



A year in the life of an education IT manager

Mr. Turner is IT manager at a sixth form college. This year, he's excited to receive a new batch of Microsoft Surface Laptop SE devices – and put them in the hands of a new intake of students.



Autumn term

Ahead of the new school year, Mr. Turner is configuring the devices with Windows Autopilot. He sets administrator rules to make sure only approved apps can be installed.



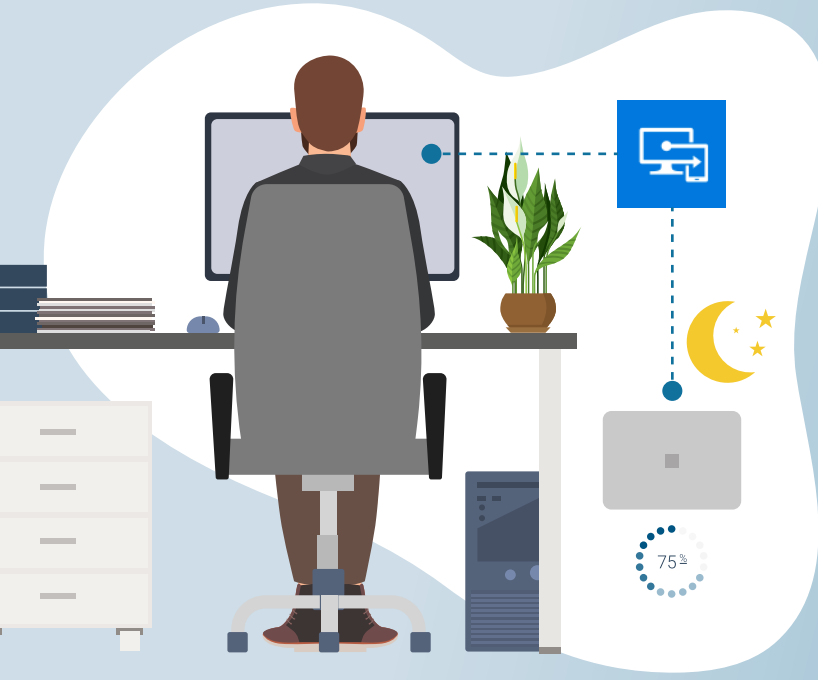
Some students will need accessibility features turned on. Mr. Turner pre-configures voice typing, magnifier, colour filters and real-time closed captions for these devices.



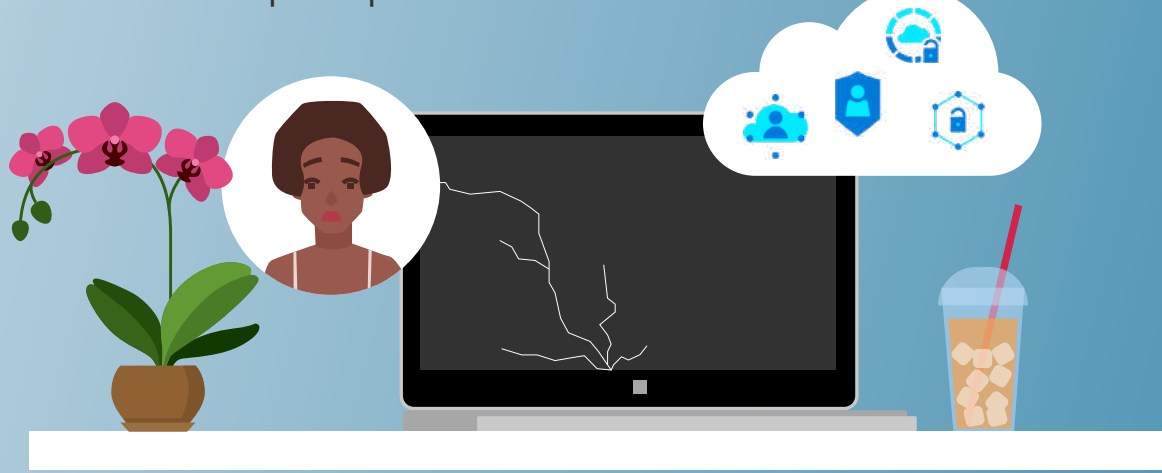
In September, students turn on their new devices and get started with Windows 11 SE. It's cloud-first, so all the apps they need for learning are waiting for them in the menu.

Spring term

Mr. Turner sees a security patch is available for the Surface Laptop SE. He uses Microsoft Intune to push the update to all devices. It'll install overnight so students don't miss a beat.



