Policy:

This AHC-IS policy is in regards to Health Sciences VP Office’s AHC-wide Policy #9002 which states: “Workstations and associated software applications must be supported and managed by I.S. staff with appropriate technical expertise and experience.”

In some cases, a customer may request that an AHC-IS supported workstation be removed from the AHC-IS support contract. In order to approve such a request, the workstation must meet one or more of the following criteria:

- The workstation will remain in use, but will no longer connect to the University of Minnesota network via wired network or wirelessly; it will be used as a standalone machine. The machine will have no IT support whatsoever for the AHC-IS office.
- The workstation will be completely unused, off the network, and moved to a secure storage location within the department for a minimum of at least 6 months.
- The workstation will be fully supported by a UIS approved vendor (e.g. a lab situation in which the machine is running specialized hardware or software).
- The workstation is completely leaving the University of Minnesota (e.g. employee is purchasing machine from the department for personal use, or user is taking machine with him/her when leaving the University, etc. See policy 3043E for End User Purchasing). Machine will be wiped.
- The workstation is transferring to another department which is not supported by AHC-IS (this applies to individual cases, and not entire departments coming off AHC-IS support). Machine will be wiped.
- The computer is personally-owned and should be removed from AHC-IS support.

If the workstation does not meet the above criteria, the machine must remain under AHC-IS support.

Procedure:

When a customer inquires about removing a machine from support, AHC-IS informs the customer of the above criteria and sends the customer to the AHC-IS forms page, http://hub.ahc.umn.edu/ahc-information-systems/request-service-forms to fill out the online Request Form titled “Request to Terminate Support Form”. The customer must fill out the Online Request to Terminate Support, indicating how the workstation meets the above criteria and submit the request. The Requester will get a confirmation email that the form has been submitted for review.

The Office Coordinator will review the submitted form and check to see if the machine is actively connecting to the University network.

- If the machine is still actively connecting, s/he follows up with the requester if necessary.
The AHC-IS Office Coordinator forwards any requests that do not meet the criteria to the AHC-IS Workstation Field Support Manager. The Workstation Field Support Manager will follow up with the Office Coordinator whether the request is approved or denied.

If the request is approved:

- The AHC-IS Office Coordinator will close out the online Request Form and add notes for possible review in the future, go into ITASCA and put an end date of support from when the form was submitted by the Requestor. They will also put in the notes under the device the RTS Request number so that the ITASCA Admins and AHC-IS Technicians can reference it if needed.
  
  o The AHC-IS Office Coordinator enters an issue into Itasca for a technician to remove the machine from AHC-IS support, indicating the reason why the machine is being removed
  o The AHC-IS Office Coordinator documents the Issue number on the notes section of the online RTS Form submitted by the Requester to reference if needed.

AHC-IS Technician Responsibility

  o In the issue, the AHC-IS Technician completes the following:
    - Remove the AHC-IS device sticker.
    - Remove the machine from the Active Directory or Casper domain.
    - Remove management software from the machine (i.e., SCCM and Casper).
    - Remove any other AHC-IS licensed software including encryption.

Please note: Any machines that are no longer University owned cannot have University software installed due to licensing agreements. AHC-IS will remove the operating system, Microsoft Office, Adobe Acrobat, etc.

  o The AHC-IS Technician must complete an Electronic Inventory sheet to have the device updated in Itasca. In the Electronic Inventory sheet the AHC-IS Technician fills in all required information and indicates that the machine was removed from AHC-IS support via the online Request to Terminate Support form.

ITASCA Admin Responsibility

  o Itasca admin receives the inventory sheet and enters a support end date for the device along with notes of the issue number
  o If a machine is removed from support it cannot be added back to support for a minimum of six months. If the department wishes to bring a machine back on support within six months of being removed from support, it will be charged for the previous unsupported months.

If the request is denied:

- The AHC-IS Office Coordinator or Workstation Group Manager contacts the requester to inform him/her why the request was denied.
- The AHC-IS Office Coordinator indicates in the notes section on the online RTS form that the request was denied/reason of denial and makes a note in ITASCA under the device that online RTS form was denied along with the RTS Request number to reference if any questions or concerns should arise in the future from the requester.