

Microsoft Licensing SC

Service	Microsoft Licensing
Service Manager	Manager of Enterprise Infrastructure Services
Department	Enterprise Infrastructure Services
Contact	ITS-Enterprise Infrastructure Services, x3748, Kevin.Bom@Fredonia.edu
Service Owner	AVP/CIO - Stephen Rieks
Description	<p>Obtain permission to acquire and use Microsoft products.</p> <p>Function 1: Quotes.</p> <p>Function 2: Administer Microsoft Campus Agreement.</p> <p>Function 3: Administer Home Use Program.</p>
Service Users	It depends, for function 1 it is faculty staff and some associates, for function 2 it is users of state owned equipment, and for function 3 it is the users covered by Microsoft campus Agreement.
User Services	Microsoft products are a mainstay in most departments and units, thus this is an invaluable service in order to maintain the continuous operation of campus business.
Business Services	All campus departments and units in addition to some Associate departments and units.
Technical Services	Give a summary of the back-end services that support this service
Requirements	The main requirement is to be one of the Service Users. So, for function 1 this service is requested through the IT Service Center. Faculty, staff and Associates are main requestor for function 3 of this service.
Rates / Cost of Use	The cost for participating in the Microsoft Home Use Program (HUP) is outlined on the website: https://www.microsofthup.com Currently, faculty and staff can purchase one copy of Microsoft Office 2016, for either the Windows or Macintosh platforms, for \$9.99.
Getting Started	A qualified users need to login using their eServices credentials to participate in Microsoft HUP.
Availability	This service is available 24 hours a day, 7 days a week less internet downtime.
Getting Help	All requests for assistance are completed using Tracker: HTTPS://Tracker.Fredonia.edu
SLA Notes	
Business Procedures	The business procedure is located with the Primary responsible person on the RACI form and also, see Appendix A.
Change Procedures	<p>Changes to the service (transition, additions, and discontinuations) must be reviewed by TAC and approved by the Service Manager (CIO) and Cabinet.</p> <p>The following procedures are used for changes to the software, hardware or business procedures.</p>
Assigned Primary Support	
Assigned Secondary Support	

RACI Chart**Function 1**

Name: Microsoft Quotes

Description: Procure quote from vendor.

Level	Responsible	Accountable	Consulted	Informed
Primary	Kevin Bom	Kevin Bom	IT Service Center	IT Service Center
Secondary	Scott Grien	Kevin Bom	IT Service Center	IT Service Center
Tertiary				

Function 2

Name: Administer Microsoft Campus Agreement

Description: Manage and be responsible for acquiring the Microsoft Campus Agreement.

Level	Responsible	Accountable	Consulted	Informed
Primary	Kevin Bom	Kevin Bom	Not Applicable	Users of state owned equipment
Secondary	Scott Grien	Kevin Bom	Not Applicable	Users of state owned equipment
Tertiary				

Function 3

Name: Administer Home Use Program

Description: Manage and be responsible for acquiring the Microsoft Home Use Program.

Level	Responsible	Accountable	Consulted	Informed
Primary	Kevin Bom	Kevin Bom	Not Applicable	Users covered by Microsoft Campus Agreement
Secondary	Scott Grien	Kevin Bom	Not Applicable	Users covered by Microsoft Campus Agreement
Tertiary				

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