One student has accidentally cracked the screen on their device. Mr. Turner sends it off for repair* and, in the meantime, uses the student's cloud identity to set up a replacement.



There's talk among the staff about an exciting new teaching app. Mr. Turner agrees they should give it a try, so remotely installs the app on student devices.

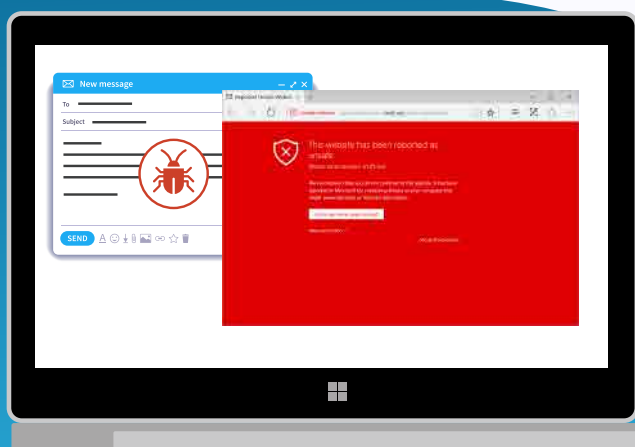


Summer term

It's exam season and revision is ramping up. Mr. Turner encourages students to take their devices home if they want to – they can still access the apps they need when they're offline.



An email goes round with a link containing malware. By the time Mr. Turner finds out, some students have clicked. Fortunately, SmartScreen stops the site from opening.



Students are handing in their devices before they go on break. Mr. Turner uses Microsoft Intune to reset them to the school's pre-configured settings – ready for next September.

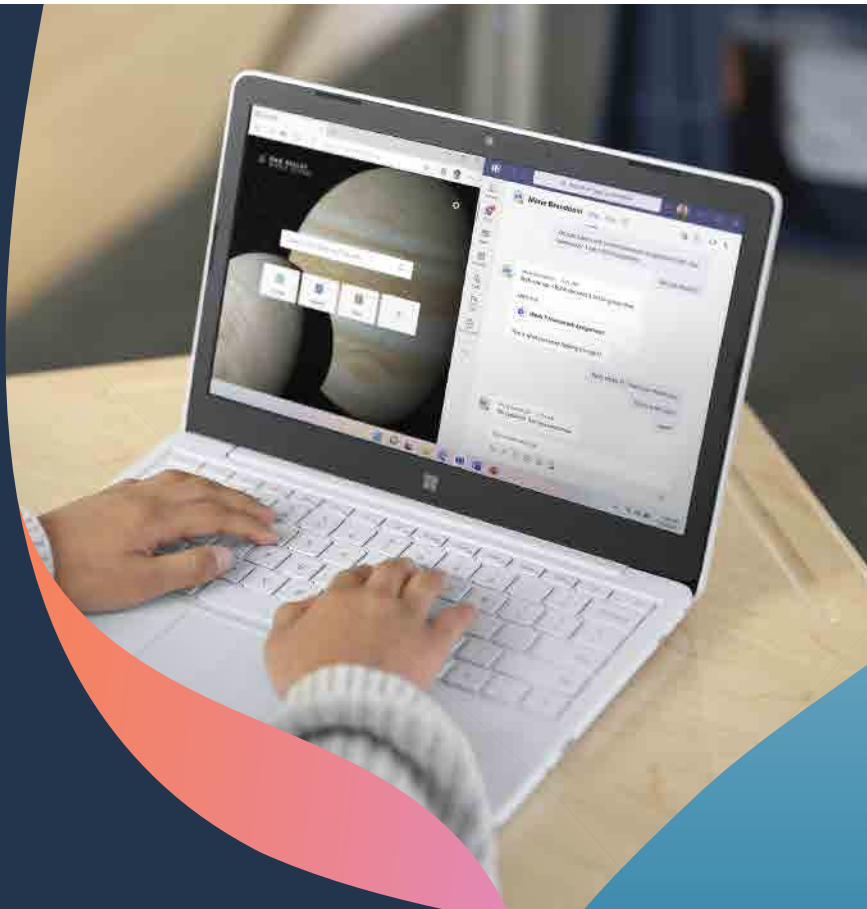


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*Repair time may vary. Depending on your service-level agreement, the timeline illustrated here may not reflect actual repair time for Surface Laptop SE.