



# END USER COMPUTING

## Agency Purchased Hardware

**All endpoint related hardware purchase requests should be reviewed and approved by EUC staff prior to placing an order.** Any new or non-standard model device must be evaluated by OTS Information Security and EUC prior to initiating a purchase to ensure compatibility and compliance with our software and security requirements. Non-standard hardware purchased from non-standard vendors may not be covered under an extended warranty and may not have vendor support for hardware issues or failures. If approved for purchase, these devices without proper vendor support will only be supported by EUC technicians on a best effort basis.

The agency is accountable for their purchased hardware. These devices are supported by EUC but EUC is not responsible for the inventory and property control related activities, those should be handled by the agency Property Control coordinators. The agency's LaGov inventory record is considered the source of record for all purchased devices in the agency's computer fleet.

Hardware purchased by agencies is not provisioned through the EUC 'Device as a Service' hardware model at a fixed monthly rate and therefore does not include the following costs of operation:

- Warehouse Receiving
- Delivery to customers
- Asset/Property tagging
- Property Control
- Inventory Management
- Office of Risk Management Insurance
- Project Management for large deployments or replacements

### **Purchased device Shipping, Receiving and Delivery**

EUC will review the request to purchase equipment and make a decision regarding where items need to be shipped. Computer and laptop devices that need to be imaged may be shipped to the EUC Warehouse with EUC prior approval. The agency will be billed the Technician Personnel Line of Service hourly rate to cover the cost of all hours spent receiving, preparing and delivering this equipment for the agency.

Agency purchased peripherals should not be shipped to the EUC warehouse (monitors, printers and docking stations). Once the agency has received their order and provided it to the user, an Ivanti "Hardware Installation Request" Service Request ticket should be sent and the installation will be scheduled by EUC.

**The agency billable device count for Enterprise Device Support services will be based on the agency's inventory records as listed in the LaGov or other inventory system report. EUC must be informed through an appropriate Ivanti Service Request ticket anytime devices are added or removed from the fleet in order for the billing to be adjusted.**