



User and Device Support Services Description

OVERVIEW

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 Service Desk and Device Management operations statewide. Primary services provided are service desk end user support, onsite user device hardware and software support, hardware imaging and deployment, network printer and multi-function device support, local equipment moves and basic support for training labs and conference rooms.

Summary of Included Services:

1. [End User Support](#)
2. [Device Software and Hardware Support](#)
3. [Device Configuration Management](#)
4. [Network Printers and Multi-Function Devices Support](#)
5. [Local Equipment Moves](#)
6. [Conference Room / Training Lab Setup and Support](#)

General	
Availability	Core business Hours: Mon-Friday, 6:00am to 6:00pm
After Hours 24x7 Support	EUC will provide after-hours Service Desk phone support 24x7 to resolve basic problems or escalate reports of major issues to on-call staff
Best Contact Methods	Telephone: 225-219-6900 or 844-219-6900 (Toll Free) Web Service Portal: https://otssupport.la.gov
Secondary Contact Method	Email: otssupport@la.gov
Automated Call Distribution System	Interactive phone system for calls to be placed by any OTS customers to request assistance with any OTS related incidents and requests 225-219-6900; 844-219-6900
Service Management System	Web service portal for tickets to be issued by any customer to request assistance with any OTS related incidents and requests https://otssupport.la.gov
Remote Support	EUC will use tools which will allow our Service Desk and Field Support teams to provide remote support to statewide office locations
Onsite Support	EUC will provide on-site support with regional technicians statewide to resolve end user device issues that cannot be resolved remotely



End User Computing – **SUPPORT SERVICES**

July 2020 – June 2021

1. End User Support
ENTERPRISE SERVICE DESK - PHONE SUPPORT
Contact Methods: Telephone, Web Service Portal and Email
User Account Management (Update/Modify Account Information, Password Resets and Unlocks)
Basic and complex computer hardware troubleshooting - Supported hardware includes state issued or authorized desktops, laptops, tablets, docking stations and monitors
Basic and complex computer software troubleshooting – state issued or authorized software and applications
Provide users with ticket status information
Ticket routing and escalation between support teams
Remote desktop control to resolve computer issues
Basic "How To" instructions and User Self-Service Guides
Coordinating resolution of Executive VIP requests
*See Device Hardware and Software Support in section 2
STATEWIDE FIELD OPERATIONS – ONSITE and REMOTE SUPPORT
Contact Methods: Web Service Portal
Complex computer hardware troubleshooting - Supported hardware includes state issued or authorized desktops, laptops, tablets, docking stations and monitors
Complex computer software troubleshooting – state issued or authorized software and applications
Remote desktop control to resolve computer issues
Hardware deployments
Coordination with internal and external support teams for issue resolution
Device sanitization
*See Device Hardware and Software Support in section 2



2. Device Hardware and Software Support	
Operating System Support	Support the state standard operating system on all approved devices for in-scope agencies. This will include vendor updates and out of band updates, all operating system troubleshooting, and upgrades to those operating systems in the future. This will include 32 bit and 64 bit operating systems.
Productivity Suite Support	Support a standard productivity suite. The applications included in this suite are Word Processing, Spreadsheet, Presentation, and Email packages. This will include troubleshooting and upgrades to the most current versions in the future. This does not include formal training.
Non-Standard Software Installations	Install and support software which is authorized for use by OTS and the agencies.
VPN and Remote Access Support	Provide and support VPN and other remote access client software on state owned devices. Installation and configuration instructions will be provided for VPN users on non-state equipment.
Hardware Support and Maintenance	Provide hardware support including installation, diagnostics, troubleshooting, part replacement, delivery, warranty part management and limited equipment moves. The standard supported items are Windows based computers, laptops, tablets and all internal parts and external peripherals [Examples include: Monitor, Docking station, keyboard/mouse, video cards, hard drives, RAM, etc.
Local Network and Server Support	Provide basic troubleshooting and support in cooperation with OTS and third party server and network infrastructure support teams for network and server equipment located in OTS customer field offices around the state.
Hardware Device Sanitization	Provide data sanitization services pursuant to DOA Policy #22. Click here for link to Policy.



3. Device Configuration Management	
Active Directory Objects	Manage user and device memberships on the state Active Directory domains.
Endpoint Security	Deploy desktop security solutions which will help prevent malware and malicious attacks. OTS will manage anti-virus software and will provide troubleshooting of malware and virus cleanup through the anti-virus software and other third party tools. OTS will manage hard disk and device encryption where applicable.
Image Management	Centralized image development, standardization and maintenance which includes coordination with Information Security and other OTS teams to evaluate, test and approve baseline changes.
Software and Patch Distribution	Centralized software package development, testing and deployment. Software inventory management, patch management, policy management and reporting.
Profile Management	Provide user profile management.
IT Asset Tracking	Provide detailed data about IT assets including: hardware specifications and warranties, software licensing, installed applications and their versions, and locations.
Hardware Evaluation	Evaluate hardware to ensure the equipment meets end user requirements and OTS standards.



4. Network Printing and Multi-Function Device Installation	
Printer and Multi-Function Devices	<p>OTS will perform initial installation and setup of network printer and multi-function (print, scan, copy) devices. This includes the following: Configuration of new and replacement printers as well as configuration of multi-function unit network scanners (address book, scan-to-email and scan-to-folder). OTS will also provide standard onsite and phone support for troubleshooting issues or coordinating service calls with vendors.</p> <p>*Desktop printers are supported as a best effort only and not a line of service. Installation, maintenance and support for any local desktop printers and local or standalone scanners are billed separately at the current OTS standard hourly rate for a Technical Support Specialist.</p>

5. Local Equipment Moves	
Desktop Computer Equipment Relocation	<p>OTS will assist with supported desktop hardware relocation during localized office moves and reorganization. This includes reconfiguration of network settings on devices moved and reconnection of peripherals.</p> <p>*Movement of computers, printers and associated peripherals between cubes, offices and floors inside the same office building is included.</p> <p>*OTS must be notified prior the relocation or re-assignment of equipment</p> <p>*Equipment moves between office buildings must be performed by a third party</p>



6. Conference Room / Training Lab Setup and Support	
CONFERENCE ROOMS	
Local Presentations	Assist users with departmental state issued laptops or other devices and presentations
Video and/or Audio Conferencing	Setup and Troubleshoot Connectivity
Device Support	Standard Desktop Support Services
TRAINING LABS	
Training Lab Setup	Install computer, printer and peripheral equipment
Device Configuration	Deploy software and configuration as required for training purposes
Audio/Video	Basic troubleshooting of issues with presentation equipment
Device Support	Standard Desktop Support Services

7. Projects / Other Services
<p>The services listed below are sample services that can be provided at the current hourly rate for an OTS Technical Support Specialist. These are not included in the Enterprise Desktop Support line of service rate and may be provided as best effort support and billed separately:</p> <ul style="list-style-type: none"> • Conference or event support • Non-windows tablet support • Smartphone support • Camera and Video security systems • Video conferencing equipment