

## ENTERPRISE DESKTOP SUPPORT

### Service Description

Enterprise Desktop Support service is a standardized, fully managed end point computing environment. This service provides customers with an agency centric approach using enterprise tools and standards to meet the customer's computing requirements. This comprehensive service includes: employee workstation, patch management, email, network connectivity, and Office of Information Technology (OIT) provided device and printer support.

An Enterprise Deskside Service customer may also be interested in the following OIT services:

- Enterprise Configuration Management
- Enterprise End User Support
- Enterprise Virtual Desktop

### Customer Benefits

- **Cost-savings** - The customer saves money by not having to incur additional expenses for personnel, operating system licensing and equipment associated with the service.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Support** - Service support is provided by OIT employees that are skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

### OIT Provides

- Incident resolution via the Customer Service Center
- Service monitoring and alerting
- Service provisioning and implementation

### Maintenance Schedule

Desktop Patching schedule (can vary by Agency):

- Agency IT patched the second Thursday of each month
- Alpha users (IT savvy business users – Agency defined) the third Thursday of the month
- All agency devices the fourth Thursday of the month (silent)

**Note:** Operating systems, application and patch deployment is dependent on System Center Configuration Manager (SCCM) service maintenance schedule.

### Incident Response & Resolution

As a primary service, Enterprise Desktop Support Services staff is available 7:00 a.m. to 5:00 p.m. for both incident reporting and resolution. Support staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

## Service Objectives

Category	Evaluation Criteria	Target
Availability	Enterprise Desktop Support uptime.	99%
Incident Responsiveness	Enterprise Desktop Support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Enterprise Desktop Support staff resolves incident within 4 hours.	75%

## Customer Requirements

- Customer accepts all IT security policies and standards
- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number
- Provide ITS with full access to managed equipment (physical and logical)

## Additional Information

For more information on this service or the Service Level Agreement, contact the Customer Service Center at [CSC@ohio.gov](mailto:CSC@ohio.gov).

Visit us on the web at: <http://das.ohio.gov/Divisions/InformationTechnology.aspx>.