

Commonwealth Office of Technology

Rated Service Description

Consulting Support Services

CS40 Per Hour

The CS40 service provides agencies with access to COT Field Services support staff on an hourly billable basis. This rate can be applied to a large number of IT field support services that are not already included in another COT rated service.

CS40 Includes the following HARDWARE

Not Applicable

CS40 Includes the following SOFTWARE

Not Applicable

CS40 Includes the following SERVICES

Consulting services, including, but not limited to, agency specific software/application installation and support, virus and malware mitigation, end user training, printer/copier support and other hourly support needed that is not covered under a rated service.

24 X 7 X 365 access to the Commonwealth Service Desk

Support staff are available for on-site services Monday - Friday, 7:00am to 5:00pm. Personnel are on-call for emergency after-hours support.

CS40 To Initiate Service or Report a Problem with this service

Please contact the Commonwealth Service Desk:

- 24x7 Phone support: 502-564-7576 · Toll free support number: 800-372-7434
- Via e-mail CommonwealthServiceDesk@ky.gov

Please note that a valid COT Billing Number will be required in order to initiate this service.

CS40 Additional Service Clarifications

Service rate web page:

<http://technology.ky.gov/services/Pages/DesktopDeviceSupport.aspx>