



# END USER COMPUTING - SERVICE CATALOG

Effective March 15, 2026

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# END USER COMPUTING - SERVICE CATALOG

## Line of Service Descriptions - Updated 3/15/2026

### 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	
24x7 Support	Service Desk phone support is available 24x7, including holidays and all office closures 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: <a href="https://otssupport.la.gov">https://otssupport.la.gov</a> Local Phone Number: 225-219-6900 Toll Free Phone Number: 844-219-6900
Additional Contact Method	Email: <a href="mailto:otssupport@la.gov">otssupport@la.gov</a>

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.





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## Line of Service Descriptions - Updated 3/15/2026

### ENTERPRISE DEVICE SUPPORT

This service provides management and support of network based devices including:

- All active or imaged Windows-based desktops, laptops, and tablets
- All network printers without an existing service agreement
- All network multifunction devices without an existing service agreement

The monthly rate includes full device management and support services on a per device basis. Additional information can be found here: [User and Device Support Service Description](#) and [Network Attached Printer Support Service Description](#).

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154114	\$62	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

**Agencies must submit an Ivanti “Decommission Hardware” Service Request anytime devices need to be removed from service.** All decommissioning of equipment must have an associated service request in the OTS ticket system. The requesting agency will provide the service tag(s) or serial number(s) of equipment being removed from service as part of the service request ticket. Once the technician has sanitized the device, the property owning agency is responsible for all transfers to LPAA.

A **Decommission Hardware Service Request** must also be submitted for devices that are being decommissioned and held by the agency for disaster response, spare equipment, or any other long-term need. These devices will be sanitized, and the Enterprise Device Support services will be removed from the agency’s bill. When the agency determines that a device needs to be placed back into service, an Ivanti **“Reassign Hardware”** Service Request must be submitted to notify EUC of the new assignment. The device will be re-imaged, deployed, and added back to the monthly bill for EUC Enterprise Device support services. This must only be used for devices that will remain out of service and disconnected from the state network for at least three months.





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## Line of Service Descriptions - Updated 3/15/2026

### 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
A8154113	\$25	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





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## Line of Service Descriptions - Updated 3/15/2026

### ENTERPRISE MOBILE DEVICE MANAGEMENT

This service provides management and support of non-Windows based handheld or tablet mobile devices such as iPads, Android tablets and cell phones. This service includes the necessary software licensing for Mobile Device Management (MDM) to provide the required endpoint security and profile administration for all state issued mobile devices, including the Information Security and EUC related resource platform administration and technical support costs. Additional information about this service can be found here: *Pending published document link*

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154121	\$15	Per Device

Included Services:

- Mobile Device Management software
- MDM platform administration
- MDM profile administration
- End user support





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### Line of Service Descriptions - Updated 3/15/2026

### MULTI-FACTOR AUTHENTICATION

This service provides software licensing, platform administration and user support for agencies requiring multi-factor authentication for compliance with federal security regulations. The monthly cost for this service is listed below.

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154122	\$7	Per Device

MFA requires either a hard token or mobile device app in order to be used. The mobile device app is free of charge and can be downloaded and installed easily by MFA users.

If a user does not want to use their mobile device, a hard token must be purchased. The hard token purchase is a one time cost that will be billed directly to the customer agency and is not included in a monthly subscription or line of service rate. The one time cost may change based on market pricing and availability at the time of purchase. The current estimated hard token cost is listed below:

SERVICE CODE	UNIT COST	BILLING UNIT
N/A - One Time Purchase	\$25	Per Device

Any tokens that are required to be mailed to a user will be mailed by the OTS Production Support Services section. The token must be mailed with certified mail and requires a recipient signature. This cost will be direct billed to the customer agency.

