This document outlines the type and scope of service that the REITC Team can provide. While not all encompassing, it does cover the vast majority of technologies we support. If you have questions regarding specific technologies your REITC may be able to support, please contact your REITC and they will be happy to evaluate your request. Even if we are not able to directly support a technology, we may be able to provide advice such as reviewing quotes for accuracy and pricing concerns.

Computers

- Basic computer support
  - REITCs will help provide assistance for day-to-day issues/questions such as setting up OS accounts, password resets, backups, surge protectors, etc.
- Warranty repairs
  - REITCs will help evaluate machines that are not functioning properly to troubleshoot issues. In the case that hardware has failed, your REITC will check the warranty status and work with Dell, Apple, or other vendor to either get it repaired under warranty or else make recommendations on options for the machine if it is no longer under warranty. Our general recommendation is that all primary computers should be covered under manufacturer's warranty.
- Computer quotes
  - REITCs will help advise users on what computers and peripherals to purchase. When they are able, they will generate quotes from our Dell or Apple portal. When it can't be found there, REITCs will help find links to other sources such as Amazon, CDW-G, and Newegg.
- Computer setup
  - REITCs will help load and configure UK-licensed software onto new computer purchases. They can help move files over from an older machine to the new machine.
- Computer connection/disconnection
  - REITCs can physically move equipment from one location in the office to another. REITCs can setup the new equipment on a user's desk. Note that some desk setups do not allow for easy access to the power and network cables and in these cases, we may need the desk moved temporarily in order to access the needed cables/ports
- Equipment removal
  - REITCs can assist in wiping the data off of equipment that is no longer needed. If equipment is UK property, then REITCs can assist in getting this equipment back to UK surplus. It is expected that the county will sell/donate/dispose of non-UK equipment once it has been wiped.
- Backup
  - REITCs will ensure that users' machines are regularly backed up. This can be onsite backup to a file server, offsite backup to a service, or both. REITCs will assist with restoring files from backup when needed.
- Peripherals
  - REITCs will make a good faith effort to support any peripherals that the office may have. Almost all printers, keyboards, mice, monitors, etc. to be supported. However older equipment may no longer work as operating systems change and are updated.
- Audio/visual equipment
  - REITCs can assist with basic setup and usage of projectors and other A/V equipment. They will make a good faith effort to support whatever equipment you have, however advanced meeting room and A/V setups may be outside of the scope of what we can assist with as we aren't familiar with all A/V equipment.

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Software

- Software installation
  - REITCs will assist with the installation and maintenance of UK-licensed software such as Office 365, Adobe, Soildata, Qualtrics, GlobalProtect VPN, etc.
- UK-supported websites
  - REITCs will offer basic support of UK-supported websites such as KERS, MyUK, UK account manager, PATIM, and county websites. In cases where advanced support is needed, your REITC can direct you to the appropriate contacts.
- Antivirus software
  - REITCs will assist with the installation and maintenance of Antivirus software. In most cases this will be Windows Defender, but your REITC will do their best to support other antivirus solutions if desired.

Network

- Basic network support
  - REITCs will configure and support the network equipment in the office including routers, switches, and wireless access points. This includes changes to wireless passwords and regular firmware updates to the network devices.
- File servers
  - REITCs will configure and maintain networked file servers such as those used to hold ctyfile. This includes setting up network shares, changing account passwords, checking backup of the devices, and performing standard maintenance including firmware updates.
- Off-site backup
  - Off-site backup is strongly recommended for each office to mitigate the impact of disasters such as fire, flood, and theft. REITCs will help recommend off-site backup services, help setup the backup, and regularly check to ensure that off-site backups continue to function.
- Consulting
  - REITCs can offer advice on proposed network changes. Your REITC can tell you what a change in your AV or phone system might mean for your network and help you to make the best decision for your office.

Unsupported Items

- Equipment that is not owned by the county/board/Extension/UK
- Cell phones and tablets other than assistance with email setup
- Office phone systems
- Running network/phone cable through walls