

This policy relates to the IT support of iPads by Information Services within the University of Wales Trinity Saint David.

Managing iPads

At UWTSD we use a product called Airwatch to manage not only our iPads but other Smart Phone and Tablet devices where applicable. In order to maintain a secure, fully functional and simple to support environment **all iPads purchased either through the central IT budget or through Funds for Purpose will be managed by Information Services through Airwatch.**

Personal iPads can still connect to services such as Email and Wireless networks, details of which can be found on our online guides' page <http://www.tsd.ac.uk/en/information-services/getting-connected/ipads/>

Once an iPad is "enrolled" onto Airwatch it will automatically be setup with your email (Inc calendar sync) and connected to the UWTSD wireless network. It will also prompt you to set a passcode if you haven't already done so. Airwatch enables us to also remotely manage devices if lost or stolen with remote wiping of data if required.

As well as the above features, Airwatch provides a single managed application deployment system that will enable us to deploy any purchased or recommended apps. More details of this feature including App management are detailed below.

Purchasing iPads

iPads can now be purchased in 3 different ways:

- 1) Through the central IT budget - In order to maintain an effective budget and to meet business needs all requests for iPads when going through the central IT budget will need to have a business case supporting them. There will also need to be confirmation from the Head of Unit or School confirming the requirement.

Whilst this may seem excessive the iPad is often purchased without insight into the differences between a Laptop and the iPad and the restrictions this brings. In order for orders of iPads to be processed through the central IT budget this issue will need to have been addressed and users aware of what they can and cannot do with the iPad.

- 2) Through Funds for Purpose (FFP) project money - If purchasing through FFP then staff simply need to follow standard FFP procedures for purchasing IT equipment (detailed [here](#)). For reference the cost table below details the iPad variants and their associated costs.
- 3) Individually – Staff and Students can purchase iPads themselves and use their own device on campus. Apple Store as well as local Apple Franchises such as Stormfront offers Staff and Student education discounts online.

We would strongly recommend ordering Apple Care for each iPad for extra peace of mind, which offers a 3 year repair or replace warranty (see warranty returns). Please keep all Apple Care booklets and iPad packaging as these will be needed if the device needs to be returned.

iPad version	iPad Cost (exc vat)	3 Yr Apple Care
iPad 2 16GB	£319.20	£94.80
iPad 3 16GB	£387.60	£94.80
iPad 3 32GB	£464.40	£94.80
iPad 3 64GB	£542.40	£94.80

Please note requests for reimbursement of an iPad purchase or iPad accessory (ies) purchase made outside the University (for Example, at the Apple Store) **will be denied by Information Services.**

Wi-Fi only

Currently the University only supports Wi-Fi iPad models due to the additional contract costs of the 3G iPads. This will mean that iPads purchased through the central IT budget and FFP will only have internet connectivity when connected to local Wi-Fi networks. At present there are no plans to change this policy.

Apps

You may download and use as many free apps as you wish using the built in AppStore application. However, paid for apps require an account to be registered with iTunes and for this account to be associated with a credit card. If you synchronise your iPhone with your personal iTunes account and use your own credit card to purchase applications then those applications are licensed to you personally. **Please note that to enable the remote deployment of apps through the University systems you will need to have registered a personal iTunes account.**

The University cannot reimburse you for the cost of these as ownership cannot be transferred (the application remains linked to your iTunes account).

If you wish to purchase a work related application then these purchases must be for business use only and must be made through the University official iTunes account. The University retains ownership of/a right to use such applications and they, along with the iPad itself, must be surrendered on leaving the University. You cannot use the University iTunes account for personal purchases as you will lose these when you leave the University.

Please note that apps can only be purchased via the University iTunes account for University owned iPads and that these devices are enrolled on the Airwatch system. Access to the UWTSD iTunes account is restricted to Information Services staff only.

The process for purchasing Apps through the University for your iPad is as follows:

- 1) Log Service desk call requesting the App be installed on your iPad, detailing what the app is (correct name on app store) and why it is required. Also include details of your iPad including serial number and asset tag. Please note as with all purchases it must meet the business requirements or the request will be rejected.
- 2) If confirmed as value to the University the application will be purchased through the UWTSD iTunes account. Information Services will then deploy the application to the iPad as requested.
- 3) Once deployed you will be required to enter your own personal iTunes account information to authorise the installation of the deployed app.

If your department has any recommended free apps that you feel would benefit other users then please email itservicedesk@tsd.ac.uk and we will consider adding them to our recommended apps section.

General support guidance

University owned iPads

Support for University owned iPads will include the following:

- Connection to University Wireless Networks and support of this function
- Connection to University Email account and support of this function
- Connection to University Email calendars
- General iPad training (provided by online guides)
- Help and Support for installation of any iOS updates
- General support issues such as warranty returns
- Support of University purchased or recommended apps
- Support of iTunes synchronisation on UWTSD equipment

The following **is not** supported:

- Support of any non-University purchased or recommended apps
- Support of Home networks connectivity
- Support of iTunes synchronisation issues on any non-UWTSD owned equipment

Non-University owned iPads

Support for non-University owned iPads will include the following:

- Configuration of University Wireless Networks and support of this function
- Configuration of University Email account and support of this function
- Configuration of University Email calendars
- General iPad training (provided by online guides)
- Help and guidance on apps recommended by the University

The following **is not** supported:

- Support or installation of apps not recommended by the University
- Support of Home network connectivity
- Support of iTunes synchronisation issues
- Help and Support for installation of any iOS updates
- General support issues such as warranty returns

Security

It is the end users' responsibility to ensure that iPads are kept safe and secure. Once connected to the University email and wireless networks it is also their responsibility to ensure that access to the iPad is limited only to them.

University owned iPads have to set a passcode on the iPad; it is recommended that any non-University owned iPads have a passcode manually set on them.

If there are any questions about this new policy, you may contact ITServiceDesk@tsd.ac.uk