SERVICE CODE	UNIT COST	BILLING UNIT
N/A - Certified Mail	\$24	Per Device





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## Line of Service Descriptions - Updated 3/15/2026

### 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
A8154070	\$95	Per Hour

Sample Services:

- Conference or event support
- Camera and Video security systems support
- Video conferencing equipment support
- Special Projects
- Disaster Response





## END USER COMPUTING - SERVICE CATALOG

### Line of Service Descriptions - Updated 3/15/2026

## COMPUTER LINES OF SERVICE

The End User Computing (EUC) managed computer-based hardware is provided through the Device as a Service (DAAS) model. Each device is categorized by a specific class of hardware, which includes pre-defined specifications, approved configurations, and a fixed monthly cost based on the OTS negotiated volume pricing.

This monthly line of service rate covers the hardware acquisition, warranty coverage for failures, visibility software, property control, receiving, delivery and distribution. It is important to note that while the warranty provides coverage for normal usage, any damage caused by clear misuse of the equipment will result in replacement costs billed directly to the customer agency. Additionally, laptop batteries are considered consumable items and are not covered under the device's full warranty period. If a battery fails after its warranty expires, the agency will be billed for its replacement.

All computer hardware orders must be placed following the OTS procurement process in the Ivanti customer service portal. Agencies **shall not order** devices directly from vendors. Devices are deployed on a 60-month lifecycle schedule. At the end of this term, OTS staff will coordinate device replacements in alignment with the lifecycle schedule and equipment availability. Agencies will be contacted to plan and schedule replacements at the appropriate time.

Please note:

- Computer orders must be submitted by the agency via an OTS Ivanti **EUC Hardware Line of Service** procurement ticket and based on the OTS standard models and pricing. The applicable hardware service code and monthly rate should be included in the ticket.
- Tickets for computer devices should be entered separately from tickets requesting peripherals (see peripheral devices below).
- Laptop, Desktop, and Tablet computers will be owned and asset-tagged by OTS and billed monthly based on the rates listed in this catalog.
- Agencies may only purchase/own computers directly when grant-funded and the grant specifically requires the purchasing of equipment, or with pre-approval from the OTS CIO.
- Requests for devices will be fulfilled from existing stock or new orders as determined by OTS. A request for a device may not be filled by a brand-new device.
- Laptops will be issued without a carrying case. If one is needed, agencies may follow the peripheral ordering process to purchase cases as necessary.





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## Line of Service Descriptions - Updated 3/15/2026

### PRO 24 ALL-IN-ONE DESKTOP

The all-in-one desktop computer is appropriate for users who primarily need standard software including Email, Microsoft Office, internet applications and common agency applications with a preference or need for a reduced footprint on the desktop and without the need for mobility. This device is a computer built into a 24" monitor as a single unit and has onboard Wireless for access to Wi-Fi networks + Bluetooth along with a wired network port, USB, Digital Display and HDMI ports built into the back of the monitor.

\*One 24" Monitor is included.

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154127	\$26.25	Per Device

#### Hardware Specifications:

- Intel Core Ultra 7 or equivalent processor
- 32GB Memory
- 512GB Solid State Drive (SSD)
- Wi-Fi + Bluetooth
- 24" class FHD Non-Touch monitor with built-in camera
- Integrated graphics card
- Wired keyboard and mouse





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## Line of Service Descriptions - Updated 3/15/2026

### PRO MICRO DESKTOP

The Pro Micro Desktop computer is appropriate for users who primarily need standard software including Email, Microsoft Office, internet applications and common agency applications with a preference or need for a reduced footprint on the desktop and without the need for mobility. This device is an ultracompact desktop with an onboard wireless card for access to Wi-Fi networks + Bluetooth.

**\*Monitors are not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154128	\$21.25	Per Device

#### Hardware Specifications:

- Intel Core Ultra 7 or equivalent processor
- 32GB Memory
- 512GB Solid State Drive (SSD)
- Integrated graphics card
- Wi-Fi built-in
- Micro form factor case
- Wired keyboard and mouse





# END USER COMPUTING - SERVICE CATALOG

## Line of Service Descriptions - Updated 3/15/2026

### PRO DESKTOP

The Pro Max Desktop computer is appropriate for power users who need a tower sized desktop to accommodate the installation of required add-on components to run specialized hardware configurations and advanced applications in addition to standard Email, Microsoft Office, internet applications and standard agency applications without the need for mobility. This device has enhanced resources including increased storage and a higher performance video graphics card.

