

Adobe Creative Cloud Licensing for Faculty/Staff University Owned Computers SC

Service	Adobe Creative Cloud Licensing for Faculty/Staff University Owned Computers
Service Manager	T. John McCune
Department	ITS Service Center
Contact	W203 Thompson Hall, (716) 673-3407, ITS.ServiceCenter@fredonia.edu
Service Owner	AVP/CIO - Stephen Rieks
Description	The Adobe Creative Cloud is a collection of software that is licensed through an agreement between SUNY and Adobe to provide licensing for the Adobe Creative Cloud for university owned computers at a discounted rate between 12/1/15 and 6/30/19.
Service Users	Teaching Faculty & Staff
User Services	Users that participate in the agreement will be able to use the Adobe Creative Cloud software collection on their university assigned computer for the duration of the agreement. The software includes access to the Adobe collection of desktop apps that can be used for productivity and creative work. A full listing of the desktop apps that are available can be found on the Adobe website at http://www.adobe.com/creativecloud/catalog/desktop.html .
Business Services	Faculty and Staff in the following divisions can request this service: <ul style="list-style-type: none"> • Academic Affairs • Engagement & Economic Development • Finance & Administration • Student Affairs • University Advancement
Technical Services	Licensing for the service requires the use of the Adobe Enterprise Portal by ITS for deployment and the licensing of the software.
Requirements	In order to participate in the agreement, faculty and staff must have a university assigned computer that meets the minimum system requirements for the Adobe Creative Cloud. Current minimum system requirements are available at https://helpx.adobe.com/creative-cloud/system-requirements.html .
Rates / Cost of Use	A one-time payment is required to participate in the 2015-2019 agreement. The cost to participate is identified by the months remaining in the agreement with a cost of \$10 per month. For example, if participation takes place in January of 2016, at \$10 per month and 42 months remaining in the agreement, the cost would be a one-time charge of \$420 for a single device license that can be installed on one computer. Prior to installation, an account transfer to the ITS designated account is required. After receiving the funds, ITS will proceed with scheduling the installation of the software.
Getting Started	<ul style="list-style-type: none"> • Email - ITS.ServiceCenter@fredonia.edu • Phone – (716) 673-3407 • Ticket Submission – https://fredquest.fredonia.edu • Walk In – W203 Thompson Hall
Availability	<ul style="list-style-type: none"> • Semester Hours <ul style="list-style-type: none"> • Monday – Thursday, 7am – 10pm • Friday, 7am – 5pm • Summer/Break Periods <ul style="list-style-type: none"> • Monday – Friday, 8am - 4pm
Getting Help	<ul style="list-style-type: none"> • Email - ITS.ServiceCenter@fredonia.edu • Phone – (716) 673-3407 • Ticket Submission – https://fredquest.fredonia.edu • Walk In – W203 Thompson Hall
SLA Notes	Users with workstation issues can expect a response within 4 hours and should expect a resolution within 48 business hours of entering a ticket. Adobe software cannot be installed on computers not owned by the university.
Business Procedures	NA

Change Procedures	Changes to the service (transition, additions, and discontinuations) must be reviewed by TAC and approved by the Service Manager (CIO) and Cabinet																				
Assigned Primary Support	T. John McCune																				
Assigned Secondary Support	Tylor Cardone																				
RACI Chart	<p>Name: Adobe Creative Cloud Licensing for Faculty/Staff University Owned Computers</p> <p>Description: see above</p> <table border="1"> <thead> <tr> <th>Level</th> <th>Responsible</th> <th>Accountable</th> <th>Consulted</th> <th>Informed</th> </tr> </thead> <tbody> <tr> <td>Primary</td> <td>T. John McCune</td> <td>Stephen Rieks</td> <td>ITS Leadership</td> <td>Users</td> </tr> <tr> <td>Secondary</td> <td>Tylor Cardone</td> <td>T. John McCune</td> <td>ITS Service Center</td> <td>Users</td> </tr> <tr> <td>Tertiary</td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Level	Responsible	Accountable	Consulted	Informed	Primary	T. John McCune	Stephen Rieks	ITS Leadership	Users	Secondary	Tylor Cardone	T. John McCune	ITS Service Center	Users	Tertiary				
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