

Department of Information Technology

Service Level Agreement

For

Managed Desktop Service

Version Control

Author/Change Agent	Version	Reason for Change	Date
Deyan Nenkov – Tier 3 Desktop Support	2.3	Updated Format, Category 1, 2 and 3 Software, Traditional Desktop Management Services	03/16/2018
Bill Birckhead	2.4	Revisions and comments to be reviewed and discussed	4/3/2018
Deyan Nenkov – Tier 3 Desktop Support	2.5	Fixed Revisions and Formatting issues	4/6/2018
Bill Birckhead/Deyan Nenkov	3.0	Revisions	4/16/2018
Bill Birckhead	3.1	Review of Revisions and formatting clean up	5/8/2018
Deyan Nenkov/Bill Birckhead	3.2	Added Loaner Policy update to Service Catalog and this document	8/3/2018
David Meadows/PIA-John Strange/Bill Birckhead	3.3	Revised Disclaimer verbiage to remove non-Managed Desktop references. Updated Standard Support Hours. PIA revised layout and resolved header image issue.	2/26/2019

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Objective

This Service Level Agreement (SLA) describes the IT Service, sets Service Level Targets, and specifies the responsibilities of both the Department of Information Technology, hereafter referred to as DIT, and the Customer.

The DIT Service Level Agreement includes:

- The core Service Description
- (Optional) Definition(s) of customer-specific Service Levels, such as enhanced levels of support
- (Optional) Specific Customer Requirements: Any mutually agreed and/or binding customer specific requirements and terms. These may be referenced within the core verbiage of this Service Level Agreement, or referenced to an accompanying, signed MOU document.

This Service Level Agreement (SLA) is entered into by and between the North Carolina Department of Information Technology (DIT) – Managed Desktop Services and the {Agency Name} effective upon the date of signature by DIT to document the understandings, obligations and agreements of the Parties regarding {Agency}'s Managed Desktop services.

Disclaimer

Regarding content and/or scope deviations between this document and the DIT Global Service Levels policy, this Service SLA takes precedence, if properly executed. If there is an accompanying MOU or other contractual vehicle, content or scope specific to the Service or requirements within said contractual document takes precedence over both the DIT Global Service Level Policy and this Service SLA.

Managed Desktop Service

Service Description

DIT offers Managed Desktop Services to provide consistent and reliable end user computing capabilities supporting their core business activities. Options available to customers include the following service components:

Traditional Managed Desktop Services

- Asset Management Team provides full service and Asset Lifecycle Management.
 - Procurement of standard hardware and software via [Statewide IT Procurement Office](#)
 - Installation and configuration services for standard hardware and software
 - Retirement/refresh of assets

Services and support not specifically listed as part of the standard services in the Service Catalog, as well as special or high-volume projects, are subject to additional charges as these are defined as “Value Added Services.” Customers will be provided [“MAC” \(Move, Add and Change\) quotes](#) for such services, and must agree to pay the quoted costs prior to services being rendered.

Service Commitments

The general areas of support (such as Incident and Change Management) applicable to every DIT Service are specified in the [DIT Global Service Levels document](#).

Standard Support Hours

- For critical and high-priority Incident Tickets, support is available 24 x 7.
- For non-critical and medium-priority Incidents, Service Desk Support and Remote Desktop support is available from 7 a.m. to 6 p.m. Monday through Friday, excluding state holidays.
- Limited on-site support for Service Requests or Incidents that cannot be resolved remotely is available from 8 a.m. to 5 p.m. Monday through Friday, excluding state holidays.

Service-Specific Maintenance Windows

Managed Desktop Service follows the DIT Standard Change Management Maintenance windows as well as having a service specific Maintenance Window – detailed below:

Service-Specific DIT Managed Desktop Maintenance Window

Includes normal weekdays (Monday-Friday), 6 p.m. to 7 a.m. This window is used for activities such as Security Patch Deployment, system enhancements, and some system upgrades and updates.

DIT Standard Maintenance Window for Infrastructure and standard Change Activity

Normal Thursdays from 4 a.m. to 7 a.m. and Sundays, 4 a.m. to 12 p.m.