**\*Monitors are not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154129	\$27.50	Per Device

#### Hardware Specifications:

- Intel Core Ultra 7 or equivalent processor
- 32GB Memory
- 512GB Solid State Drive (SSD)
- Integrated graphics card
- Tower form factor case
- Wired keyboard and mouse





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### Line of Service Descriptions - Updated 3/15/2026

### PRO 12 RUGGED TABLET

The Pro 12 rugged tablet is appropriate for users who need the mobility of a handheld touchscreen with a ruggedized case providing IP-65 rated protection from dust, dirt, water and drops and can be used in extreme weather. This Windows based tablet has an option to activate 4G broadband services in addition to Wi-Fi networks and provides high performance access to internet based applications along with Email, Microsoft Office, and common agency applications.

**\*Docking station, carrying case, keyboard and mouse are not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154137	\$50.00	Per Device

#### Hardware Specifications:

- 12" FHD Touchscreen
- Intel Core i7 or equivalent processor
- 32GB Memory
- 512GB Solid State Drive (SSD)
- Onboard 4G LTE broadband (requires AT&T or Verizon data activation)
- Intel Wi-Fi 6
- Integrated graphics card
- 2-cell battery





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## Line of Service Descriptions - Updated 3/15/2026

### PRO 14 LAPTOP

The Pro 14 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, carrying case, keyboard and mouse are not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154130	\$24.25	Per Device

#### Hardware Specifications:

- 14" Non-Touch FHD+ LCD display
- Intel Core Ultra 7 or equivalent processor
- 32GB Memory
- 512GB Solid State Drive (SSD)
- Integrated graphics card
- Intel Wi-Fi 6E
- 3-cell battery





# END USER COMPUTING - SERVICE CATALOG

## Line of Service Descriptions - Updated 3/15/2026

### PRO 14 ULTRABOOK

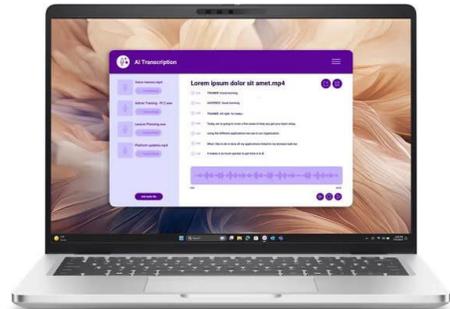
The Pro 14 Ultrabook tablet is appropriate for users who need touch screen capability, ultra-portable mobility and onboard mobile broadband access (via service activation from AT&T or Verizon) to access common agency applications, internet-based applications, standard Email, and Microsoft Office. This 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.

**\*Docking station, carrying case, keyboard and mouse are not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154131	\$32.00	Per Device

#### Hardware Specifications:

- 14" Touchscreen FHD+ LCD convertible display
- Intel Core Ultra 7 or equivalent Processor
- Onboard 4G LTE broadband card (requires ATT or Verizon data activation)
- 32GB Memory
- 512GB Solid State Drive (SSD)
- Integrated graphics card
- Intel Wi-Fi 6E
- 3-cell battery





# END USER COMPUTING - SERVICE CATALOG

## Line of Service Descriptions - Updated 3/15/2026

### PRO 14 RUGGED LAPTOP

The Pro 14 rugged laptop computer is appropriate for users who need mobility with a ruggedized case providing IP-53 rated protection from dust, dirt, water and drops and can be used in extreme weather. It provides high performance access to 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, carrying case, keyboard and mouse are not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154135	\$37.00	Per Device

#### Hardware Specifications:

- 14" Non-Touch FHD+ LCD display
- Intel Core Ultra 7 or equivalent processor
- 32GB Memory
- 512GB Solid State Drive (SSD)
- Integrated graphics card
- Intel Wi-Fi 6E
- 3-cell battery





