



ITS Standard for Handheld device

1.0 Purpose

To identify ITS' handheld standard.

2.0 Scope

The standards should be applied globally across Johnson County Government.

This is a "living document."

3.0 Responsibility

It is the responsibility of the user to ensure that any proposed handheld device that shall be attached to the network infrastructure be infrastructure compatible.

4.0 Supported and recommended models

Compaq / HP	iPAQ	latest model and latest model minus 1
Dell	Axim	latest model and latest model minus 1

Support Provided:

Software / Sync: ITS Support Center technicians will provide support to ensure the device will sync with MS Outlook XP or Outlook 2003 (excluding wireless sync) via MS Active Sync.

Hardware support: ITS Support Center technicians will assist in obtaining warranty work on the device but will not provide repair of device support.