

**Commonwealth Office of Technology
Rated Service Description**

Virtualized Desktop	Rate
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DT30	<p>Per standard virtual desktop per month (2vCPU 3GB Available RAM 5GB HD)</p> <p>This rated service is applicable to agencies that participate in the Commonwealth Office of Technology's managed IT Infrastructure.</p> <p>Agencies may incur additional costs associated with bringing existing software into compliance with Enterprise Standards.</p> <p>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., a larger monitor, etc.). Costs for any desktop services not included in this service description may be charged to the agency at the CS40 rate.</p> <p>All equipment will be owned and inventoried by COT.</p> <p>All original equipment and accessories must be returned to COT at the end of use or a residual value fee will be assessed.</p>	\$55
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DT30	<p>Includes the following HARDWARE</p> <p>This service will include the following hardware configuration:</p> <ul style="list-style-type: none"> • A desktop, laptop or thin/zero client at COT discretion to allow connection to the virtual desktop infrastructure (one client system per virtual desktop will be provided). • 19" flat panel monitor • keyboard • mouse • (each DT30 virtual desktop will come standard with 3GB RAM. Other configurations available.) <p>NOTE: <i>Some peripheral items such as monitors, etc, will not be covered under a typical refresh cycle, but rather, will be used until they reach end-of-life as a cost reduction tactic.</i></p> <p>NOTE: <i>Virtual desktops may use folder redirection to the user's home folder for efficiency and disaster recovery. If user's home folder is hosted by COT, then ST80 charge may apply to that data.</i></p>
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DT30	<p>Includes the following SOFTWARE</p> <ul style="list-style-type: none"> • Microsoft Windows Operating System • Office applications to include E-mail Client, Word Processor and Spreadsheet. • Profile Management Software • Antivirus Protection
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DT30	<p>Includes the following SERVICES</p> <ul style="list-style-type: none"> • 24x7x365 access to the Commonwealth Service Desk. Support staff is available Monday - Friday 8:00am to 5:00pm • Asset Management, Change Management and Configuration Management services. • Remote control/support/installation capabilities. • Setup, installation of included software, configuration, preventative maintenance, upgrades and patching. (If less than a 3 month service commitment, then there may be a charge for the installation and removal of hardware at the CS40 rate.) • Centralized procurement, vendor billing/payment, inventory activities. • Operating System support, not including training. • Office Suite support, not including training. • Antivirus Suite support. • Malware and Spyware protection.
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DT30 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 virtual desktop infrastructure (VDI) services, submit an F-180 form to the Commonwealth Service Desk. For "Type of Request", use Other and specify this is a virtual desktop request and the number of virtual desktops needed. Additional information may be needed to complete request. The F-180 form is at

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

DT30 Additional Service Clarifications

Software provided will meet Enterprise Standards in effect when the service is initiated.

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.

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.

Damage to endpoint devices will be charged to the agency at residual value of the device.