



Managed Device Programme - Q&A

1. What does the Managed Device Programme offer students over the current BYOD?

Having the Managed Device Programme (MDP) means the College takes on the responsibility of procuring the hardware, picking the best-in-class device suited for the future of the students, deployment to each student in a seamless and intuitive manner and providing the students with automatically installed applications typically not available to BYOD environments. This includes College purchased software like Adobe Indesign & Studio1, Office365 apps like Word, Excel, Outlook and enhanced Wi-Fi priority for a better and faster browsing experience.

A high level of protection and security is also included which allows the students to be safe and guarded from malicious attacks at home, not just at school.

Warranty and Accidental Damage cover, not typically offered on consumer laptops, is handled by the IT department and with the collaboration of School Locker.

2. Is it mandatory to purchase a Surface Laptop 3 and be a part of the St Philip's College Managed Device Programme?

This will be a requirement for all Year 9, 10, 11 and 12 students to be on board with our Managed Device Programme. We understand parents and guardians may have already made investments for their child's device and because of this we will support BYO devices for Year 10's, 11's and 12's until 2022. At that point it will be mandatory for all students to be part of the programme. We recommend parents prepare and discuss with the school what options best suit you and your child for both device type and payment plan.

3. Can the Surface Laptop 3 be used outside of the school and other schools in the future?

Absolutely, outside of the support and network of St Philip's College the Surface Laptop is a fully functioning premium device, which far exceeds any minimum specification requirements. As you will eventually own the device it comes fully featured with Windows 10 ready to use anywhere for years to come.

4. Is there any spyware on these devices that the school installs to monitor the students?

Absolutely no spyware is deployed or installed on these devices from the school. We believe the security and protection of our students to be of the highest priority, and that's where the applications we offer are internet protection and local antivirus only. At no point is there a reason to monitor cameras, view desktops etc, in fact most of that ability is only available in movies or with very expensive software generally outside of a school's budget!

5. Is there a camera on the laptop and can it be used to 'spy' on the students?

There is a front facing camera which is used for Skype, Teams meetings and logging on to the laptop using facial recognition, however we will not use this for remote access or viewing remotely. There are even security measures put in place in both Windows 10 and the firewall to prevent access to cameras.

6. Do the students have admin rights to their laptop and can they install software\games etc at home?

Yes, all students will have admin rights to their laptop by default, this means they can install applications and unfortunately even accidentally install spyware. This would be the only reason why there may be malicious software on their device. At that point the antivirus software would most likely remove it before any damage is done and if not, our firewall would isolate the device to protect them and the rest of the students allowing the IT department to fix and repair the infection.

7. How does the laptop become 'free' from the school network once the student leaves or finishes, especially if it is purchased outright?

Once a student finishes school or leaves, their device is automatically unenrolled, that means that it exits our 'managed' environment and enters a normal out of the box environment, allowing the student to log in to the device like a normal everyday laptop. Any existing files and data would be downloaded and available to the student, however access to their online OneDrive and Office365 account would be closed.

8. What do I get in the Managed Device Programme package and how much does it cost?

There are two packages available, the recommended standard package, designed for most students which exceeds the hardware requirements and provides a fully capable solution. The second package is our advanced option which has double the memory and has a more powerful processor, great for graphic design and rendering, high CPU intensive tasks and heavy multitasking.

Details are:

Microsoft Surface Laptop Option	Purchase Up Front	10 x monthly payments per year for 3 years
Surface Laptop 3 i5 8G 256G	\$1,990	\$60.14 per month = \$2,165
Surface Laptop 3 i7 16G 256G	\$2,400	\$72.22 per month = \$2,600

Up Front Payment – if you select this option, the College will invoice you and you will make the payment prior to the collection of the laptop.

Monthly instalment – if you select this option, the amount will be added to your account and will be paid via the normal instalment system that exists for school fees. If the student leaves St Philip's prior to the completion of 3 years, you will be required to pay the balance owing.

Both packages come with 3-year business warranty, 3-year Accidental Damage Cover, a Surface Education Pen (stylus), a premium lightweight laptop bag, advanced Microsoft Student Education licensing for Office365 (what they normally have except full featured) and enrolled in our online deployment service. This allows the student to automatically configure and add their device to the St Philip's College network just by using their email address (this can be done at school also, fully supported by the IT department).

9. What happens if the student has a problem with their laptop? Where do they go and how can they fix it?

Each student is covered under a 3-year warranty and damage protection, meaning if there is a legitimate fault with the device or it received an accidental cracked screen, it will be replaced directly with a hot-swap device. Their account will be automatically migrated over, and all they need to do is bring it to the St Philip's IT department and fill out a damage form. If the damage requires replacement under the accidental damage cover then there is an excess of \$150 which is paid by the student or parent. Warranty cover is handled by the school at no cost.

In the event the device is stolen we will work with the parents to provide a replacement to the student while investigating appropriate insurance cover.

10. How do we go about purchasing the laptop?

An email will be sent out to all parents with instructions on how to log into the St Philip's Community Portal (<https://syncp.stphilips.nt.edu.au>) where you will accept **ONE** of two laptops.

Laptop 1 - you wish to purchase the Microsoft Surface Laptop 3 with the 'recommended' build (**Surface Laptop 3 i5 8G 256G**).

Laptop 2 - you wish to purchase the 'high performance' build (**Surface Laptop 3 i7 16G 256G**) as shown in question 8 above.

As mentioned above, the payment options available are:

Payment Option 1 - Up Front Payment – if you select this option, the College will invoice you and you will make the payment prior to the collection of the laptop.

Payment Option 2 - Monthly instalment – if you select this option, the amount will be added to your account and will be paid via the normal instalment system that exists for school fees. If the student leaves St Philip's prior to the completion of 3 years, you will be required to pay the balance owing.

11. Once we purchase the laptop, how and where do we collect it?

Students can collect their laptops from the IT department on Thursday 23 & Friday 24 January 2020.