

Reasons CDIAT needs to have admin rights to their laptops:

- Our teams need to be able to download, install, and test new technologies on an ongoing basis. The Academic Technologists' job is to develop and evaluate new technologies to provide solutions for courses. Multimedia Developers download and pilot media development software. Web Application Developers use open-source technologies to create their software, configure servers, and test their products.
- Additionally, part of our job is to troubleshoot problems for end users when using any of our technologies (CourseWriter, Sidebar, etc.). In order to do this, we often need to test software in the context of the applications and settings used by the end users. This requires the ability to install and remove these packages.
- When meetings or webinars are scheduled with external vendors, these frequently use web conferencing tools that require us to download and install browser plugins. Plugins are also the case for many educational technologies we evaluate and test. Without admin access, we will miss out on numerous opportunities to explore tools.
- Many of us work with third-party audio and video production hardwares that require frequent updates to driver software for stability and access to the most recent features.
- The current prescription is for all colleagues without admin access to submit tickets to get something installed. This will directly compete with our turnaround times and project deadlines, effectively making us unable to do our jobs efficiently because of this new policy.
- Related to the above, our entire team is remote - some significantly remote (i.e. Maryland, Florida, Georgia, Arizona). Some issues require the laptops to be serviced on-site, which essentially means a week, at minimum, without a productive laptop due to shipping times. Downtime is reduced when we can troubleshoot the issues ourselves.
- The AT and MD teams are especially unique groups within DOS. Our colleagues are experienced enough in hardware and software to be able to manage our own installations and the related updates for these. CDIAT and IT colleagues often share technical responsibilities and mutually support each other, which will be diminished without admin rights. Some recent examples:
 - a. ATs reported and collaborated with IT to fix WebEx crashing problems due to antivirus software killing the WebEx process. We

could not have assisted with these diagnostics without admin rights.

- b. During recent updates of the Adobe Captivate application, the Help Desk was providing an incorrect solution. MDs were able to diagnose and solve the situation, which they would have not been able to do without admin rights.
 - c. A recent issue arose in which new laptops were crashing after being delivered. MDs with admin rights identified the problem as being due to the SSD drives, providing a path forward for support.
- ATs and MDs are heavy users of Adobe software who respond to dynamic end-user requirements. Even with the Adobe Creative Cloud manager installed, end users without admin rights cannot add or remove Adobe software, reducing our return on this expensive software.

In conclusion, removing our groups' abilities to configure our machines properly via admin rights as needed is in direct conflict with our job description and need to provide timely support for DVG colleagues, test new software, and complete projects on time.

Other concerns to express:

- Two of our team members witnessed used DIMMs being installed in our new machines, when our department had paid for new ones with the CEA. While they should work fine, we are concerned that perhaps they are not of the same spec and would slow our machines to the lowest common memory speed. We are also concerned that we purchased additional memory when there was sufficient stock on hand.
- Two of our users reported their new laptops were scratched in the process of removing the keyboards to install additional memory. While cosmetic, this kind of damage to the laptop is unwarranted if the keyboard is removed according to proper procedure.