

Device Leasing (PCs, Laptops)

Network Services Open Systems

December 23, 2016

1. Rate

Package Type	Rate/Month	Life Cycle
Standard Desktop Leasing Package	\$75	4 Years
Performance Desktop Leasing Package	\$85	4 Years
Standard Portable Leasing Package	\$105	3 Years
Performance Portable Leasing Package	\$115	3.25 Years

2. General Overview:

PC/Laptop Standard Configurations

The Office of the CIO purchases standard configurations for its desktop and laptop leasing options. Follow the links below to view current available options:

HP: http://gem.compaq.com/gemstore/home.asp?jumpid=va_r3962_nebraska/b2bvanity

Dell: <http://www.dell.com/Account/us/en/RC1213171/> Dell Premier logon information required. Please contact the OIO Service Desk if you need logon assistance.

3. Service Description:

Managed Domain Service

- User home directory and/or agency shared storage, including backup and restore services
- Workstation patch management and deployment
- Managed Antivirus service
- Endpoint license
- Software deployment and configuration
- Centralized management of definitions
- Monitoring of infections and threats
- Deployment services, including standard packages for the Microsoft Office suite and others.
(Development/testing of specialized packages will be billed at the Server Support rate, deployment of final package to workstation is included in the Domain Managed Service rate.)

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- Print server support from a hardware, software, and administrator perspective

Unlimited Desktop Support

- Initial setup and configuration
- Surplus of equipment at end of life, including “wiping” of all data from the hard drive and physical removal
- Technical support for hardware, operating system and standard applications
- Microsoft Office Suite
- Acrobat Reader
- Skype for Business
- No “unplanned bills” due to hardware or standard software problems
- Should your equipment require repair, we can provide a loaner workstation or laptop while parts are being shipped from the manufacturer.
- If you are a customer of this service and need to lease a device on a month to month basis for a defined period of time less than the life cycles as described in Section 1 above, then you will be charged the rate also listed in Section 1.

Software

- Microsoft Windows 7 Professional or higher
- Microsoft Office Professional Plus

4. Roles and Responsibilities:

The service is managed and monitored by the Office of the CIO.

5. Requesting Service

Requests are made using the Service Desk Ticketing system. Contact the OCIO Service Desk at 402-471-4636 or by email at cio.help@nebraska.gov.

6. Billing Information:

The Office of the CIO uses a system of Billing Accounts, Job Codes and Work Orders for authorizing work and tracking costs for specific projects. Customers may designate which job code and work order to use or request a new job code and work order if necessary. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the agency.

7. Service Hours, Response Times and Escalation:

Customers may contact the Service Desk 24x7 using the contact information below. Customers can also view the Service Desk Website and open service requests by visiting <http://www.cio.nebraska.gov/helpdesk/index.html>.

For further information, please contact:

Office of the CIO Service Desk
cio.help@nebraska.gov
402-471-4636 or 800-982-2468