. This will include assistance in connecting a device to the wireless network, and assistance in configuring a device to work with a Hotchkiss email account.

### **B. Limitations**

1. ITS cannot assist with issues involving battery life, poor signal strength, or hardware problems. Individuals will need to contact the manufacturer or appropriate service provider for support in these areas. Likewise, ITS cannot assist with the use of apps (except apps that are specifically designated as being supported).
2. Extensive training on the use of these devices will not be provided by the School. Ease of use and quality documentation should be considered at the time of purchase.
3. No assistance will be provided for devices that do not meet requirements for supported smartphones. Should a Hotchkiss employee purchase a non-supported device, they will not receive assistance from ITS. It should not be assumed that an unsupported device will be able to utilize the Hotchkiss network or will be compatible with the Hotchkiss email system. Software associated with unsupported devices may be used, but will not be supported by ITS.
4. The Hotchkiss network environment will not be altered to suit the needs of specific devices or apps.

## **V. Supported Mobile Devices**

### **A. Supported devices are limited to:**

1. Apple iOS devices (iPhone, iPad)
2. Google Android tablets and smartphones) version 2.2 or later. Note: Google Android varies by device, and ITS may not be able to support certain highly customized versions.
3. Devices utilizing Windows Mobile operating system, Windows Phone 7 or later.

### **B. Unsupported smartphones include, but are not limited to:**

1. Blackberry devices
2. Any device utilizing a Palm operating system.

Since all school related needs can be met with the supported operating systems, the additional resources to support other operating systems will not be expended.