Policy

All iPads that are University owned or purchased to do University business need to be configured for compliance with high risk HIPAA or PHI data security per the policy Acceptable Use of Information Technology Resources and the appendix. The AHC-IS will provide a standard for Apple iPads in this policy.

Maintenance fees

- Default Configuration fee: $0
- One-time custom configuration fee*: $120 per hour per configuration. Two-hour minimum.
- Service fee for all devices: $5 per month per device billed quarterly.
- Setup fee: $60 per hour per setup. No minimum

The default configuration setup will work with 90% of all iPad setups. If your group has a specific need for different configuration one of our Technical consultants will be available to work with your department to create the configuration that works best for your departments use case.

The one-time charge for custom configuration at time of proposal. All specs and requirements are due at that time for iPad configurations including Apps, settings and setup constraints.

Ongoing maintenance includes

- software and iOS updates
- security
- inventory
- usage tracking
- Loss prevention
- Compliance with HIPAA and Privacy standards

Setup fee

- App management (beyond default apps)
- Setting change

Apps purchased are the property of the AHC-IS. The AHC-IS will test App compatibility

De-provisioning

In order to remove a device from support the device must be configured by AHC-IS and restored to factory defaults. Once a device is removed from support it cannot be used in the University system for any purpose. All apps are retained by AHC-IS due to licensing agreements.

If at any time a device is needed to be re-added to use in the University system after it has been removed, there will be a one-time fee of $120 plus the one-time configuration fee.

Default Apps:
- Box for iPad
- Self Service Mobile
- Adobe Reader
- Chrome
- Gmail
- Google Docs
- Google Sheets
- Google Slides
- Microsoft Excel
- Microsoft Word
- Microsoft PowerPoint
- Google Calendar

* Custom Configurations are determined by a request beyond the default configuration. If the Default configuration meets the need this fee is not applied

**Consultant services are billed separately from Standard Itasca billing