

Service Description

Enterprise Virtual Desktop service takes advantage of the Enterprise Private Cloud to store all electronic data via a virtual desktop. The service provides a platform with access to Microsoft Windows and State of Ohio business applications from any device, from any location, at any time.

The Enterprise Virtual Desktop service offers the following:

- **Hosted** - The unmanaged service provides an isolated and dedicated consumer environment that is managed by the Office of Information Technology. This Hosted service includes a provisioning portal, a basic window image and a basic Group Policy for desktops, but does not include management or deployment of agency specific software or desktop provisioning.
- **Managed** - The managed service provides an isolated and dedicated environment that is managed by the Office of Information Technology including desktops and software deployment. The Managed service also includes all Hosted services, software packaging and updating, management of the operating system, deployments and updates.

An Enterprise Virtual Desktop service customer may also be interested in the following OIT services:

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

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

Standard scheduled maintenance will be determined when the agency signs up for this service to limit impact to user. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled from 6:00 p.m. to 9:00 p.m. Customer specific changes are made during daily low-risk change windows.

Incident Response & Resolution

As a primary service, support staff is available 24 x 7 for both incident reporting and resolution. Staff will respond to the customer within 15 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer must maintain the customer contact information via the IT Enterprise Services portal.

Service Objectives

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

Customer Requirements

- Internet capable device
- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>
- Provide DAS OIT with a valid billing number
- Place service order via the OIT Enterprise Service Catalog

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at <http://itenterprise.ohio.gov>. Rate information for this service can be found on the [DAS OIT IT Business Office](#) site.