CALS OIT COMPUTER SUPPORT LEVELS

NOTE: Cornell owned computers for which a user has opted out of CALS OIT’s SLC do not receive support. Please see “SLC Exceptions and Opt-outs” for Opt-out details.

CALS Office of Information Technology

Computer Support Levels

Gold Tier Support
(Cornell Owned)
- Must be a bundle Dell or Apple* (Refer to SLC) or a Non-bundle business class Dell with proper business need and approval forms completed
- Must be quoted through CALS OIT
- Must be under warranty
- Must be bound to CUAD

Support Details
- Adherence to established standards provides fastest possible turnaround for support requests.
- Full support for hardware, software, maintenance, and security provided by the service area for the duration of entire asset lifecycle.

Silver Tier Support
(Cornell Owned)
- Any Non-Apple or Non-Dell Systems
- Anything not quoted through CALS OIT
- Must have a TPM chip.
- Must be under warranty (exceptions)
- Support not to exceed 5 years from purchase date
- Must be bound to CUAD

Bronze Tier Support
BYOD (Bring Your Own Device)
- Anything not Cornell Owned
- Any Mobile devices, phones, tablets etc.

Support Details
- Configure computers and devices to connect to wireless, email, VPN, remote desktop. Install Antivirus and configure Automatic Updates.
- Direction to manufacturer for hardware support.
- Direction to vendor for software support.

Maintenance, and security are all fully addressed. Direction to manufacturer for hardware support. Direction to vendor for software support.
Support requests may take longer than Gold Tier.

Adherence to established standards provides fastest possible turnaround for support requests.
Full support for hardware, software, maintenance, and security provided by the service area for the duration of entire asset lifecycle.
Support requests may take longer than Gold Tier.
Configure computers and devices to connect to wireless, email, VPN, remote desktop. Install Antivirus and configure Automatic Updates.
Direction to manufacturer for hardware support.
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