



## 2018 - 2019 Laptop Program Guide for the American School of Milan

Dear Students and Parents,

Welcome to The American School of Milan and ASM's 1:1 (1-to-1) Digital Learning Program. ASM has an exciting and well respected laptop program seen by many as an example of effective integration of modern learning techniques with proven pedagogy. We firmly believe your children will enjoy and benefit from their participation in our 1:1 Laptop Learning environment and you, as their parents, will see the rewards.

The pages that follow are a guide to assist you in the purchase of your child's laptop through the ASM Laptop Program. If you have any questions about the content of this document or would like clarification of the Laptop Program, please feel free to contact our Technology Department at +39 (02) 53000029, where we will be happy to answer any questions.

In reading the following document, please understand that when you see a computer at a local technology store for what appears to be a much better price, this is not always the case. Look closely at the following pages, it outlines the extras, the software and the service support that you get by purchasing through the ASM Laptop Purchase Program.

### **ASM does not profit from these laptop program.**

Every Spring, the Technology Department reviews the laptop models that are available and determines the best possible options for our students, balancing cost with needs. Criteria used to select the best possible package include processor speed, memory, storage space, battery life, weight, and warranty packages. We feel strongly that the laptop package we offer is the best possible one for your child over the next 3 years, the typical life span of any computer device. Included in the ASM technology rental cost are the following:

- The rental of the laptop
- The cost of the proper installation of all software
- The cost of access to all software used while attending ASM
- The cost of the proper configuration of all hardware
- The cost of an unbeatable manufacturer's warranty
- The cost of Complete Care warranty for accidental damage
- The cost of on-site support from authorized Dell technicians
- And very importantly, FULL support from our Help Desk staff

If you have any questions, do not hesitate to contact ASM's Technology Department. We look forward to working as a community to prepare our children for the future.

Sincerely,

Alberto Minera - Helpdesk Manager  
[aminera@asmilan.org](mailto:aminera@asmilan.org)

Stephen Reiach - Director of Technology  
[sreich@asmilan.org](mailto:sreich@asmilan.org)

# ASM Laptops

The annual rental price of the technology fee is **600 euros and includes:**

- The cost of the laptop
- The cost of the proper installation of all software
  - Adobe Software
  - Microsoft Office
  - Eset Nod32 Antivirus
  - Inspiration, InspireData
- The cost of access to all software used while attending ASM
- The cost of the proper configuration of all hardware
- The cost of Complete Care warranty for accidental damage and theft
- The cost of on-site support from authorized Dell technicians
- And very importantly, FULL support from our Help Desk staff

If the option of joining the school laptop program is selected every laptop would be repaired on site within 24 hours. Should the repair take longer, the student would receive a substitute laptop with no interruption.

All students will have the possibility to take home the laptop. ASM does not assume the responsibility of all inquiries end users will go to download, use and display during periods when they are not supervised by a teacher.

ASM has arranged a partnership with Dell which offers the best options for our students. Additionally, the Technology Department of ASM is in a position to provide the maximum support for Dell laptops. We possess the tools, software and resources necessary to return any defective ASM laptop to working condition while covered by warranty.

Students are power users who demand the most from their computers. With this knowledge ASM has arranged for the best possible situation through on-site support and a great warranty.

**On-Site Support:** Most problems students have can be fixed here at the school, often in the same day through our Help Desk. If the laptop has problems due to viruses, spyware or malware, we can fix most problems easily using software utilities we have on-site. If necessary we can re-image the computer back to its original working condition.

**Parts Warranty:** If the problem is a defective part, Dell technicians come to the school to fix the problem as part of the laptop's Next Business Day On-Site Repair warranty. This ensures that laptops needing service for defective parts are fixed as quickly as possible, thus reducing the time your child is without a functioning laptop.

**3 years Complete Care Warranty:** Drops, spills and accidents happen. Bundled in the laptop's warranty is accident coverage called Complete Care Warranty. For all damage caused by the user. Repairs are done either onsite, or at an authorized Dell Repair Center.

**Theft Insurance:** Finally, included in the warranty is Theft Insurance. Regretfully theft can happen; you are traveling on holiday and your car is broken into; theft insurance will replace the laptop. Appropriate documentation must be submitted according to the specifications listed in the attached insurance contract; we will provide you another laptop as soon as we will have all the documentation.

## Non-ASM Laptops (BYOD)

If you decide to bring your own device, we just want to remind you that our Help Desk staff will not provide support for non-ASM laptops.

In order to let your child work properly in the classroom you should provide him a laptop with at least the following specifications:

- Processor: Intel Core i5
- Hard Drive: 256 Gb
- RAM Memory: 4 Gb
- Wireless: It must be compatible with “ac/a” 5GHz wireless protocols

Here are the differences related to the technical support:

**On-Site Support:** If the laptop has problems due to viruses, spyware or malware, we cannot fix them. If necessary, you will need to take action to have your laptop cleaned or re-imaged back to its original working condition.

