



END USER COMPUTING - CATALOG OF SERVICES

Line of Service Descriptions and Rates - Effective July 1, 2020

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SUPPORT LINES OF SERVICE

End User Computing (EUC) functions as the statewide first point of contact to provide support services for all technology related incidents, issues and requests. These support services include multiple components of remote and onsite based device management and support operations statewide. Our EUC technical teams will either resolve your issue or will troubleshoot and evaluate the issue to gather the necessary information and escalate it to other OTS or third party teams for resolution. All incidents and requests are logged in the OTS Ivanti service management ticket system for effective tracking, routing and reporting.

GENERAL EUC SERVICES INFORMATION	
Core Business Hours	Monday - Friday, 6:00am to 6:00pm
After Hours 24x7 Support	Service Desk phone support is available 24x7, including holidays, to resolve or route incidents and escalate reports of high priority and major issues to technical support teams and on-call staff
Best Contact Methods	Customer Service Portal: https://otssupport.la.gov Local Phone Number: 225-219-6900 Toll Free Phone Number: 844-219-6900
Secondary Contact Method	Email: otssupport@la.gov

All new orders for an EUC line of service should be made with an OTS procurement request ticket in the Ivanti customer service portal with approval from your agency and in cooperation with the OTS Agency Relationship Manager.



ENTERPRISE DEVICE SUPPORT

This service provides management and support of network based devices including: all desktops, laptops, tablets, network printers without an existing service agreement and network multifunction devices without an existing service agreement. This service applies to existing actively used devices that have been leased or purchased and may be owned by the customer or OTS. The monthly rate includes full device management and support services on a per device basis. Additional informational: [User and Device Support Service Description](#) and [Network Attached Printer Support Service Description](#).

SERVICE CODE	MONTHLY RATE	BILLING UNIT
LS05	\$60	Per Device

Included Services:

- Access to the EUC Service Desk end user phone support
- Access to the Ivanti customer portal ticket system
- Advanced remote technical phone support
- Onsite deskside and network hardware and software support
- Localized in-office equipment moves
- Basic conference room/training lab setup and support
- Device imaging, deployment and software upgrades
- Device data sanitization



NETWORK COPIER and WARRANTIED PRINTER SUPPORT

This service provides management and support of network based copiers and printers that are either rented through the Office of State Procurement copier contract or have an active service agreement or warranty with a third party provider. This service is applied to cover the EUC related support costs at a reduced rate to account for services already provided directly through the copier rental vendor or printer warranty vendor. Additional information: [User and Device Support Service Description](#) and [Network Attached Printer Support Service Description](#).

SERVICE CODE	MONTHLY RATE	BILLING UNIT
LNCS	\$30	Per Device

Included Services:

- Assigning the network IP address
- Publishing the copier to the print server
- Configuring scan to email settings
- Installing drivers on computers
- Onsite and remote support to handle calls and tickets from users
- Coordinating calls to the vendor as needed



SPECIAL PROJECTS

The services listed below are sample services that may be provided at the current hourly rate for an OTS Technical Support Specialist. These services are not included in the Enterprise Device Support line of service rate and will be provided as best effort support and billed directly to the agency.

SERVICE CODE	HOURLY RATE	BILLING UNIT
TS Specialist 3	\$65	Per Hour

Sample Services:

- Conference or event support
- Non-windows tablet support
- Smartphone support
- Camera and Video security systems
- Video conferencing equipment



COMPUTER LINES OF SERVICE

All EUC managed computer based hardware is ordered and deployed following the Device as a Service (DAAS) model. Each device model falls into a class of hardware with pre-established specifications, approved hardware configuration and monthly cost for the device. The monthly cost for the device covers the hardware, inventory software and warranty coverage and is billed in addition to the Enterprise Device Support services. Computers and software included in these hardware lines of service are owned by the Office of Technology Services. Unless noted below, these standard model devices are kept in stock at the EUC warehouse to allow for faster order fulfillment.

The life cycle for device replacement with a new model is 48 months and is expected to remain in service with the customer for the full 48 month term.

