

COT FY'17-18 Client Service Changes

The Commonwealth Office of Technology, Division of Field Services announces changes to the FY17-18 business model related to desktop/client support. Previously, desktop offerings were packaged into three distinct categories:

- DT10-Standard Desktop support
- DT20-Laptop Bundle support
- DT30-Virtual Desktop

Beginning with FY 17, client hardware deployments will be defined by a new set of activity codes (CCxx). Additionally, display monitors will be billed separately using one of two new offerings, CM10 (20") or CM20 (24"). Virtual desktop will transition from the current DT30 to a new VDxx rate.

DT10/20 machines deployed prior to FY17 will continue at the FY16 rate until these machines are retired or redeployed. When a current DT10/20 machine is removed from service and subsequently redeployed, it will be billed using the corresponding CCxx rate. At that time, monitors associated with the device will also be billed using the appropriate monitor rate (CMxx).

All existing DT30 deployments will be transitioned to the VD10 rate, and separate monitor rates will become applicable at refresh/redeployment.

The following table lists the client-based service offerings for Fiscal Year 17-18.

FY2017-2018		
Rates	Name	Monthly Rate
CC10	Tier 1	\$57
CC20	Tier 2	\$62
CC30	Tier 3	\$67
CC40	Tier 4	\$77
CC70	Tier 5	\$90
CC80	Tier 6	\$99
VD10	Virtual Desktop	\$55
CM10	20" Monitor	\$3
CM20	24" Monitor	\$4.50

CCxx service rates are divided into six tiers based on common device configurations that have been historically business-appropriate. Use of these common configurations will reduce complexity, increase clarity, and help control costs over the long-term. Customers are urged to discuss their client computing

needs with Field Services Branch Managers and/or your agency's Business Relationship Manager. Either can assist you in selecting the appropriate tier offering to meet agency requirements.

As part of this new tiered approach, COT will retain the following standard equipment in-stock beginning in July, 2016. There is no guarantee that all device configurations will be immediately available at all times, but this standardization should serve to reduce many of the delays previously caused by virtually unlimited hardware variations.

- CC10 – Standard Desktop
- CC20 – Standard Laptop
- CC30 – Tier 3 Desktop and Laptop Bundle configurations
- CM10 – 20" Monitors

Standard specifications for higher tiers (CC40, CC70 and CC80) are also defined and may be available with proper justification and approval. These upper tiers will not be maintained in-stock, but will be processed as special orders from our vendors as needed.

Custom configurations will require agency justification and technical approval and could carry ***delivery times starting at 14 weeks.***

You can find a link to these configurations along with service descriptions at:

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