

Commonwealth Office of Technology Rated Service Description

Endpoint Device Support (*i.e. desktops, workstations, laptops, tablets*)

DT10 Per standard Endpoint per month

This rated service is applicable to agencies that participate in the Commonwealth Office of Technology's managed endpoint support service. The DT10 service model is tailored toward standard desktop computers but may include enhanced endpoints such as minitower workstations, laptops & tablets (Standard configurations are delineated as "general" in the Enterprise Standards referenced below.)

Devices previously purchased by agencies will become the property of COT. Agencies may incur additional costs associated with bringing existing hardware and software into compliance with Enterprise Standards.

Costs for software and/or hardware above what is included in the standard device configuration will be passed through to the agency (e.g. extra memory, enhanced CPU etc.), both at the time of the initial purchase by COT and again with each endpoint replacement cycle. Minitower workstations, laptops & tablets are enhanced devices and have higher costs than that of standard desktop computers. These additional costs will be passed through to the agency. Costs for endpoint services not included in this service description may be charged to the agency at the CS40 (consulting services) rate. All endpoint computer equipment will be owned and inventoried by COT. All original equipment and accessories must be returned to COT at the end of use or a residual value fee will be assessed.

DT10 Includes the following **HARDWARE**

The DT10 service rate may include one of the following hardware configurations:

See "1000 - Hardware Domain" in the Enterprise Standards Domains

<http://technology.ky.gov/governance/Pages/architecture.aspx>

See the following categories within this domain

1410 for Desktop Computers

1420 for Workstations

1460 Notebooks and Laptops

1480 Tablets

*** NOTE:** Peripheral items, such as monitors & speakers, have a much longer life span than CPUs. As such, monitors and speakers will be used *until end-of-life at which time they will be replaced under standard configuration guidelines. Replacement costs above standard configurations will be passed to agencies.*

DT10 Includes the following **SOFTWARE**

- Microsoft Windows Enterprise Operating System
- Microsoft Office Professional Suite
- Antivirus Protection

DT10 Includes the following **SERVICES**

- 24x7x365 access to the Commonwealth Service Desk.
- Field Service Technicians *on-site availability: Monday – Friday, 8:00am to 5pm.
- Asset Management, Change Management and Configuration Management services.
- Remote control/support/installation capabilities.
- Setup, installation of included software, configuration, preventative maintenance, upgrades and patching.
- Standard imaging at the time of installation.
- Centralized procurement, vendor billing/payment, inventory activities.
- Microsoft Operating System support, not including training.
- Microsoft Office Suite support, not including training.
- Antivirus Suite support.
- Malware and Spyware protection.
- Hardware replacement cycle(s) will be a joint decision between COT and the customer.
- Approximate 48 month replacement cycle for CPUs.

DT10 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

To initiate new agency-wide desktop support services, submit a COT-F180 form to the Commonwealth Service Desk. The COT-F180 form is located at:

<http://technology.ky.gov/Pages/cotForms.aspx>

DT10 Additional Service Clarifications

* **On-site availability** - As a first support tactic, Field Service Technicians may use Live-Remote-Assistance tools to efficiently resolve technical requests before driving to client sites.

Hardware and software provided will meet the Enterprise Standards in effect at the time the hardware is procured, unless upgraded at COT's discretion.

Agencies are responsible for meeting normal environmental and power requirements as defined by equipment manufacturers.

Agencies are responsible for working through COT to acquire appropriate network storage space to ensure Commonwealth data is not stored on local device drives.

Agencies will incur a cost for equipment replacement under the following conditions:

1) New Device: COT will cover the cost of the standard model device & monitor when a desktop device is procured and installed where there was no device previously, such as a new employee or similar condition. However, the cost of any hardware or software upgrades beyond the cost of base model, including larger monitors, will be charged to the agency. At that point, the monthly service rate will start for the device.

2) Refresh: When a system is refreshed as part of the refresh cycle, the items listed above apply. When the device is acquired and installed, COT will cover the cost of the base model. The cost of any hardware or software upgrades beyond the cost of the base model will be charged to the agency. The monthly rate will continue.

3) Upgrade: When an approved system upgrade or replacement occurs at a time other than during a planned refresh, the above applies. When the desktop is acquired and installed, COT will cover the cost of the base model. The cost of any hardware or software upgrades beyond the cost of the base model will be charged to the end user's agency. The monthly rate will continue.

4) Lost or Stolen Equipment: It is the agency's responsibility to report lost or stolen equipment immediately to the Commonwealth Service Desk. In cases of theft a valid police report is required. Replacement fees may apply at the discretion of COT.

5.) Damaged Equipment: It is the agency's responsibility to report equipment damage immediately to the Commonwealth Service Desk. Equipment damage not covered under warranty (ie water damage, cracked screens or cases) may result in repair/replacement fees at the discretion of COT.

Agencies will NOT incur an equipment replacement charge under the following conditions:

1. After a desktop device has been purchased, and the cost of options beyond the base model have been charged to the agency, relocation of that asset within the agency will not result in another charge for the options beyond the base model. Those options will only be billed to the agency at the time of initial deployment.

2. When a trouble ticket is issued by a user and the technician determines replacement of the device is warranted, an available machine may be used as a loaner until the original device is repaired/replaced. Factors considered when determining whether replacement is warranted include: user down time, user productivity, the criticality of the service the user provides in their job duties, technician time required, and technician productivity (ability to perform multiple tasks).

* **NOTE:** Enhanced computer hardware for which an agency has been billed will remain deployed within the agency unless the agency elects to discontinue service, at which point the hardware will be forfeited and may be used within other agencies.

* The service rate includes only the hardware, software and services listed above. It does not include network services, wiring, servers, power conditioning systems, or any other items not listed above.

* Laptop Batteries are considered consumables and are the customer's responsibility after the manufacturer's warranty expires.