



# END USER COMPUTING DEVICE AS A SERVICE (DaaS)

## WHAT'S INCLUDED?

### DEVICE HARDWARE

Device Hardware  
(Desktops, Laptops, Tablets, Monitors, Docking Stations)  
Full Hardware Warranty w/ Accidental Damage  
Vendor Pro Support  
Absolute software license  
Pre-configured BIOS settings  
Established compatible configurations

### DEPLOYMENT CENTER

Warehouse receiving  
Warehouse inventory management  
Stand-by spare devices for standard models  
Hardware order fulfillment  
Desktop imaging  
Statewide Delivery to all locations  
Emergency hardware deployments

### LIFECYCLE MANAGEMENT

48-60 month refresh lifecycle  
In-stock and planned inventory  
Asset Recovery and Sanitization  
Asset Management and Property Control  
ORM Insurance premiums  
Flat monthly rate including all services

### PROJECT MANAGEMENT

Hardware refresh and decommission planning  
Deployment scheduling and coordination  
Project status reports  
Asset Management System  
Asset record updates  
Inventory reporting

## HOW DOES IT WORK?

1. Select an item from the [EUC Catalog of Services \(la.gov\)](https://www.la.gov/euc)
2. Submit an Ivanti Procurement Ticket
3. EUC will fulfill the order and coordinate the hardware deployment
4. EUC will track the hardware for the full lifecycle
5. EUC will bill the monthly rate for as long as you have the device, 48 months minimum
6. When it's time to replace the device, EUC will send a list of EOL equipment to the OTS ARM
7. The OTS ARM and the customer agency management will decide if devices need to be:
  - a. Turned in and not replaced
  - b. Replaced with like-for-like hardware
  - c. Replaced with a new type of device from the EUC catalog
8. The OTS ARM will notify EUC of the decisions that were made
9. The customer agency will submit an Ivanti Procurement ticket to order the replacement hardware
10. EUC will fulfill the order, replace the hardware and process the return equipment to the vendor

\*NOTE - Device as a Service does not apply to agency purchased hardware