



# END USER COMPUTING - CATALOG OF SERVICES

Descriptions and Rates - Effective July 1, 2023

<b>SUPPORT LINES OF SERVICE</b>	<b>2</b>
ENTERPRISE DEVICE SUPPORT	3
NETWORK COPIER and WARRANTIED PRINTER SUPPORT	4
ENTERPRISE MOBILE DEVICE MANAGEMENT	5
MULTI-FACTOR AUTHENTICATION	6
SPECIAL PROJECTS	7
<b>COMPUTER LINES OF SERVICE</b>	<b>8</b>
STANDARD DESKTOP COMPUTER	9
ALL-IN-ONE ENHANCED DESKTOP COMPUTER	10
ENHANCED DESKTOP COMPUTER	11
STANDARD LAPTOP	12
ENHANCED LAPTOP	13
MOBILE WORKSTATION	14
ENGINEERING MOBILE WORKSTATION	15
STANDARD ULTRABOOK	16
ENHANCED ULTRABOOK	17
STANDARD CONVERTIBLE TABLET	18
STANDARD MONITOR	19
ENHANCED MONITOR	20
CURVED MONITOR	21
DOCKING STATION	22





# END USER COMPUTING - CATALOG OF SERVICES

## Line of Service Descriptions - Effective July 1, 2023

### 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
Secondary 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.





# END USER COMPUTING - CATALOG OF SERVICES

## Line of Service Descriptions - Effective July 1, 2023

### ENTERPRISE DEVICE SUPPORT

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

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

This support service applies to existing actively used devices that have been issued through the hardware line of service (DaaS) and devices that were purchased by the agency. 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

EUC must be contacted by submitting an Ivanti "Decommission a Computer" 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.

Devices that are being decommissioned and held by the agency as spare inventory will be sanitized and the Enterprise Device Support services will be removed from the agency bill. When the agency determines the device needs to be placed back into service, the Ivanti Move/Reassign Service Request should be sent to notify EUC of the new assignment. The device will be imaged and deployed and added back to the monthly bill for EUC Enterprise Device support services.





# END USER COMPUTING - CATALOG OF SERVICES

## Line of Service Descriptions - Effective July 1, 2023

Devices that are stored long term for disaster response purposes will not be billed to the agency until placed in service. When the agency determines the device needs to be placed back into service, the Move/Reassign service request should be sent to notify EUC of the return to service. The device will be imaged and deployed and added back to the monthly bill for EUC Enterprise Device support services.

### 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	\$30	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





# END USER COMPUTING - CATALOG OF SERVICES

Line of Service Descriptions - Effective July 1, 2023

## 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





# END USER COMPUTING - CATALOG OF SERVICES

## Line of Service Descriptions - Effective July 1, 2023

### 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





# END USER COMPUTING - CATALOG OF SERVICES

## Line of Service Descriptions - Effective July 1, 2023

### 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	\$65	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 - CATALOG OF SERVICES

## Line of Service Descriptions - Effective July 1, 2023

### COMPUTER LINES OF SERVICE

All EUC managed computer based hardware is ordered and deployed following the Device as a Service (DAAS) model. Each device model falls into a class of hardware with pre-established specifications, approved hardware configuration and monthly cost for the device.

The monthly cost for the device covers the hardware, visibility software, property control, delivery, distribution, and vendor warranty coverage. The device vendor warranty covers all hardware failures and repairs incurred through normal usage for the full term the device is deployed. The cost to replace hardware that has failed or is broken as a result of obvious misuse of the equipment by a customer will be billed to the customer agency. Note: Laptop Batteries are considered consumables and are not warrantied for the same term as the laptop. When a battery fails outside of the battery warranty period, the cost of a replacement battery will be billed to the customer agency.

Computers and software included in these hardware lines of service are owned by the Office of Technology Services. Unless noted below, these standard model devices are kept in stock at the EUC warehouse to allow for faster order fulfillment.

The life cycle for device replacement with a new model is a minimum of 48 months up to 60 months and is expected to remain in service with the customer for the full minimum 48 month term. EUC staff will contact customers to plan for device replacements at the appropriate time based on the life cycle schedule and availability of equipment. Device replacements will be scheduled and coordinated by EUC staff.

