

Commonwealth Office of Technology

Rated Service Description

| Endpoint Device Support (<i>Dell Tablets</i>) | Rate |
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| CC50 Monthly, per standard endpoint | \$85 |
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This rated service is applicable to agencies that participate in the Commonwealth Office of Technology's managed endpoint support service. The CC50 service model is tailored toward standard Windows based tablets (See enterprise standards in the link 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, peripherals, etc.), both at the time of the initial purchase by COT and again with each endpoint replacement cycle. 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.

CC50 Includes the following **HARDWARE**

The CC50 service rate may include a configuration that meets or exceeds enterprise standards:

Current Standards are listed in the KITS Library

See the following KITS category code

101.001.105 Platform > Hardware > Mobile Computing Device

CC50 Includes the following **SOFTWARE**

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

CC50 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.

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| CC50 To Initiate Service or Report a Problem with this service |
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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 an F-180 form to the Commonwealth Service Desk. The F-180 form is located at

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

CC50 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 Windows tablet model when a tablet 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 monitors, docking stations, covers, etc. 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 tablet 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 (i.e. water damage, cracked screens or cases) may result in repair/replacement fees at the discretion of COT.
- 6.) Requests to relocate devices to another user within the same agency could result in CS40 charges for reimaging, configuration and setup.

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

1. After a tablet device has been purchased, and the cost of options beyond the base model have been charged to the agency, redeployment of that asset within the agency will not result in another charge for the hardware 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, the device will be called in for service. Windows tablets will be serviced/replaced by the manufacturer and will take longer than normal repair/replacement times of a standard desktop. COT does not stock additional windows tablets, so customers may experience longer-than-normal wait times for available hardware. 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 (Tablets) requested by agencies will remain deployed within the agency for a term of at least 48 months. If an agency elects to discontinue service, the hardware will be forfeited and the agency will incur fees to cover any remaining hardware cost and re-deployment expenses. This practice is necessitated by the enhanced hardware and support costs associated with CC50 services. Agencies electing to discontinue service may send requests, along with detailed justification, to the CommonwealthServiceDesk@ky.gov.

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

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