

Department of Information Technology

Technical Details

For

Managed Desktop Service

Version Control

Author/Change Agent	Version	Reason for Change	Date
Deyan Nenkov – Tier 3 Desktop Support	1.0	Updated Format, Category 1, 2 and 3 Software, Traditional Desktop Management Services	03/16/2018
Bill Birckhead	1.1	Revisions and comments to be reviewed and discussed	4/3/2018
Deyan Nenkov – Tier 3 Desktop Support	1.2	Fixed Revisions and Formatting issues	4/6/2018
Bill Birckhead/Deyan Nenkov	1.3	Revisions	4/16/2018
Bill Birckhead	2.0	Review of Revisions and formatting clean up	5/8/2018

Technical Details

DIT Managed Desktop Service is based on the Microsoft Windows 10 Enterprise environment. DIT utilizes Microsoft Office 365 for office productivity, endpoint protection software including antivirus, Enterprise firewalls and laptop disk encryption to help protect systems from malicious activity.

Our service includes:

- Personal computers, including desktops, laptops and tablets
- Software support for the standard operating systems, productivity tools and utilities.
- Technical support, maintenance, and repair of managed hardware and software
- Standard operating environment management through the controlled release of security patches, antivirus updates, and other software
- Lifecycle management, including asset and configuration management, procurement, and software license management

We provide a consistently stable and reliable client computing environment to end-users. The service is available to all North Carolina Executive Branch agencies, divisions, and commissions that are geographically located within the state.

Desktop Services is responsible for configuring each PC with a standard, approved and secure software image to ensure state employees have the core computing and office automation applications available for them to perform their assigned duties. The personal computers are also configured so that we can access the individual machines to deliver software (including updates and patches); to facilitate repairs and perform scanning for compliance with established standards and security policies.

Service Components

Standard Hardware

- Choice of standard laptop, tablet or desktop configuration
- Configuration standards are developed and annually updated by our Client Computing Engineering group and [Statewide IT Procurement Office](#). Full lifecycle support
 - Procurement
 - Delivery and installation
 - Configuration
 - On-site break/fix and replacement
 - Level 1 Technical Support
 - via remote desktop control (our Service Desk)
 - Level 2 Desktop Technical Support
 - via remote desktop control and technician dispatching
 - Level 3 Enterprise Management Tools Administration
 - Management and support of Enterprise security tools
 - SCCM
 - AGPM
 - Tanium
 - McAfee – AV, Firewall and Drive Encryption
 - Bomgar Remote Control
 - Ivanti
 - Document Library Management for the Infrastructure Operations Team
 - Project Management for DIT and Optimized Agencies
 - Asset retirement, including hard drive erasure in compliance with state security standards and required surplus management
- Response to customer moves/adds/changes (MAC) requests
- Automatic refresh of managed equipment
 - Desktop/Laptop — Current target lifecycle is 4 – 5 years average
 - DIT minimizes the impact of equipment refresh activities to end-user workgroups by aggregating and/or adjusting refresh schedules as appropriate; within approved guidelines and any budgetary constraints.
 - Monitor — Replaced as necessary, current target lifecycle is 7 years average
 - Data — We will migrate data from the old to the new equipment as follows: Copy user profile to new equipment (settings, favorites, personal address book, etc.)
 - Copy personal storage folder ("My Documents") to new equipment
 - Reload approved CAT 3 applications if provided – Agency responsible for providing licensed media.
 - Users/Agencies are responsible for backing up all other data from the old equipment to the new including offboarding or transferring of employees. MAC Charges may apply.

Standard Software

- Standard desktop image development and support
 - Images are developed and periodically updated by our Client Computing Engineering group. [See Standard Software Configurations.](#)
- Automatic refresh/upgrades of software based on minimum standards
- License tracking and reporting
- Release and patch management

Services

In addition to the components identified above, Managed Desktop Service also includes:

- Basic user ID administration
- Electronic software distribution — Subject to our [Application Ownership and Support Model](#)
- Asset management and reporting, including auto-discovery capability

Hours of Availability

- Remote support for this service is available from 7:00 a.m. to 6:00 p.m. Monday through Friday, except holidays.
- On-site support for Service Requests or Incidents that cannot be resolved remotely is available from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays.

Service Specific Maintenance Windows

- Maintenance Windows for the DIT Traditional Managed Desktop Service shall include Normal Weekdays (Monday -Friday) from 6:00 p.m. to 7:00 a.m. for activities such as Security Patch Deployment, system enhancements and some system upgrades/updates.
- For DIT Standard Maintenance Windows and Infrastructure Changes: Thursday from 4 a.m. to 7 a.m. and Sundays - 4 a.m. to 12 p.m.