# END USER COMPUTING - SERVICE CATALOG

## Line of Service Descriptions - Updated 3/15/2026

### PRO 16 LAPTOP

The Pro 16 laptop is appropriate for power users who need mobility with a larger display and an enhanced graphics card to run advanced applications in addition to standard Email, Microsoft Office, and Internet applications. 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, carrying case, keyboard and mouse are not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154132	\$32.75	Per Device

#### Hardware Specifications:

- 16" Non-Touch FHD+ LCD display
- Intel Core Ultra 7 or equivalent processor
- 32GB RAM
- 512GB Solid State Drive (SSD)
- NVIDIA RTX Pro 500 6GB Graphics card
- Intel Wi-Fi 6E
- 10-key numeric keypad
- 6-Cell battery





# END USER COMPUTING - SERVICE CATALOG

## Line of Service Descriptions - Updated 3/15/2026

### PRO 16 ENGINEERING LAPTOP

The Pro 16 Engineering Laptop is appropriate for high end Engineering, Statistical, Programming or other power users who need mobility with a larger display, greater processing power, accelerated graphics card and onboard storage capacity to run advanced applications such a CAD in addition to standard Email, Microsoft Office, and Internet applications. 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 your applications and files.

**\*The Pro Max Docking Station is recommended for use with this device.**

**\*Docking station, carrying case, keyboard and mouse are not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154134	\$73.00	Per Device

#### Hardware Specifications:

- 16" FHD+ non touch screen
- Intel Core Ultra 7 or equivalent processor
- 64GB RAM
- NVIDIA RTX Pro 3000 12GB Graphics
- 1 TB PCIe Solid State Drive
- Intel Wi-Fi 7
- 6-cell Lithium battery





## PERIPHERAL DEVICES

Computer peripherals include monitors, docking stations, keyboards, mice, and carrying cases.

- **Monitors and docking stations are ordered through OTS on behalf of the agency and will be directly billed as a one-time cost to the agency with no additional monthly service charges.**
- **Carrying cases, keyboards, and mice may be ordered through the same method but are not required to be. These are allowed to be purchased by the agency using their standard purchase practices and do not require an Ivanti ticket.**

To order monitors and docking stations, the agency must submit an **OTS Ivanti Standard Purchase** ticket and must use the OTS standard models and pricing. A request outside of the standard models provided in this catalog must include a Technology Policy Exception Request.

**Tickets for peripheral devices should be entered separately from tickets requesting computers, laptops, and tablets.**

All peripherals will be owned and asset-tagged (if necessary) by the agency.

These devices have a minimum 60-month lifecycle for replacement and should remain in place for a longer term as long as the device meets the needs of the agency and can still be used without issues, even though the hardware warranty period has ended.

**\*Peripheral prices are not set by OTS and are subject to change by the vendor.**





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## Line of Service Descriptions - Updated 3/15/2026

### 24" MONITOR

Standard 24" Full HD LED monitor with adjustable stand. Includes a power cable, DisplayPort cable and USB 3.0 upstream cable.

	ONE-TIME COST	BILLING UNIT
OTS direct bill to customer	\$138.00	Per Device

Hardware Specifications:

- 24" FHD Class Display
- HDMI Port
- Display Port
- VGA Connector
- USB Upstream/Downstream
- 1920 x 1080 Resolution





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## Line of Service Descriptions - Updated 3/15/2026

### 24" HUB MONITOR

24" Full HD LED monitor with built-in component hub and adjustable stand. The built-in hub provides up to 90W of USB power delivery via USB-C to accommodate the Pro 14 Laptop models. Includes a power cable, DisplayPort cable and USB 3.0 upstream cable.

	ONE-TIME COST	BILLING UNIT
OTS direct bill to customer	\$183.19	Per Device

#### Hardware Specifications:

- 24" FHD Class Display
- Up to 90W power delivery via usb-c
- HDMI Port
- Display Port
- VGA Connector
- USB Upstream/Downstream
- 1920 x 1080 Resolution





# END USER COMPUTING - SERVICE CATALOG

## Line of Service Descriptions - Updated 3/15/2026

### 27" MONITOR

27" WQHD LED monitor with adjustable stand. Includes a power cable, DisplayPort cable and USB 3.0 upstream cable.