DIT Responsibilities

General

- Provide services and support as defined for the Traditional Managed Desktop Service.
- Provide security management and compliance to statewide standards, including the management of AV, Local Firewall, and (for laptops and tablets) End Point Encryption.
- Provide quotes for all value-add services, support and other activities requested by customers in support of their End User computing needs.
- Respond to requests for service within specified or reasonable time frames.
- Respond to and resolve incidents as defined in the prioritization model listed in the Global Service Levels document.
- Provide full lifecycle management of Managed PCs, including:
 - Procurement of standard hardware and software (from [Statewide Bulk Buy Contract](#))
 - Installation and configuration services for standard hardware and software
 - Retirement/refresh of assets
 - Deployment of standard hardware and Category 1 software

Category 1 software includes the following:

- Windows 10
- Internet Explorer and Edge (Windows 10)
- Microsoft Office 365 Suite (Word, Excel, Power Point, OneNote, Outlook)
- Adobe Flash Player & Reader
- Ivanti Client
- Bomgar Remote Control Client
- McAfee Endpoint Security (Antivirus, Firewall, IPS, Laptop and Tablet Disk Encryption)
- **Tanium** (Endpoint Security and Systems Management)
- Microsoft System Center Configuration Manager Client
- VPN Client (Laptop and Tablet Only)

Category 2 Software includes, but is not limited to:

- Firefox
- Chrome
- 7-Zip
- Win SCP
- Softerra LDAP Browser
- WireShark
- VLC Media Player

Category 3 Software includes, but is not limited to:

- Crystal Reports
- SQL Express
- PDF Net Driver
- Appx Desktop
- Citrix Receiver
- Snagit & RightFax
- Java

Customer Responsibilities

General

- Contact the DIT Service Desk regarding end users' incidents and service requests and provide an accurate description, including any error messages.
- Contact the DIT Service Desk for On/Off boarding of Employee's Managed Desktop Service.
- Allow DIT full access to managed equipment (remote, physical, and logical).
- Adhere to Statewide Security Standards pertaining to computing platforms and data.
- Ensure users adhere to statewide policies pertaining to the proper use and management of assets (Computing Platforms) assigned to them.
- Adhere to DIT Application Ownership and Support Model.
- Train end users in the proper use of personal productivity and business applications.
- Maintain printers and scanners and other peripherals.
- Provide licenses and media for Category 2 and 3 software.
- Acquire and replace consumable items as necessary.
- Promptly approve all quotes for value-added services, support and other activities.
- Review monthly invoices and desktop assets for accuracy, and work with DIT to resolve any issues identified.

Provisioning

All requests for new hardware, software, or computing platforms must be made via the DIT Service Desk. Requests should include the following information:

- User name and specific location
- Business unit contact (approver)
- Application owner contact
- Required date of delivery
- Bill codes
- Specific instructions per type of request (what, when, where, who, etc.)

Required Lead Times following authorized agency approvals:

Hardware lead time	
New User Set Up (see notations *1, *2)	10 business days
Existing User software installation/removal	5 business days
Existing User hardware MAC's	5 business days

*1: New User Equipment Requests require a minimum of 10 business days lead time. This might be impacted by hardware or application license availability. If this is the case, the request will be updated to reflect approximate fulfillment time frames.

*2: If the New User Equipment Request requires expedited turn-around, please provide appropriate detail in the request as to the desired date as well as the Business Justification for the expedite. This may require additional levels of approval as well as an expedite upcharge fee of \$149, which will be reflected on the billing detail for the request, once fulfilled.

Loaner PC Policy for DIT Customers

DIT provides Consumer Platform Services customers with the added benefit of a loaner device during times of emergency repair or special equipment needs. To fulfill these loaner requests, DIT maintains a pool of appropriately configured computers and devices.

All standard laptop or desktop loaners include the DIT WIN10 Gold Image, including the O365 Suite, and will be billed at the current rate of 2 MAC Charges for setup and configuration fulfillment.

Additional applications or software utilities, such as those listed on the current [CAT2 or the CAT3 list](#), can be installed and will be billed at the current rate of 2 MAC Charges each. The CAT2 and CAT3 applicable software lists are located on [Consumer Platform Customer Portal](#).

The Agency will be responsible for providing a valid license and associated media or download/remote installation method for any CAT2 or CAT3 Software to be installed; as well as any other non-listed software application. Prior to installation, software not listed on the CAT2 or CAT3 list must be approved for installation by the Consumer Platform team.

The maximum loaner time with standard or approved software is 30 days before any billing will occur. After the 30-day loaner period expires, the customer will be billed at the current Service and Support Rate, which is located [here](#).

Service Level Agreement Scope Statement

This agreement specifies only the standard operational service commitments and responsibilities of DIT and DIT customers. Customer-specific deviations from these commitments and responsibilities will be specified in an accompanying Memorandum of Understanding. Service rates are outside the scope of this agreement and are specified in financial documents.

Signatures of Approval and Agreement Date

WHEREFORE, intending to be bound hereby, this Service Level Agreement is executed by the undersigned authorized representatives of each Party; effective as of the date of execution of all Parties hereto.

Agency Head or Designee:

Name	Title	Signature	Date

Agency Chief Financial Officer:

Name	Title	Signature	Date

State Chief Information Officer:

Name	Title	Signature	Date