



Mobile Device Support Policy

Applies To:	All	Policy Number:	ITS-0002
Issued By:	AVP for ITS	Policy Version Number:	
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Policy

As a result of the large variety of products and platforms within this segment of technology and the flexibility to uniquely customize these devices, the Information Technology Services (ITS) department provides support solely for University owned cell phones on an ITS managed plan for:

1. The President's Office, Vice Presidents and Dean's
2. Departments that have negotiated a support agreement with ITS

Users outside of the supported population (students, faculty, staff, assistant deans, associate vice presidents, directors, assistant directors, chairpersons, coaches, volunteers, clinicians, contractors, etc.) will find online general information to assist in self-supporting a user's own device.

Please see <http://www.udmercy.edu/about/its/communication/email/client.php>