All hardware orders should be placed following the OTS procurement process in the Ivanti customer service portal and reference the applicable hardware service code and monthly rate. Additional information about the EUC DaaS policy is available here: [Device as a Service Description](#)

STANDARD DESKTOP COMPUTER

The standard desktop computer is appropriate for most staff who primarily need Email, Microsoft Office, internet applications and common agency applications without the need for mobility. ***Monitors not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
LDCS	\$25	Per Device

Hardware Specifications:

- Intel Core i5 or equivalent processor
- 8GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- Wired keyboard and mouse



ENHANCED DESKTOP COMPUTER

The enhanced desktop computer is appropriate for power users who need to run advanced applications in addition to standard Email, Microsoft Office, internet applications and standard agency applications without the need for mobility. ***Monitors not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
LDCE	\$30	Per Device

Hardware Specifications:

- Intel Core i7 or equivalent processor
- 16GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- Wired keyboard and mouse



STANDARD LAPTOP

The standard laptop computer is appropriate for most staff who primarily need standard Email, Microsoft Office, internet applications and common agency applications along with the need for mobility. This laptop device can be used at the office with addition of a docking station, monitors, keyboard and mouse and easily undocked for portability away from the office while maintaining access to all of your applications and files. ***Docking station, keyboard and mouse not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
LLCS	\$35	Per Device

Hardware Specifications:

- 14" Non-Touch LCD display
- Intel Core i5 or equivalent processor
- 8GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- 3-cell battery
- Carrying case



ENHANCED LAPTOP

The enhanced laptop is appropriate for Executive, Engineering, Statistical, Programming or other power users who need advanced applications in addition to standard Email, Microsoft Office, Internet along with the need for mobility. This laptop device can be used at the office with addition of a docking station, monitors, keyboard and mouse and easily undocked for portability away from the office while maintaining access to all of your applications and files.

***Docking station, keyboard and mouse not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
LLCE	\$40	Per Device

Hardware Specifications:

- 14" Non-Touch LCD display
- Intel Core i7 or equivalent processor
- 16GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- 3-cell battery
- Carrying case



RUGGED LAPTOP BUNDLE

The rugged laptop bundle is appropriate for Public Safety, Corrections, First Responders and other users who need a mobile device equipped with a rugged drop, water and shatter proof protective case for use in harsh environments. This rugged laptop device can be used at the office or a vehicle with the addition of a docking station, monitors, keyboard and mouse. Computers and software included in this service are owned by the Office of Technology Services. ***This laptop is bundled with an automotive mountable docking station.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
LLCR	\$50	Per Device

***Not a stock item - will require additional time for orders to be fulfilled**

Hardware Specifications:

- 14" Non-Touch LCD display with Ruggedized protective cover
- Vehicle Docking station
- Automotive DC power adapter
- Intel Core i5 or equivalent processor
- 8GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- 6-cell battery



STANDARD ULTRABOOK TABLET

The standard ultrabook tablet is appropriate for users who primarily need internet based applications that are accessed using an internet browser along with the need for standard Email, Microsoft Office, touch screen functionality and ultra-mobility. This ultra portable device can be used as a primary workstation at the office with the addition of a docking station, monitors, keyboard and mouse and easily undocked for portability away from the office while maintaining access to all of your applications and files. This tablet also has the capability for LTE mobile data service onboard with activation from AT&T or Verizon service providers.

***Docking station, keyboard and mouse not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
LTCS	\$40	Per Device

***Limited stock – may require additional time for orders to be fulfilled**

Hardware Specifications:

- 13" Touchscreen LCD convertible display
- Onboard LTE card (requires ATT or Verizon data activation)
- Intel Core i5 or equivalent processor
- 8GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- 4-cell battery
- Carrying case



ENHANCED ULTRABOOK TABLET

This enhanced ultrabook tablet is appropriate for users who primarily need internet based applications that are accessed using an internet browser along with the need for standard Email, Microsoft Office, touch screen functionality and ultra-mobility. This ultra-portable device can be used as a primary workstation at the office with the addition of a docking station, monitors, keyboard and mouse and easily undocked for portability away from the office while maintaining access to all of your applications and files. This tablet also has the capability for LTE mobile data service onboard with activation from AT&T or Verizon service providers. ***Docking station, keyboard and mouse not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
LTCE	\$55	Per Device

***Limited stock – may require additional time for orders to be fulfilled**

Hardware Specifications:

- 13" Touchscreen LCD convertible display
- Onboard LTE card (requires ATT or Verizon data activation)
- Intel Core i7 or equivalent processor
- 16GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- 4-cell battery
- Carrying case



