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# DESKTOP SUPPORT

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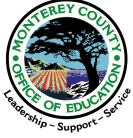
## Service Description

MCOE-TIS provides Desktop Support for authorized computing devices, and associated applications, for the purpose of maintaining a productive computing environment. Desktop Support covers many phases of the computing lifecycle including purchasing guidance, deployment, maintenance, and troubleshooting. Ad-hoc user training is available as part of the troubleshooting and maintenance process.

## What is Included?

This service includes the following:

- Technology purchasing assistance
  - Hardware and software recommendations, and assistance with establishing standards.
  - Hardware and software vendors liaison when deemed necessary by MCOE-TIS management
- Computer setup and installation (new and repurposed)
  - Unpacking and connecting computer components
  - Configuring approved operating system for network connectivity
  - Installation of operating system patches or updates
  - Installation of applications
  - Transfer of data from an existing computer to a new machine. May include data conversion if necessary.
- Comprehensive repair services
  - Troubleshooting
  - Hardware failure support
  - System rebuilds
- Desktop application support
  - Installation and updating of software
  - Troubleshooting of common problems
  - Help with basic usage
  - Support for non-standard applications on case-by-case basis
- Training
  - Informal for individuals and small groups only
- Service Desk
  - Live phone support during normal operating hours (7:30am - 5:00pm M-F)
  - Online service portal and self-help knowledgebase
  - Remote assistance



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## What is Not Included?

This service does not include support for the following:

- Non-standard devices – devices are subject to the standards outlined in the MOU
- Migration or recovery of personal files
- Discouraged/prohibited software
- Execution of Job Duties
- Non-MCOE mobile devices
- Advanced infrastructure services
- Formal training

## How We Charge

Charges are calculated annually and are based on total district device counts. The price per device is based on the following scale:

Total Department Device Count	Desktop / Laptop	Tablet
1 – 99	\$500	\$120
100 - 299	\$400	\$100
300 +	\$300	\$80

## How is the Service Measured?

Key Performance Indicators (KPI) will be utilized to measure MCOE-TIS performance in relation to Desktop Support Services. The following lists the KPIs that will be utilized for this purpose:

Name	How it's Measured	Minimum Levels	Target Levels	Frequency
Mean time to Repair (MTTR) per Priority	MTTR = (Sum of time between incident start and resolution)/Total number of incidents	Urgent = 4 hrs. High = 8 hrs. Med = 5 days Low = N/A	Urgent = 2 hrs. High = 6 hrs. Med = 3 days Low = N/A	Monthly & Cumulatively
<i>Description: a metric that measures the availability of the system during normal operating hours.</i>				
Mean time to Resolution (MTTR) per Priority	MTTR = (Sum of time between service request start and resolution)/Total number of service requests	Urgent = 4 hrs. High = 8 hrs. Med = 5 days Low = N/A	Urgent = 2 hrs. High = 6 hrs. Med = 3 days Low = N/A	Monthly & Cumulatively
<i>Description: Measures the time it takes to fulfill a request or resolve an issue.</i>				
Client satisfaction	Survey instrument utilizing 5 point Likert Scale	Avg. of 4 out of 5	Avg. of 5 out of 5	Quarterly
<i>Description: Subjective measure of client satisfaction based upon a survey instrument.</i>				



# Monterey County Office of Education Technology and Information Services

## Contact Information

<b>Role</b>	<b>Representative</b>	<b>Contact Information</b>
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