University Purchased Tablet Policies

Pacific University Faculty and Staff

Scope: This document covers tablet devices purchased by the University with University funds. For information about UIS support of personally owned tablets, see the Service Level Agreement for Desktop and Laptop Support (located at http://www.pacificu.edu/uis/tic/policies.cfm).

Supported Uses

The following uses of Tablets are currently supported by UIS:

- Tablets as personal note-taking and communication devices
- Tablets as data collection devices
- Tablets as classroom teaching tools (with VGA adapter)
- Tablets as checkouts for students for academic work

The following use is not currently supported by UIS:

- Tablets as replacements for an office computer

Supported Systems

UIS recommended models of tablets will work with the following UIS-supported information systems:

- Wireless access (BoxerSecure or BoxerWireless)
- Email access (app based access or webmail)
- Vault access (app based access or web browser)

Not Supported

- Printing to office printers or the Pharos printing system*

*Pharos printing support via email is coming in Fall of 2013.

Purchasing a Device

The following is a brief outline of the process for purchasing a university owned tablet. For more information, see the Technology and Information Services Purchasing Policy at http://www.pacificu.edu/uis/tic/policies.cfm

Step One - Get UIS approval for the purchase. This is most easily done by sending an email to help@pacificu.edu saying what tablet is being requested and what it will be used for.

Step Two - Once the tablet arrived, UIS recommends that it be asset tagged and placed in the UIS-maintained technology inventory.

Step Three - The tablet must come to UIS first, before being used by any other employee, for provisioning. This ensures that the tablet does not become permanently associated with an owner account that the university does not control. This will allow departments to transition a tablet from one employee to another. During provisioning, UIS will configure the tablet according to currently known best practices for security of that device (including, when available, password protection, remote location sensing capability and remote wipe capability).

Buying Tablets for Permanent Deployment Elsewhere - Tablets that will not remain property of Pacific (e.g. those given to students as a benefit for enrolling, those given away as prizes in contests), even though purchased with university funds, must meet Step One (UIS approval) but should not undergo step two (asset tagging) or step three (provisioning by UIS).
Mobile Internet Access

If tablet assignees need to be able to access the internet from their university issued tablets from areas with no accessible wifi network, UIS suggests that the employee use a smartphone with a hotspot feature (the cellphone uses its cellular internet connection and becomes a portable wifi hotspot that the tablet can then connect to). This service can be paid for from a cellular/data service stipend paid to the employee by the employee’s department. UIS can provide consultation about smartphone models and plans that will allow for hotspot connections.

A few things to note when considering mobile internet connections on tablets:

- Some tablets can be purchased with hardware to access internet via cellular (aka 3G or 4G) networks. This hardware is specific to a cellular carrier (e.g. verizon, AT&T) and must be specifically selected at the time of purchase.
- The University does not support more than one cellular/data service stipend per employee. See http://www.pacificu.edu/uis/tic/policies.cfm for more information.
- Any person assigned a tablet with the capability to access cellular networks, whether or not they plan on using this capability, must sign an agreement concerning their responsibilities if they purchase a cellular contract for that tablet. See Appendix A for a sample agreement.

App Purchasing

UIS strongly discourages university funds from being used for one-off purchase of apps for tablets. This is because one-off apps are most easily purchased via an individual’s own account (e.g. in the case of iPads, an iTunes account, or in Android tablets a Google account) and thereafter remain under the sole control of that individual, not the university.

UIS strongly recommends, with each new tablet being purchased for assignment to an individual employee, that the purchaser also buy a gift card for the app store appropriate to that tablet. A gift card in the amount of $25 to $50 is recommended. This gift card becomes property of the individual, as are any apps purchased with it, rather than being property of the university. UIS will not track which apps are purchased and will not provide support for retention of apps if the tablet passes to a different assignee.

When apps are being purchased in bulk (e.g. for a tablet lab or checkout pool), UIS will work with that department to determine the best bulk purchasing method. For iOS devices (including iPads), UIS is a member of Apple’s enterprise app purchasing and redemption program and can purchase and distribute bulk apps through this program.

Bulk Management and Provisioning

Bulk provisioning is recommended when multiple tablets are purchased for single type of use. For example: for deployment to students or in a clinical environment. This gives the instructor or program a time-efficient means of managing the setup and ongoing support of these devices.

UIS will consult with departments, and provide training when there are known solutions for the management and provisioning of tablets, but it is generally the responsibility of the department to do the ongoing provisioning and management on the tablets in their care.

This is a publication of University Information Services. For further assistance please contact the Technology Information Center (503-352-1500, lower level Marsh) or University Information Services for the Health Professions Campus (503-352-7243, HPC 211) or email help@pacificu.edu.
Appendix A: Sample “Your New Tablet” Sheet With Cellular Agreement

Your New Tablet

You have been selected to receive a university issued tablet. Although it has been provided for your use and entrusted to your care, the device remains property of Pacific University. Before you can receive your tablet you must acknowledge the following responsibilities.

Should your tablet be stolen, broken or misappropriated while located off the Pacific University premises you are financially liable for repair or replacement costs. To protect your tablet, please:

- Check that your renters’, homeowners’ car or travel insurance will cover tablet loss or damage.
- Never leave your tablet in the passenger compartment of a vehicle. This is where most consumer electronics are stolen from. If you must leave your tablet in your vehicle, lock it in the trunk.

Confidential Records

You should never put confidential student, patient or employee information on any data storage device without encryption or some other form of protection. Your tablet has been provisioned by UIS to meet the best security standards available to your device, which may include password protection and remote wiping and location sensing capability. The UIS staff member issuing you the tablet should show you which security features have been activated. You should not remove these security features. If a device with confidential information is lost or stolen the people whose information is on the device are in danger of identity theft. Inform UIS immediately in the event of any loss or theft. Please remember that email stored on a tablet may contain confidential information.

Cellular Service

If you have been selected to receive a tablet with built in cellular service capability, you may choose to pay for cellular service for your device. Unless you have specifically been given authorization from a University Vice President, you will not receive any compensation for buying this service. No more than one stipend for cellular service will be given to any individual. In the event that you leave the university or that the tablet is assigned to another person within the university, you will be responsible for paying any cancellation fees, early termination fees or paying the remainder of the service period.

By signing, I acknowledge that I have read and understand the above.

Name (please print): ___________________________
Department: ___________________________
Signature: ___________________________
Date: ___________________________

Please sign and return to UIS at UC Box A-175, or send a scan to help@pacificu.edu or FAX to 503-352-3162.

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