CONVERTIBLE TABLET

The convertible tablet is appropriate for users who primarily need internet based applications that are accessed using an internet browser along with the need for standard Email, Microsoft Office, touch screen functionality and ultra-mobility. This ultra-portable device can be used as a primary workstation at the office with the addition of a docking station, monitors, keyboard and mouse and easily undocked for portability away from the office while maintaining access to all of your applications and files. This tablet also has the capability for LTE mobile data service onboard with activation from AT&T or Verizon service providers. ***Docking station, keyboard and mouse not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
LTCC	\$50	Per Device

***Limited stock – may require additional time for orders to be fulfilled**

Hardware Specifications:

- 12" Touchscreen LCD convertible display with detachable keyboard
- Onboard LTE card (requires ATT or Verizon data activation)
- Active Pen
- Power Bank USB-C adapter
- Intel Core i5 or equivalent processor
- 16GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- 4-cell battery
- Carrying case



RUGGED TABLET

The rugged tablet is appropriate for users who need a device with a Hazardous Locations Certification and primarily need internet based applications that are accessed using an internet browser along with the need for standard Email, Microsoft Office, touch screen functionality, and ultra-mobility in a rugged protective case built to handle extreme conditions and environments. This ultra-portable device can be used as a primary workstation at the office with the addition of a docking station, monitors, keyboard and mouse and easily undocked for portability away from the office while maintaining access to all of your applications and files. This tablet also has the capability for LTE mobile data service onboard with activation from AT&T or Verizon service providers. ***Docking station, keyboard and mouse not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
LTCR	\$68	Per Device

***Not a stock item - will require additional time for orders to be fulfilled**

Hardware Specifications:

- 11.6" Ruggedized FHD Glove-capable Touchscreen LCD convertible display
- Onboard LTE card (requires ATT or Verizon data activation)
- Active Pen
- Power Bank USB-C adapter
- Intel Core i7 or equivalent processor
- 16GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- 2-cell battery
- Carrying case



STANDARD MONITOR

Standard 23" LED-backlit LCD monitor with adjustable stand. Includes a power cable, DisplayPort cable and USB 3.0 upstream cable

SERVICE CODE	MONTHLY RATE	BILLING UNIT
LMON	\$5	Per Device

Hardware Specifications:

- 23" Display
- HDMI Port
- Display Port
- VGA Connector
- USB Upstream/Downstream
- 1920 x 1080 Resolution



ENHANCED MONITOR

Enhanced 27" QHD WLED monitor with adjustable stand. Includes a power cable, DisplayPort cable and USB 3.0 upstream cable

SERVICE CODE	MONTHLY RATE	BILLING UNIT
LMRE	\$10	Per Device

***Not a stock item - will require additional time for orders to be fulfilled**

Hardware Specifications:

- 27" Display
- HDMI Port
- Display Port
- VGA Connector
- USB Upstream/Downstream
- 2560x1440 Resolution



CURVED MONITOR

Ultrasharp Curved 38" LED backlit LCD monitor with InfinityEdge display and adjustable stand. Includes a power cable, DisplayPort cable and USB 3.0 upstream cable

SERVICE CODE	MONTHLY RATE	BILLING UNIT
LMRC	\$26	Per Device

***Not a stock item - will require additional time for orders to be fulfilled**

Hardware Specifications:

- 38" Display
- 2 HDMI Ports
- Display Port
- USB Upstream/Downstream
- 3840x1600 Resolution



STANDARD DOCKING STATION

Laptop Docking Station bundle with Keyboard, Mouse and Video cable.

SERVICE CODE	MONTHLY RATE	BILLING UNIT
LDST	\$4.50	Per Device

Hardware Specifications:

- Supports 2 monitors
- Two USB 2.0 ports
- Three USB 3.0 ports
- Speaker output (rear)
- Combo audio (front)
- Gigabit Ethernet
- Kensington Lock Slot



ENHANCED DOCKING STATION

Enhanced Ultrabook Docking Station bundle with Keyboard, Mouse and Video cable.

SERVICE CODE	MONTHLY RATE	BILLING UNIT
LDSE	\$6.50	Per Device

Hardware Specifications:

- Supports 3 monitors
- Two USB 2.0 ports
- Three USB 3.0 ports
- Thunderbolt 3 (USB-C) port
- Speaker output (rear)
- Combo audio (front)
- Gigabit Ethernet
- Kensington Lock Slot