All hardware orders should be placed following the OTS procurement process in the Ivanti customer service portal and reference the applicable hardware service code and monthly rate. Additional information about the EUC DaaS policy is available here: [Device as a Service Description](#)







# END USER COMPUTING - CATALOG OF SERVICES

## Line of Service Descriptions - Effective July 1, 2023

### STANDARD DESKTOP COMPUTER

The standard desktop computer is appropriate for most staff who primarily need Email, Microsoft Office, internet applications and common agency applications without the need for mobility.

\*Monitors are not included.

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154101	\$25	Per Device

#### Hardware Specifications:

- Intel Core i5 or equivalent processor
- 8GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- Wi-Fi built-in
- Micro form factor case
- Wired keyboard and mouse





# END USER COMPUTING - CATALOG OF SERVICES

Line of Service Descriptions - Effective July 1, 2023

## ALL-IN-ONE ENHANCED DESKTOP COMPUTER

The all-in-one desktop computer is appropriate for most staff who primarily need Email, Microsoft Office, internet applications and common agency applications without the need for mobility along with a reduced footprint on the desktop. This device is a computer built into a 24" monitor as a single unit. This device has onboard Wireless + 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
A8154124	\$35	Per Device

### Hardware Specifications:

- Intel Core i7 or equivalent processor
- 16GB Memory
- 256GB Solid State Drive (SSD)
- Wi-Fi + Bluetooth
- 24" class FHD Non-Touch monitor with built-in camera
- Integrated graphics card
- Wired keyboard and mouse





# END USER COMPUTING - CATALOG OF SERVICES

Line of Service Descriptions - Effective July 1, 2023

## ENHANCED DESKTOP COMPUTER

The enhanced desktop computer is appropriate for power users who need to run advanced applications in addition to standard Email, Microsoft Office, internet applications and standard agency applications without the need for mobility.

**\*Monitors are not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154100	\$30	Per Device

### Hardware Specifications:

- Intel Core i7 or equivalent processor
- 16GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- Wi-Fi built-in
- Micro form factor case
- Wired keyboard and mouse





# END USER COMPUTING - CATALOG OF SERVICES

Line of Service Descriptions - Effective July 1, 2023

## STANDARD LAPTOP

The standard 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, keyboard and mouse are not included.

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154108	\$35	Per Device

### Hardware Specifications:

- 14" Non-Touch LCD display
- Intel Core i5 or equivalent processor
- 8GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- 3-cell battery
- Carrying case





# END USER COMPUTING - CATALOG OF SERVICES

## Line of Service Descriptions - Effective July 1, 2023

### ENHANCED LAPTOP

The enhanced laptop is appropriate for Executive, Engineering, Statistical, Programming or other power users who need advanced applications in addition to standard Email, Microsoft Office, Internet 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, keyboard and mouse are not included.

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154106	\$40	Per Device

#### Hardware Specifications:

- 14" Non-Touch LCD display
- Intel Core i7 or equivalent processor
- 16GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- 3-cell battery
- Carrying case





# END USER COMPUTING - CATALOG OF SERVICES

Line of Service Descriptions - Effective July 1, 2023

## MOBILE WORKSTATION

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

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154109	\$50	Per Device

### Hardware Specifications:

- 15.6" Non-Touch LCD display
- Intel Core i7 or equivalent processor
- 16GB RAM
- 256GB Solid State Drive (SSD)
- NVIDIA 2GB Enhanced Graphics card
- 4-Cell battery
- Carrying case





# END USER COMPUTING - CATALOG OF SERVICES

Line of Service Descriptions - Effective July 1, 2023

## ENGINEERING MOBILE WORKSTATION

The mobile workstation is appropriate for high end Engineering, Statistical, Programming or other power users who need 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, Internet along with the need for mobility. 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, keyboard and mouse are not included.**

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154123	\$125	Per Device

### Hardware Specifications:

- 17" FHD+ non touch screen
- Intel Core i9 or equivalent processor
- 64GB RAM
- NVIDIA RTX A3000 12 GB Graphics
- 1 TB PCIe Solid State Drive
- 6-cell Lithium battery
- Carrying case





# END USER COMPUTING - CATALOG OF SERVICES

## Line of Service Descriptions - Effective July 1, 2023

### STANDARD ULTRABOOK

The standard ultrabook tablet is appropriate for users who primarily need internet based applications that are accessed using an internet browser along with the need for standard Email, Microsoft Office, touch screen functionality and ultra-mobility. This ultra portable 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. This tablet also has the capability for LTE mobile data service onboard with activation from AT&T or Verizon service providers.

