



Managed Device Programme - Q&A

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

Having the Managed Device Programme (MDP) means the College takes on the responsibility of procuring the hardware, picking the best-in-class device, 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 licensed software, Microsoft 365 apps, printers, security settings and performance tuning profiles. The laptops also have enhanced Wi-Fi priority for a better and faster browsing experience while in the College network.

A top tier Antivirus and Security client is also included which allows the students to be safe and guarded from malicious attacks at school and at home.

Warranty and Accidental Damage cover, not typically offered on consumer laptops is available to all students, this is handled by the IT department and The School Locker curtesy of their Advanced Exchange program.

2. Is it mandatory to purchase the approved Surface Laptop's specifically offered through the portal?

Yes, this will be a requirement for all Year 9, 10, 11 and 12 students to be on board with our Managed Device Programme. We recommend parents prepare and discuss with the school what options best suit you and your child for the available options.

3. How do start the purchasing and setup of the laptop?

Simply create an account on The School Locker website here

<https://theschoollocker.com.au/customer/account/create> (a guide is available on the St Philip's College website and a flyer will be emailed to you), once the account is created you must generate your free Student Advantage number via the Account section in your newly created profile. Once done your discounted pricing is applied and you're ready to purchase here <https://theschoollocker.com.au/schools/st-philip-s-college/technology> . The delivery and setup steps is answered in question 10 below.

4. 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 specifications commonly required in schools. As you own the device it comes fully featured with Windows 10 Pro ready to use anywhere for years to come.

5. 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 St Philip's. We believe the security and protection of our students to be of the highest priority, and that's why the protection suite we offer is internet protection and 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!

6. Do the students have admin rights to their device, and can they install software/applications at school and at home?

Yes, all students will have local admin rights to their device 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 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?

Once a student finishes school or leaves, The IT team must be notified and then their device is manually 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 school account, apps and Office365 account would be closed.

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

All details are available on our purchasing portal through The School Locker here <https://theschoollocker.com.au/schools/st-philip-s-college/technology> . The IT team would be happy to discuss recommendations with you.

All packages come with 3-year premium warranty, 3-year Accidental Damage Cover with Advanced Exchange, a Surface Education Pen (stylus), a premium lightweight laptop bag, an STM Dux hard shell and advanced Microsoft Student Education licensing for Office365.

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 by full 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.

All general IT support, training and assistance is available at the IT kiosk anytime during school hours.

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

Students can collect their laptops from the IT department once you have been notified it is ready. If it has been delivered directly to the school (delivery option chosen in the check out step during your purchase). If you have had the device shipped to your address you will need to bring it in to the IT department to begin setup.