The content of this page is based upon a mutual agreement between ITD and the IT Coordinators Council. In conjunction with ITD's Enterprise Service Level Agreement, it acts as a Service Level Agreement between ITD and customers utilizing Desktop Support services.

Asset Management

ITD Responsibilities

- Procure and provide primary Desktop Support Hardware (laptops, desktops, docking stations, keyboards, mice, and up to two monitors per user)
- Procure and provide IT software (Windows, Office 365 Pro Plus, anti-virus, and encryption)
- Manage and maintain all ITD provided hardware and software licensing
- Manage and maintain all ITD provided hardware and software inventory records
- Dispose of all ITD provided hardware and software assets
- Ensure alignment with the PC Life Cycle Guideline

Customer Responsibilities

- Procure all IT hardware and software not specifically provided by ITD (printers, tablets, smartphones, etc.)
- Manage and maintain agency-specific software
- Provide ITD with full access to software license keys
- Dispose of all agency-specific hardware and software assets

Within the context of ND Century Code (Chapter 54-59-22.1) and the PC Life Cycle Guideline, ITD will transfer ownership of desktop assets back to agencies upon mutual termination of this agreement.

Hardware and Software Deployment

ITD Responsibilities

- Set up all computer and printer hardware, in accordance with the EA Desktop Application Suite Standard and EA Operating Systems Standard
- Deploy Windows System Center Configuration Manager and WSUS (when appropriate) for patching, updating, and remote management of computers, in accordance with the EA Management Suite Standard and the EA Operating Systems Standard
- Deploy Endpoint Encryption (when available) on mobile devices, in accordance with the EA Encryption Standard
- Deploy Anti-Virus/Spyware and Personal Firewalls (when available), in accordance with the EA Anti-Virus/Malware Standard
- Deploy Mobile Device Management to secure and maintain tablets and smartphones, in accordance with the EA Mobile Device Access Control Standard

- Deploy a client-based Virtual Private Network (VPN) as requested to connect from a remote location to the state network, in accordance with the EA Remote Access Standard
- Assist customers in obtaining Desktop Basic Training regarding standard computer hardware/software

Device Support and Management

ITD Responsibilities

- Provide all support and maintenance for both ITD and agency owned desktops, laptops, tablets, cellular devices, printers, and miscellaneous computer equipment. This includes diagnosing, repairing, patching, and upgrading all software and devices to ensure optimal performance.
- Configure security privileges for network shares and subfolders
- Conduct research and make recommendations to customers regarding desktop support and maintenance
- Provide customers with incident metrics upon request

Customer Responsibilities

- Ensure all employees have completed security training, in accordance with the EA Employee Security Awareness Standard
- Ensure all employees have completed an Online Password Information Form
- Report incidents to the Service Desk prior to any work being conducted by ITD
- Submit service requests using ITD's online Work Management System (WMS)

Access/Authorization Management

IT Responsibilities

- Unlock and reset passwords, in accordance with the EA Access Control Standard
- Create and maintain computers, security groups, and users, in accordance with the EA Active Directory Standard

Business Continuity

Each agency is responsible for determining, communicating, and funding its Disaster Recovery Plan for desktop services. ITD's role is to provide the infrastructure necessary to support the plan and to assist agencies with executing the plan in the event of a disaster.

In lieu of an agency-specific plan, ITD will put forth its *best-effort* to restore service in a timely manner and to keep customers informed of progress. However, the estimated Recovery Time Objective (RTO) for desktop service is 3-8 weeks; depending on hardware availability and staffing priorities.

One effective and economical option is deploying laptops instead of desktops. In addition to all of the other mobility benefits, laptops (in the possession of staff) can greatly improve an agency's disaster recovery posture.

Consent

On August 12, 2015, the Information Technology Department and the IT Coordinators Council (ITCC) agreed to the terms of this agreement. Additional signatures may be provided as needed.

Name	Title	Organization	Date

Modifications

Date	SLA Modification
2015-11-30	Under ITD Responsibilities for Device Support and Management, clarified that "both ITD and agency owned" devices (including "tablets") qualify