APPLE MAC LAPTOP PROGRAM

MEMORANDUM OF UNDERSTANDING

Between the

FDU Office of Information Resources and Technology (OIRT)

and

Participants in the Apple MAC Laptop Program (AMLP)

In cooperation with the Fairleigh Dickinson University (FDU) Center for Teaching and Learning with Technology, the Office of Information Resources and Technology (OIRT) has initiated an Apple MacBook Laptop Program (AMLP) that will provide Apple MacBook laptops to a limited number of users who have expressed an interest, and can demonstrated benefits, to using a Macintosh in lieu of the university standard computing platform which is PC based.

Those participating the in the AMLP do so voluntarily, forfeit the issuance of a Lenovo ThinkPad laptop in favor of an Apple MacBook, and understand that hardware, software, and user support will be limited and not at parity with the PC environments.

Fairleigh Dickinson’s OIRT, and the undersigned, hereby voluntarily enter into this articulation agreement effective upon signing.

The purpose of this agreement is to:

1. To provide adequate documentation so that prospective participants (a.k.a. “user”) can determine if they wish to participate in the AMLP
2. Articulate AMLP limits of responsibility
3. Set user expectations regarding hardware support
4. Set user expectations regarding software support
5. Set user expectations regarding available software
6. Articulate the problem reporting procedure

The agreement:

1. Participants in the AMLP will be given 6 (six) months notice regarding the university’s intent to continue with modifications or to withdraw the program.
2. Participation in the AMLP is not guaranteed. Faculty requests to participate in the AMLP will be accomplished by submitting a Faculty Application Request for Apple MAC Laptop which will be reviewed by a faculty sub-committee of the Information Technology Planning Committee (ITPC) and awarded on a case-by-case basis and as the capability to deliver the technology and the capacity to support it warrants.

3. The MAC LAPTOP hardware offering is as follows: MacBook Pre, 15-inch glossy display, 2.66GHz Intel Core i7, 500 GB HD, 4 GB RAM, DVD/CD-RW

4. There is limited hardware and software support services on the MAC. Hardware and software troubles are to be reported directly to the University Technical Assistance Center (UTAC) at extension 8822, or by using email to fdutac@fdu.edu. Users should note that FDU has limited capability to repair Apple MAC laptops and limited Computing Services MAC support specialists on each campus.

5. Units in need of hardware repair will be remedied by Apple Service thereby needing to be sent out for service with no guarantees of repair intervals. In addition, Apple Services may choose to wipe out user data and reinstall the OS without warning. This is a common Apple repair practice.

6. A Computing Services MAC support specialist will diagnose and repair problems on a “best effort” basis with the software on the local operating system: OS X, Adobe Reader, Symantec EndPoint Protection, Firefox, Thunderbird, VMWare, Office, Burn, EndNote X, Cisco VPN Client. On the Windows VMWare Office, Novell Client, Symantec EndPoint and Datatel UI. MAC SPSS and Windows SAS are available on request. Although Windows virtual environment is available for those features and functions unable to be performed on a MAC, excessive use of the Windows environment is discouraged and is an indication user is better suited to have a PC instead.

Support is performed on a “best efforts” or knowledge available basis and the list will be revised as support is dropped or added by Apple, or the knowledge of specialists is upgraded. Further, specialists will provide support for email only where IMAP configurations are used, or access is gained through a web browser.

FDU has subscribed to Microsoft's Campus Agreement. Under the agreement, institutionally owned computers - desktops and laptops - may be upgraded to the latest versions of Office Professional® for Windows PCs and for the Macintosh. Upgrades to the Windows operating systems are also included. Other Microsoft software may be purchased through the Select Licensing program. Changes in this agreement may be made from time to time and as much notice as possible will be given. It must be noted that with the exception of Microsoft products, no such provisions exists for the MAC, thereby limiting FDU provided software selections for the MAC.

Software not provided by OIRT will be the responsibility of the end user. Due to the relationship that FDU has with many software vendors, users should contact OIRT to
determine software purchase and licensing options before individual or departmental purchases are made. This can best be done by sending an email request to fdutac@fdu.edu and enter “AMLP Software” as the subject line. A representative from Computing Services will follow up with the user to discuss.

7. It should be noted that the MAC is an expensive resource. Those in the MAC Laptop Program are encouraged to turn in their MAC for a PC if they no longer meet the eligibility requirements. Doing so will increase availability of MACs for another who has a demonstrated need to get one.

8. A participant in the AMLP may cancel this articulation agreement by submitting a written letter at least 15 days prior to the effective date of the cancellation, and equipment must be returned prior to cancellation date.

9. Support for network printing will be provided for connectivity to networked printers configured through Novell based print servers. OIRT will not install any additional software (or drivers) to the central server to support the MAC OS. Local printing problems will be supported on a “best efforts” basis.

10. Remote support may be utilized for Apple computers when possible depending on the operating system and configuration. Office visits will be scheduled for software support as required but on a as “time permits” basis. Appointments must be made to deliver equipment to a MAC support specialists’ office for diagnosis and repair. Users must call the UTAC at extension 8822, or use email at fdutac@fdu.edu, for all problem reports.

11. Support requests to the UTAC may be recorded. If the call cannot be resolved during initial contact, it will be assigned to a CS designated Apple specialist within 3 hours of receipt of call. Users can expect a call back within 2 business days.

   Email requests will have a call ticket prepared and assigned to a MAC specialist within 180 minutes of receipt during normal business hours.

   Tickets assigned to a designated MAC specialist will be acknowledged in the call logging system within 3 hours of receipt of assignment unless severity level assigned by the UTAC is deemed “critical”. Critical calls will be responded to within 4 business hour of entry into the support tracking system.

12. OIRT may cancel this articulation agreement by submitting a written letter at least 15 days prior to the effective date of the cancellation. A withdrawal from the program does not guarantee the issuance of a ThinkPad replacement.

13. Users are responsible for the care of the equipment entrusted to them and will be held financially responsible for any damages that are the result of negligence or abuse.

14. Users are responsible for their own data. FDU is not responsible for data recovery.

15. AMLP participants are encouraged to identify and publicize the AMLP opportunity in an appropriate manner for all potentially eligible faculty.
This agreement will become effective upon approval by OIRT, The Center for Teaching and Learning with Technology, and the undersigned. The agreement will continue on a three year basis beginning and ending in conjunction to the current equipment lease until one of the parties shall notify the other of its termination. Articulation agreements, however, are not retroactive prior to specified period.

_I, the undersigned, fully understanding the contents of the above Memorandum of Understanding and Articulation Agreement, agree to participate in the Apple MAC Laptop Program._

______________ Print Full Name ___________ Date:  M M / D D / YEAR

AMLP Participant

________________Signature______________ Contact Number: ________________

AMLP Participant

______________Print Full Name___________ Date:  M M / D D / YEAR

Office of Information Resources and Technology

________________Signature______________ MacBook S/N: ____________________

Office of Information Resources and Technology