

Commonwealth Office of Technology

Rated Service Description

Client Computing Device Support (*enhanced hardware offering(i.e.- workstations, laptops, tablets)see hardware description for specs*)

CC40 Per standard Endpoint per month

\$77

This rated service is applicable to agencies that participate in the Commonwealth Office of Technology's managed client support services. The CC40 service model is tailored toward enhanced workstations, laptops, tablet computers. 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. If agencies elect to upgrade hardware beyond the standard CC40 service, they will be moved into the appropriate rated service tier that meets the hardware requirements. Costs for endpoint services not included in this service description may be charged to the agency at the appropriate hourly 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.

CC40 Includes the following **HARDWARE**

The CC40 service rate includes the following hardware configurations:

- *Hardware specs subject to change without prior notification due to industry changes in hardware configurations.
- *Agencies enrolling in this rated service are bound to the full term commitment of the hardware or may be subject to early termination\restocking fees
- *Monitor not included

CC40 Includes the following **SOFTWARE**

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

CC40 Includes the following **SERVICES**

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

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- 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 at the discretion of COT

CC40 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>

CC40 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 device configurations under this service when a desktop device is procured and installed. 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, The monthly rate will continue.

3) Upgrade: When a COT approved system upgrade or replacement occurs at a time other than during a planned refresh, the device will move to the appropriate rated service tier.

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 will apply.

5) Damaged Equipment: It is the agency's responsibility to report equipment damage

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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.

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

1. Relocation of a device will not result in further equipment charges. **Note: Hourly installation fees will be assessed for agency moves to recoup personnel charges.

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, the criticality of the service the user provides in their job duties, and technician time required.

* 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.