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

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154116	\$40	Per Device

#### Hardware Specifications:

- 13" Touchscreen LCD convertible display
- Onboard LTE card (requires ATT or Verizon data activation)
- Intel Core i5 or equivalent processor
- 8GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- 4-cell battery
- Carrying case







# END USER COMPUTING - CATALOG OF SERVICES

Line of Service Descriptions - Effective July 1, 2023

## ENHANCED ULTRABOOK

This enhanced ultrabook tablet is appropriate for users who primarily need internet based applications that are accessed using an internet browser along with the need for standard Email, Microsoft Office, touch screen functionality and ultra-mobility. This ultra-portable 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. This tablet also has the capability for LTE mobile data service onboard with activation from AT&T or Verizon service providers.

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

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154119	\$55	Per Device

### Hardware Specifications:

- 14" Touchscreen LCD convertible display
- Onboard LTE card (requires ATT or Verizon data activation)
- Intel Core i7 or equivalent processor
- 16GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- 4-cell battery
- Carrying case





# END USER COMPUTING - CATALOG OF SERVICES

## Line of Service Descriptions - Effective July 1, 2023

### STANDARD CONVERTIBLE TABLET

The convertible tablet is appropriate for users who primarily need internet based applications along with the need for standard Email, Microsoft Office, touch screen functionality and ultra-mobility. This ultra-portable 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. This tablet also has the capability for LTE mobile data service onboard with activation from AT&T or Verizon service providers.

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

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154118	\$58	Per Device

#### Hardware Specifications:

- 13" Touchscreen LCD convertible display with detachable keyboard
- Onboard LTE card (requires ATT or Verizon data activation)
- Power Bank USB-C adapter
- Intel Core i5 or equivalent processor
- 8GB Memory
- 256GB Solid State Drive (SSD)
- Integrated graphics card
- 4-cell battery
- Carrying case





# END USER COMPUTING - CATALOG OF SERVICES

Line of Service Descriptions - Effective July 1, 2023

## STANDARD MONITOR

Standard 24" LED-backlit LCD monitor with adjustable stand. Includes a power cable, DisplayPort cable and USB 3.0 upstream cable.

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154110	\$5	Per Device

Hardware Specifications:

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





# END USER COMPUTING - CATALOG OF SERVICES

Line of Service Descriptions - Effective July 1, 2023

## ENHANCED MONITOR

Enhanced 27" QHD WLED monitor with adjustable stand. Includes a power cable, DisplayPort cable and USB 3.0 upstream cable.

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154112	\$10	Per Device

Hardware Specifications:

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





# END USER COMPUTING - CATALOG OF SERVICES

Line of Service Descriptions - Effective July 1, 2023

## CURVED MONITOR

Ultrasharp Curved 34-38" Class LED backlit LCD monitor with InfinityEdge display and adjustable stand. Includes a power cable, DisplayPort cable and USB 3.0 upstream cable.

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154111	\$26	Per Device

Hardware Specifications:

- 34-38" Class LED Curved Display
- 2 HDMI Ports
- Display Port
- USB Upstream/Downstream
- 3840x1600 Resolution





# END USER COMPUTING - CATALOG OF SERVICES

Line of Service Descriptions - Effective July 1, 2023

## DOCKING STATION

USB-C laptop and mobile workstation docking station bundle with Keyboard, Mouse and Video cable included. Compatible with all laptop and mobile devices listed in this catalog.

SERVICE CODE	MONTHLY RATE	BILLING UNIT
A8154104	\$6.50	Per Device

### Hardware Specifications:

- Supports 3 monitors
- Two USB 2.0 ports
- Three USB 3.0 ports
- Thunderbolt 3 (USB-C) port
- Speaker output (rear)
- Combo audio (front)
- Gigabit Ethernet
- Kensington Lock Slot

