

Secure Device Procurement and Software Management (Technology Lifecycle Care)

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Summary:

Through TLC, all benefits-eligible faculty and staff will hand over their existing desktops, laptops, and tablets to UITS. UITS will install software that allows them to administratively control, inventory, and update these PCs and return them to their owners. UITS will then refresh any out-of-warranty or under-resourced devices in perpetuity at no additional cost to the user (funding is assumed through AIB/SCH taxes). Users are eligible for tech-refresh every 4.5 years and can choose from 10 different models that include both Windows and Macs, but choices may be limited to certain models by the user's UCAP job family. Users will have access to the UITS App Store to install campus-wide licensed applications. Users can elevate themselves as the PC Administrator for 1-hour at a time to install specific software not available in the UITS App Store, or make configuration changes to their PC that require an Admin privilege. (e.g. unlocking the padlock on a Mac).

Out of Scope:

- If the machine is used by more than one person (e.g. a research bench, instructional room PC, meeting room PC, lobby kiosk, student PC labs, instrumentation PCs), TLC will not apply and PCs will be purchased and administered by Departmental IT staff.
- DCCs and Student Workers' PCs are not covered by TLC. These machines will be purchased and administered by Departmental IT staff.

Additional Requirements:

- UITS mandates that all department file shares (the "S: Drive") are decommissioned before the cutover to TLC. TLC will not allow College-managed file shares. ALVSCE has several.
- UITS requires Campus IT to update all PCs in a way that makes it easy for UITS to slap-on TLC. For some understaffed units, this is a heavy lift. Campus IT employees may feel they are doing UITS bidding while working themselves out of the job, "digging their own graves".

Unknowns:

- Linux is not supported by TLC. Linux is used campus-wide by IT, app developers, data scientists, instructors, and researchers. Are they forced to go to Windows or Mac?
- Some software must be run as an Administrator. Can this software be used in the TLC model for more than 1-hour at a time?

Concerns

- Campus IT is worried that this mandate will create black market IT, pushing users to buy their own devices to maintain some control, and jeopardizing security best practices.

- UITS does not have a clear solution for configuring TLC-managed computers for printing to shared printers (e.g. Xerox Document Centers). By handcuffing Departmental IT the ability to administer UITS-managed machines en-masse, this will be difficult to support at scale.
- Unlike other managed services (e.g. the campus network, email, WebAuth) – UITS does not have a historical track record for managing desktops. If the central solution lowers a security posture or the service quality is not acceptable and puts a contract or funding at risk, what is the process for service correction?

UITS Informational Page: <https://it.arizona.edu/tlc>