**Parts Warranty:** If the problem is a defective part, you will have to call the manufacturer of the laptop and manage the repair. The ASM Helpdesk will not provide you a loaner laptop.

**Complete Care Warranty:** Drops, spills and accidents happen. Be sure you have a warranty that covers this kind of unfortunate events. The ASM Helpdesk will not provide you a loaner laptop in the case of the above.

### Substitutive laptop:

In case you need to send your own laptop to the manufacturer support for repairing purposes, you will have to provide your child another laptop. The ASM Helpdesk will not provide a loaner laptop.

# Dell Latitude 7390: 2018 - 2019 Model

## Base Model

**Processor:** Intel Core i5-8350U (Quad Core, 1.70 GHz)

**Hard Drive:** 256 GB M.2 SATA SSD

**RAM Memory:** 8.0 GB, 2133MHz DDR4

**LCD:** 13.3" Full High Definition (QHD) Touch LCD with Camera

**Keyboard:** US International Version, Backlit, Antimicrobial

**Wireless:** Intel Dual Band Wireless AC 8265 + Bluetooth

**Operating System:** Microsoft Windows 10 Pro 64 bit English

**Extended Warranty:** International 3 Year On-Site Next Business Day

**Complete Care:** 3 Year Complete Care Damage and Theft Recovery

**Carrying Case:** 13" Neoprene slim laptop sleeve included



The complete price for the laptop program bought through the school is 600 euros every year (Including IVA). This price includes EVERYTHING. The laptops will come completely setup with all the software your child will need for school. The Complete Care warranty will mean that every physical problem with the laptop will be repaired - even if it's accidental. Furthermore the added theft insurance means you can receive another laptop if it is ever stolen. (Refer to "ASM laptops")

# Laptop Order Sheet for 2018 - 2019

**Print and complete this form** and send it by mail to the Helpdesk Manager, Alberto Minera as quickly as possible to ensure prompt billing. Laptop orders for the beginning of the new school year must be in no later than June 29th to ensure timely delivery. email: [aminera@asmilan.org](mailto:aminera@asmilan.org)

## If You Are Renting Your Laptop Through ASM

If you are renting your laptop through ASM, fill in the spaces provided below. All values on this worksheet are in Euros.

Item	Cost	Total Per Year
Base Model Laptop Price includes all warranties and software.	600.00 (VAT included)	600.00

## Payment Option

**Payment must be made in full before the laptop will be released**

The laptop cannot be released to the student until the yearly fee of 600 euro has been paid in full.

## If You Are Bringing Your Own Laptop

<input type="checkbox"/>	I select <b>NOT</b> to be a part of the ASM Laptop Program and will provide my own laptop.
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**We agree that we will provide our child with a laptop that meets the required technical specifications needed to connect to the ASM network. I understand that ASM will not provide any technical support for any computer not rented through the ASM Laptop Program. I agree to provide my own technical support.**

Here are the differences related to the technical support:

**On-Site Support:** If the laptop has problems due to viruses, spyware or malware, we cannot fix them. If necessary, you will need to take action to have your laptop cleaned or re-imaged back to its original working condition.

**Parts Warranty:** If the problem is a defective part, you will have to call the manufacturer of the laptop and manage the repair. The ASM Helpdesk will not provide you a loaner laptop.

**Complete Care Warranty:** Drops, spills and accidents happen. Be sure you have a warranty that covers this kind of unfortunate events. The ASM Helpdesk will not provide you a loaner laptop in the case of the above.

**Substitutive laptop:** In case you need to send your own laptop to the manufacturer support for repairing purposes, you will have to provide your child another laptop. The ASM Helpdesk will not provide a loaner laptop.

Student's Name

Grade Next Year

Purchaser's Name

Purchaser's Signature

Date Signed

# Helpdesk Rules

- The language of the Operating System installed on your own laptop must be English or Italian;
- The helpdesk will not help students with their own laptop;
- If a student with his own laptop needs to send his personal computer out for assistance then they will need to provide a personal replacement;
- The students with hardware or software problems must leave their laptop at the helpdesk for a diagnosis. This can take from twenty minutes to three hours; after that the student will be informed of the problem and also the approximate time that will take to fix it;
- In case of hard drive problems, the helpdesk will take care of the reinstallation of the Operating System, of all the school software and synchronization of emails. The helpdesk will not provide any backup service or be liable in case of data loss;
- In case of theft, remember that the school laptops have special Theft Insurance; please come to the helpdesk as soon as possible to collect all the information about your stolen laptop that you will have to report to the police station;
- If students need color printing, they must send the files by email to their teachers that will print in color; this is the only possible way, nothing will be printed directly from the helpdesk
- If a student needs help but there are already more than three people in line, they should wait outside until somebody leaves; if accompanied by friends, the student must enter the helpdesk without the group and describe the problem;
- Before deciding to come to the helpdesk a student should describe their problem to the teacher and wait, if it's possible, till the end of the class or lunchtime; if the student comes to the helpdesk just to spend some time out of the class, the action will be reported to the principal.