# NORTH Dakota
## Be Legendary.™ | Information Technology

# Desktop Support Service Level Agreement

January 2024

In conjunction with NDIT's [Enterprise Service Level Agreement](#), it acts as a [Service](#) [Level](#) [Agreement](#) between NDIT and customers utilizing [Desktop Support](#) services.

## Contents

# Asset Management

## NDIT Responsibilities

NDIT will procure and maintain primary hardware (laptops, desktops, docking stations, standard monitors, standard keyboards and mice) and Windows licensing. NDIT will track and audit assets with an affixed NDIT tag. Ensure alignment with the [PC Life Cycle Guideline.](#)

NDIT is responsible for transferring data and applications from one device to another when a customer is getting a new device.

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

## Customer Responsibilities

- Procure all IT hardware and software not specifically provided by NDIT (printers, tablets, smartphones, etc.).

- Manage and maintain agency specific software.
- Manage and maintain inventory of non NDIT standard equipment.
- Provide NDIT with full access to software license keys.
- Dispose of all agency specific hardware and software assets.
- Work with Agency HR department for ergonomic needs.
- Contacting NDIT prior to equipment going to surplus if concerned about data disposal.
- During a device transfer, the customer is responsible for resetting personal preferences (for example, dark mode and view settings).

# Hardware and Software Deployment

### NDIT Responsibilities
NDIT will set up computers, and mobile devices. This includes installing anti-virus software, implementing endpoint encryption, deploying Windows updates, and enabling users to access the state network. NDIT will assist with joining printers to the network, not the physical installation.

### Customer Responsibilities- Hardware
- Work with appropriate vendor to procure hardware.

### Customer Responsibilities- Software
- Agency responsibility for software – In accordance to hosting best practice and in order to ensure the State can meet the requirements of the [IT Incident, Prevention, Response, and Notification Standard](), NDIT requires that all endpoint installed software applications have a valid support channel and/or is under a current maintenance contract with a vendor.

# Device Support and Management

### NDIT Responsibilities
NDIT will provide ongoing support of computing devices, including diagnosing, repairing, patching, and upgrading all software and devices to ensure optimal performance.

### Customer Responsibilities
- Unlock and reset passwords, in accordance with the [EA Access Control Standard]().
- Utilize NDIT Service Desk, or Service Now portal for requests and reporting incidents.
- Create and maintain computers, security groups, and users, in accordance with the [EA]()

[Active Directory Standard](#).

# Mobile Device Management

**NDIT Responsibilities**
Mobile Device Management (MDM) software secures, monitors, manages, and supports mobile devices deployed across the enterprise. It can apply to both state-owned and employee-owned devices.

**Customer Responsibilities**
- Utilize the ServiceNow system to submit a Cellular Device request for: purchase of new device, update current device, changing customer name on device, update or change features, suspending line for 90 days, or disconnect of line.
- Utilize the ServiceNow system to submit a Generic Service Request – Desktop Services for coordinating drop off of discontinued cellular devices for surplus disposal.

# Modifications

| Date | SLA Modifications |
|---|---|
| **1/16/24** | Added clarifying NDIT responsibilities for device deployment. Added Customer responsibilities for software procurement. |
| **12/2022** | Updated branding, Updated language for the following areas; Asset Management, Hardware and Software Deployment, Device Support and Management. Added Mobile Device Management section. Removed Business Continuity section to remain consistent with the Enterprise Service Level Agreement information. |
| **11/2015** | Under NDIT Responsibilities for Device Support and Management, clarified that "both NDIT and agency owned" devices (including "tablets") qualify |