SUPPORT LINES OF SERVICE

ENTERPRISE DEVICE SUPPORT
NETWORK COPIER and WARRANTIED PRINTER SUPPORT
SPECIAL PROJECTS

COMPUTER LINES OF SERVICE

STANDARD DESKTOP COMPUTER
ENHANCED DESKTOP COMPUTER
STANDARD LAPTOP
ENHANCED LAPTOP
ENGINEERING LAPTOP
STANDARD ULTRABOOK
ENHANCED ULTRABOOK
STANDARD CONVERTIBLE TABLET
RUGGED LAPTOP
RUGGED TABLET
STANDARD MONITOR
ENHANCED MONITOR
CURVED MONITOR
STANDARD DOCKING STATION
ENHANCED DOCKING STATION
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.

<table>
<thead>
<tr>
<th>GENERAL EUC SERVICES INFORMATION</th>
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</thead>
<tbody>
<tr>
<td>Core Business Hours</td>
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<tr>
<td>After Hours 24x7 Support</td>
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<tr>
<td>Best Contact Methods</td>
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<td></td>
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<tr>
<td>Secondary Contact Method</td>
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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](#).

<table>
<thead>
<tr>
<th>SERVICE CODE</th>
<th>MONTHLY RATE</th>
<th>BILLING UNIT</th>
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</thead>
<tbody>
<tr>
<td>A8153114</td>
<td>$60</td>
<td>Per Device</td>
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</table>

**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.

<table>
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<th>SERVICE CODE</th>
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<tbody>
<tr>
<td>A8153113</td>
<td>$30</td>
<td>Per Device</td>
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</table>

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.

<table>
<thead>
<tr>
<th>SERVICE CODE</th>
<th>HOURLY RATE</th>
<th>BILLING UNIT</th>
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<tbody>
<tr>
<td>Tech Support Specialist</td>
<td>$65</td>
<td>Per Hour</td>
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</table>

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 a minimum of 48 months and is expected to remain in service with the customer for the full 48 month term. EUC staff will contact customers to plan for device replacements at the appropriate time based on the life cycle schedule and availability of equipment.

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 are not included.*

<table>
<thead>
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<th>SERVICE CODE</th>
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<tbody>
<tr>
<td>LDCS - A8153101</td>
<td>$25</td>
<td>Per Device</td>
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</tbody>
</table>

**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 are not included.

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<tbody>
<tr>
<td>LDCE - A8153100</td>
<td>$30</td>
<td>Per Device</td>
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</table>

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 are not included.

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<tr>
<td>LLCS - A8153108</td>
<td>$35</td>
<td>Per Device</td>
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</tbody>
</table>

**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 are not included.

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<tr>
<td>LLCE - A8153106</td>
<td>$40</td>
<td>Per Device</td>
</tr>
</tbody>
</table>

**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
ENGINEERING LAPTOP

The engineering laptop is appropriate for Engineering, Statistical, Programming or other power users who need a larger display and an enhanced graphics card to run advanced applications in addition to standard Email, Microsoft Office, Internet along with the need for mobility. This laptop 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 are not included.

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<tr>
<td>LLCW - A8153109</td>
<td>$50</td>
<td>Per Device</td>
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</table>

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

Hardware Specifications:

- 15.6” Non-Touch LCD display
- Intel Core i7 or equivalent processor
- 16GB RAM
- 256GB Solid State Drive (SSD)
- NVIDIA 2GB Enhanced Graphics card
- 4-Cell battery
- Carrying case
STANDARD ULTRABOOK

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 are not included.

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<tr>
<td>LTCS - A8153116</td>
<td>$40</td>
<td>Per Device</td>
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</table>

*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

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 are not included.

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<tr>
<td>LTCE - A8153119</td>
<td>$55</td>
<td>Per Device</td>
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</table>

*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
STANDARD 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 are not included.

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<tr>
<td>LTCC - A8153118</td>
<td>$50</td>
<td>Per Device</td>
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</table>

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

Hardware Specifications:
- 13” 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
- 8GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- 4-cell battery
- Carrying case
RUGGED LAPTOP

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 with the addition of a standard docking station, monitors, keyboard and mouse. Computers and software included in this service are owned by the Office of Technology Services.

*Docking station, keyboard and mouse are not included.

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<tr>
<td>LLCR - A8153107</td>
<td>$50</td>
<td>Per Device</td>
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*Not a stock item - will require additional time for orders to be fulfilled

Hardware Specifications:
- 14” Non-Touch LCD display with Ruggedized protective cover
- Intel Core i5 or equivalent processor
- 32GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- 6-cell battery
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 are not included.

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<tr>
<td>LTCR - A8153120</td>
<td>$68</td>
<td>Per Device</td>
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</table>

*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.

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<th>SERVICE CODE</th>
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<tbody>
<tr>
<td>LMON - A8153110</td>
<td>$5</td>
<td>Per Device</td>
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</tbody>
</table>

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.

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<tr>
<td>LMRE - A8153112</td>
<td>$10</td>
<td>Per Device</td>
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*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.

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<tr>
<td>LMRC - A8153111</td>
<td>$26</td>
<td>Per Device</td>
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</table>

*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 included.

<table>
<thead>
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<th>SERVICE CODE</th>
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<tbody>
<tr>
<td>LDST - A8153105</td>
<td>$4.50</td>
<td>Per Device</td>
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</tbody>
</table>

**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 included.

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<tr>
<td>LDSE - A8153104</td>
<td>$6.50</td>
<td>Per Device</td>
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</tbody>
</table>

**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