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DESKTOP SERVICES (NEW ENTERPRISE)

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DTS provides desktop services for government-owned desktop devices that reside in the customer environment and access the State's business systems. Equipment such as notebook PCs, desktop PCs, monitors, docking stations, external media drives, system printers etc. are included. Support begins at the customers data jack and continues up to and through to the desktop device.

DESKTOP/SERVICE DESK FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Desktop Services	<p>Includes:</p> <ul style="list-style-type: none"> • Initial setup, configuration and installation of desktop computer hardware and peripherals. May also include cabling from the wiring closet to the jack where desktop is installed, and cable wiring from the jack to the actual desktop equipment depending on location. Some wiring and network connectivity will be coordinated with DTS network support personnel. • Installation, configuration, and troubleshooting on desktop equipment of a business required set of software applications used on the desktop. • Customer support for operational issues, questions, and concerns. • Operating system support and maintenance, including troubleshooting and installation of software patches or updates. • Operating system upgrades.
Hardware Refresh	DTS recommends, whenever possible, that hardware be updated or refreshed every three years.
Incident Tracking System	<p>Requests and problems are managed with the BMC Remedy ITSM applications. DTS Service Desk hours are Monday through Thursday, 7:00 a.m. – 6: p.m. Hours of support vary by product and metrics.</p> <p>Customer requests/problems are assigned a unique identifier and tracked to completion or resolution. Tracking incidents enables DTS to discover, analyze, and eliminate common problems in the computing environment.</p>

Ticket Escalation	Ticket escalation is based on the importance and degradation of the application/service/hardware and the size of the group of customers affected.
Ticket Point of Contact	The person or team responsible for managing tickets in a particular work group.
Daily Communication	<ul style="list-style-type: none"> The customer may contact the DTS Service Desk for a status on an open ticket/request 24x7. Valuable information and statistics are provided to other units in IT for future planning and preparation.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Hardware Purchasing and Ownership	The purchase of supported devices is the responsibility of the agencies. Purchases are facilitated through DTS; however, the agency has the responsibility to pay for the equipment. DTS should be consulted whenever equipment is purchased to ensure compatibility.
Server Administration, Management, Maintenance and Upgrades	For more information on server administration, management, maintenance and upgrades, refer to the product description for Server Administration.
Software Licenses	Each customer agency is responsible for purchasing and maintaining software licenses. This includes: <ul style="list-style-type: none"> Per-user license, All Microsoft Office software, All operating system software used on the desktop or notebook, Anti-virus client software, Any other software required by the customer-agency business practices and server resident applications, and Any other software used on the desktop or notebook PCs,
Support for Telecommuters	<ul style="list-style-type: none"> DTS does not provide support to telecommuters at the home. Per policy, the employee is required to bring equipment into the office for support if support cannot be provided remotely.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Desktop Services	As described above.	\$63.00/device/month

ORDERING AND PROVISIONING

To utilize Desktop Services support, contact the DTS [Customer Relationship Manager](#) (CRM) for the agency to discuss the hardware and software that will be supported and to create an inventory list.

DTS RESPONSIBILITIES

DTS has the responsibility to:

- Provide support during published hours for questions and/or problems through the DTS Help Desk.
- Maintain applicable vendor contracts for products and services provided.
- Notify customers through the DTS change management process of any changes to the product.
- Provide the customer agency notification of scheduled downtime prior to upgrades or maintenance whenever possible.

AGENCY RESPONSIBILITIES

The customer agency has the responsibility to:

- Verify billing statement is correct each month and submit any questions via a Remedy ticket through the DTS Help Desk.
- Log all incidents including the appropriate HD ticket number.
- Provide DTS with a monthly device count for billing purposes.
- Purchase all software licenses prior to DTS support.
- Pay for all Master License Agreement (MLA) licenses and quarterly maintenance fees.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Enterprise Service Desk are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage vary by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low Priority – 1 Business hour	75%	Low priority – 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority – 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority – 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority – 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey groups and the level of satisfaction of users by agencies.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	> 4.2 on a scale of 0 - 5
Percentage of respondents satisfied or better with service received	93% of respondents satisfied