



Computer Assistance EMLYON Business School 2009/2010

REMINDER

EMLYON IT department has outsourced the technical support for the laptops.

To this end, a global contract for computer assistance has been established to provide a year-round service, described below.

The participant pays a part of the expenses incurred by this contract through a contribution included in the annual scholarship fees.

Details of the service

1- IT setup procedure at the beginning of the academic year:

Welcoming process

✚ For laptops purchased via the EMLYON laptop offer, the service includes:

- The laptop and accessories given to the user,
- Connection of the laptop to the EMLYON Wireless network
- Configuration to the « essential » services (WebMails, Virtual Campus...),
- Final checks with the user so that the system runs correctly.

✚ For other laptops, the service includes:

- Ensuring the computer meets system requirements,
- If the laptop does not meet the system requirements, an estimate is given for configuring the laptop in conformity with system requirements,
- Configuration of the laptop to system requirements, following acceptance of estimate,
- Connection of the laptop to the EMLYON Wireless network
- Configuration for the « essential » services (Webmails, Virtual Campus ...),
- Final checks with the user that the system is running correctly.

2- Year-round :

Presence of on-site technician

✚ Diagnostics and questions => publics opening hours Mondays to Fridays: 11.30am to 2.30pm

✚ Technical appointments => Mondays to Fridays: 9.00am to 5.00pm

✚ All operations will be carried out by the technical support Office "ScoPe" on the premises of EMLYON, Bat C Rdc n°4 Ecully – Rhône

Contract specification:

✚ The contract includes email reception, problem identification, and transferral of the request for an appointment with the technician as soon as possible.

✚ The technicians will only deal with standard software and operating systems, generally recognized on the professional and educational market (French and English). He reserves the right not to offer assistance with any software which the student may subsequently install for personal use.

Process for dealing with problems

Appointments may be made with an on-site technician, by phone or email.

- Reception and problems handling is in French and English.
- Email : **scope@em-lyon.com**

Beyond the opening hours (11.30 – 2.30) priority is given to appointed participants.

On the spot enquiries with the technicians

✚ Reception is open all days between 11.30am and 2.30pm only (publics opening hours).

- The technician will assess the nature of the problem
- The technician will try to solve the problem
- An appointment may be made leave or take back the computer.

On the spot enquiries are not given priority.

In case of hardware problems on the laptop:

✚ For laptops in the package recommended by EMLYON Business School :

Inside the campus :

- Technician Support Office will transfer the request to the manufacturer's after-sales service, and follow the problem through to its satisfactory solution. (Hardware is to be taken at and delivered to EMLYON). If the student wishes their request to be handled in a particular manner, they must contact the service personally, to make their own arrangements on the pick-up point, date and time.
- The technician will send the student an email confirming that a request for technical assistance has been sent to the manufacturer (depending on the problem). When the laptop is back from maintenance.
- the technician will then reinstall the software and reintegrate the laptop into the EMLYON network if necessary

Outside the campus :

- The student must contact the manufacturer's service directly, to make their own arrangements on the pick-up point, date and time.
 - **IBM Global Services** : 08 10 631 213

✚ For laptops not purchased with the package recommended by the EMLYON:

Inside or Outside the campus :

- The student must contact the manufacturer's service directly, to make their own arrangements on the pick-up point, date and time.

✚ For laptops not covered by warranty being or not the EMLYON package :

Inside or Outside the campus :

- The student will have to contact a registered maintenance company or the after-sales service of the manufacturer directly and ask for an estimate. After acceptance and the computer being repaired , the machine may be reconfigured by EMLYON technical support.

In the case of software problems:

- ✚ For laptops in the package recommended by the EMLYON Business School:
 - The technician support Office will reinstall the master and configure the laptop with the WIFI Network and the essentials services.

- ✚ For laptops not in the package recommended by the EMLYON:
 - The students have to reinstall their operating system by them selves. ScoPe team will be able to give advices and a dedicated appointment for this process. Then ScoPe will make the entire configuration for the EMLYON network, dedicated software, etc.
Caution : *always keep with you the RECOVERY CD or DVD*