

Commonwealth Office of Technology Rated Service Description

Virtualized Desktop

- VD10 Per standard virtual desktop per month (2vCPU 3GB Available RAM 40GB HD)**
- VD20 - Additional virtual CPU per month**
- VD30 - Additional virtual RAM (1 GB pooled)**

This rated service is applicable to agencies that participate in the Commonwealth Office of Technology's managed IT Infrastructure. The rated service applies to virtual desktop (Standard configurations are delineated as "general" in the Enterprise Standards referenced below.)

Agencies may incur additional costs associated with bringing existing software into compliance with Enterprise Standards.

Costs for any software and/or hardware accessory or enhancement above what is included in the standard virtual desktop configuration or the standard endpoint device configuration will be passed through to the agency (e.g., extra memory, USB devices, etc.), both at the time of the initial purchase by COT and again with each replacement cycle. Costs for any desktop services not included in this service description may be charged to the agency at the CS40 rate.

All 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.

VD10 Includes the following HARDWARE

If the virtual desktop is a secondary system (i.e. there is already a device that can be used for connectivity) no hardware will be provided.

This service will include the following hardware configuration if the virtual desktop will be the end user's only PC device.:

A desktop, laptop or thin/zero client (at COT's discretion) to allow connection to the virtual desktop infrastructure.

keyboard

mouse

NOTE: Hardware items will not be covered under a stated refresh cycle but will be used until they reach end-of-life as a cost reduction tactic. A monitor is not included in the rate.

VD10 Includes the following SOFTWARE

- Microsoft Windows Operating System
- Office applications to include E-mail Client, Word Processor and Spreadsheet
- Antivirus Protection

VD10 Includes the following SERVICES

- Access to the Commonwealth Service Desk and 24-hour emergency support from COT

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- 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. (Minimum 3 month service commitment. Less than 3 months – configuration billed at CS30 rate)
- Centralized procurement, vendor billing/payment, inventory activities.
- Operating System support, not including training.
- OfficeSuite support, not including training.
- Antivirus Suite support.
- Firewall capabilities, Virus and Spyware protection.

VD10 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, please contact your agency's COT Business Relationship Manager.

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

VD10 Additional Service Clarifications

Software provided will meet 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 secured and backed up.

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

1) New Endpoint Hardware or Software: COT will cover the cost of the base hardware described above. However, the cost of any hardware or software upgrades beyond the items included in this description will be charged to the agency. The monthly service rate will begin or continue as described.

2) Upgraded VDI RAM or Resources: Desktop Virtualization is more efficient with managing and using memory than traditional desktops, but if more memory allocation is required and requested the agency will be charged monthly for the use of the extra resources. This charge will be assessed as outlined above in the VD20, 30, and 40 rate.

Virtual RAM and CPU is not guaranteed to be dedicated, but is allocated on-demand.

3) 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 will apply.

4) 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) will result in repair/replacement fees charged directly to the agency.

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COT's virtual desktop infrastructure is designed to be accessible anywhere an adequate internet connection is available. Connectivity and performance from networks outside of COT control cannot be managed or warranted.

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

1. When a trouble ticket is issued by a user and the technician determines replacement of the endpoint device is warranted, another endpoint device will be provided.
 2. Relocation of a device will not result in any equipment charges. **Note: Consulting service fees will be assessed for agency moves to recoup personnel charges.
- * The service rate includes only the hardware, software and services listed above. It does not include network services, wiring, servers, or power conditioning systems, or any other items not listed above.