**ANU Workspace Project**

**Managed Services Component**

- **Desktop Management**
  - Asset Management
  - Application Distribution to managed assets
  - Patch Management
  - Anti Virus Management for all ANU Desktops, Laptops and Tablets

- **Procurement Management**
  - ANU ITSM
  - Standard Requests
  - Complex Requests
  - DELL Devices and Peripherals
  - Apple Devices and Peripherals

- **Deploy and Moves**
  - ANU ITSM
  - Type 1: Workspace Procurement
    - EXEMPT Devices and peripherals
  - Type 2: Workspace Procurement
    - Exempt devices/peripherals not able to be procured by DELL
  - Type 3: Install new managed Devices replacing unmanaged Devices

**Service Management**

Dell will provide a Customer Delivery Executive (otherwise also known as a Service Delivery Manager) to support the provision of ALL Managed Services.

**Data Backup and Migration**

- Exempt devices/peripherals able to be procured by DELL
- Physical relocation of In-Scope Assets and associated peripherals