

Service Description

Enterprise End User Support is a standardized, fully managed endpoint computing service. This Service provides customers with a customer-centric approach using enterprise tools and standards. This comprehensive service includes: e-mail, network connectivity, device procurement, printer support, security policy maintenance, system monitoring, software updates and patching, software deployment to individuals and devices and inventory software and hardware.

IT assets provided with the Enterprise End User Support include:

- Dedicated on-site technician
- Break/Fix
- Enterprise Image
- System Center Configuration Management (SCCM)
- Patch Management through SCCM
- Application packaging and deployment
- Asset management (hardware)
- Asset management (software)
- Application usage report provided upon request

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

- Enterprise Desktop 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 (may vary by Agency):

- Agency IT patched the second Tuesday of each month
- Alpha users (Agency defined) patched the third Tuesday of the month
- All remaining Agency devices patched the fourth Tuesday of the month

Note: OS, application and patch deployment is dependent on the System Center Configuration Management Service Maintenance schedule. Standard scheduled maintenance is every second Saturday from 1:00 AM to 5:00 AM. OIT schedules extended outages twice per year. The scheduled extended outage dates are established at the beginning of the year and typically run from 6:00 AM to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 PM to 9:00 PM. Outages and scheduled maintenance are minimized or canceled whenever possible.

Incident Response & Resolution

As a primary service, Enterprise End User Support staff is available 7:00 AM to 5:00 PM for 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 commits to resolve incident within 4 hours.

Note: The customer is responsible for providing and supporting their own mobile device.

Service Objectives

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

Customer Requirements

- Customer to provide application subject matter experts (SME)
- Customer accepts all IT security policies and standards
- Maintain Agency and Service Technical 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.

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