	ONE-TIME COST	BILLING UNIT
OTS direct bill to customer	\$232.00	Per Device

Hardware Specifications:

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





# END USER COMPUTING - SERVICE CATALOG

## Line of Service Descriptions - Updated 3/15/2026

### 27" HUB MONITOR

27" WQHD LED monitor with built-in component hub and adjustable stand. The built-in hub provides up to 90W of USB power delivery via USB-C to accommodate the Pro 14 Laptop models. Includes a power cable, DisplayPort cable and USB 3.0 upstream cable.

	ONE-TIME COST	BILLING UNIT
OTS direct bill to customer	\$243.74	Per Device

#### Hardware Specifications:

- 27" Display
- Up to 90W power delivery via usb-c
- HDMI Port
- Display Port
- VGA Connector
- USB Upstream/Downstream
- 2560x1440 Resolution





# END USER COMPUTING - SERVICE CATALOG

## Line of Service Descriptions - Updated 3/15/2026

### 34" CURVED VIDEO CONFERENCE MONITOR

Ultrasharp Curved 34" Class WQHD LED backlit LCD monitor with InfinityEdge display, built-in web camera, built-in hub components, and adjustable stand. Includes a power cable, DisplayPort cable and USB 3.0 upstream cable.

	ONE-TIME COST	BILLING UNIT
OTS direct bill to customer	\$523.00	Per Device

#### Hardware Specifications:

- 34" Class WQHD LED Curved Display
- Web camera
- Up to 90 watt power delivery
- 1 HDMI Port
- 1 Display Port
- USB Upstream/Downstream
- 3840x1600 Resolution
- 1 RJ45 1GB Ethernet Port





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## Line of Service Descriptions - Updated 3/15/2026

### 34" CURVED HUB MONITOR

Ultrasharp Curved 34" Class WQHD LED backlit LCD monitor with InfinityEdge display, built-in hub components, and adjustable stand. Includes a power cable, DisplayPort cable and USB 3.0 upstream cable.

	ONE-TIME COST	BILLING UNIT
OTS direct bill to customer	\$599.00	Per Device

#### Hardware Specifications:

- 34" Class WQHD LED Curved Display
- Web camera
- Up to 90 watt power delivery
- 1 HDMI Port
- 1 Display Port
- 1 Thunderbolt upstream port
- 1 Thunderbolt downstream port
- 1 USB-C upstream port
- 4 USB-A downstream ports
- 3440x1440 Resolution
- 1 RJ45 1GB Ethernet Port
- 1 Audio line-out port





# END USER COMPUTING - SERVICE CATALOG

## Line of Service Descriptions - Updated 3/15/2026

### DOCKING STATION

Thunderbolt 4 smart dock USB-C docking station. Compatible with all laptop and mobile devices listed in this catalog.

	ONE-TIME COST	BILLING UNIT
OTS direct bill to customer	\$209.00	Per Device

#### Hardware Specifications:

- Up to 130W power delivery
- Supports multiple monitors
- 2 Display Port interfaces
- 1 HDMI interface
- 4 USB A ports
- 1 USB C port
- 2 Thunderbolt 4 ports
- Speaker output (rear)
- Combo audio (front)
- Gigabit Ethernet
- Kensington Lock Slot





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## Line of Service Descriptions - Updated 3/15/2026

### PRO MAX DOCKING STATION

Thunderbolt 4 smart dock USB-C docking station. Compatible with all laptop and mobile devices listed in this catalog.

**\*Recommended for the Pro 16 Engineering Laptop**

	ONE-TIME COST	BILLING UNIT
OTS direct bill to customer	\$315.81	Per Device

#### Hardware Specifications:

- Up to 330W power delivery
- Supports multiple monitors
- 2 Display Port interfaces
- 1 HDMI interface
- 4 USB A ports
- 1 USB C port
- 2 Thunderbolt 4 ports
- Speaker output (rear)
- Combo audio (front)
- 2.5 Gigabit Ethernet
- Kensington Lock Slot

