

Desktop and Mobile Computing

Services that support access and use of community members' devices and related peripherals. Includes desktop and mobile device support, printing and related services, and software and applications distribution.

Desktop and Mobile Device Support

Support for all types of endpoint devices, including laptops, desktops, mobile devices, and related peripherals that are not in the printing service. These devices are institutionally owned (including loaner equipment) and might be part of a shared pool or a computer lab. Includes support for the associated operating system, hardware, and systems that provide enterprise management of computing devices.

Printing and Related Services

Copy, scan, fax and printing services, including applications for managing these services, such as print quota systems.

Software and Applications Distribution

Distribution, installation, and troubleshooting of software and licenses via media, online methods, and license servers. Includes both cloud-based and desktop software.

Search

Key pages in this category

- [ITS Software Catalog](#)
- [VPN GlobalProtect Service](#)
- [Getting Connected - UAlbany WiFi](#)

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