

# Desktop Support Service Level Agreement



June 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.....                     | 1 |
| NDIT Responsibilities .....               | 1 |
| Customer Responsibilities .....           | 1 |
| Hardware and Software Deployment.....     | 2 |
| NDIT Responsibilities .....               | 2 |
| Customer Responsibilities- Hardware ..... | 2 |
| Customer Responsibilities- Software.....  | 2 |
| Device Support and Management.....        | 2 |
| NDIT Responsibilities .....               | 2 |
| Customer Responsibilities .....           | 2 |
| Mobile Device Management.....             | 3 |
| NDIT Responsibilities .....               | 3 |
| Customer Responsibilities .....           | 3 |
| Modifications .....                       | 4 |

## 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.

### Device Management and Support

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

- Computers will be named with the approved abbreviation of the agency. Examples would be: ITD-0ajBm4WhKFe, HHS-0ajBm4WhKFK, DOT-0ajBm4WhKFJ
- Standard apps will be pinned to the start menu, and our standard lock screen will be applied.
- Office will be installed with the Semi-Annual Enterprise as the update ring.

Patching will be controlled via 3 update rings. These updates are comprised of windows updates as well as driver and BIOS updates. The 3 update rings are:

- Patch Tuesday (Second Tuesday of the month) and applies only to NDIT EUCC staff computers.
- Third Tuesday of the month which applies to NDIT and supported agency testers. These are users that have been specifically identified as testers by NDIT or a supported agency. If an agency would like add staff to the testing group, please submit a Service Now generic request to Desktop Support.
- Fourth Tuesday of the month applies to all remaining computers.



Approved 3rd party software will be patched through Patch My PC

Admin passwords are managed via LAPS in Intune

CIS compliance policies are part of our standard set of policies.

One Drive Known Folder Redirection is enabled.

Devices will be encrypted with BitLocker.

Cortex and Tenable software will be installed.

Screen connect client will be installed for remote support.

## Modifications

| Date           | SLA Modifications  |
|----------------|--|
| <b>1/16/24</b> | Added clarifying NDIT responsibilities for device deployment. Added Customer responsibilities for software procurement.  |
| <b>12/2022</b> | 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. |
| <b>11/2015</b> | Under NDIT Responsibilities for Device Support and Management, clarified that "both NDIT and agency owned" devices (including "tablets") qualify   |

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## Contents

|   |   |
|---|---|
| Asset Management.....                                       | 1 |
| NDIT Responsibilities .....                                 | 1 |
| Customer Responsibilities .....                             | 2 |
| Hardware and Software Deployment.....                       | 2 |
| NDIT Responsibilities .....                                 | 2 |
| Customer Responsibilities- Hardware .....                   | 2 |
| Customer Responsibilities- Software.....                    | 2 |
| Device Support and Management.....                          | 2 |
| NDIT Responsibilities .....                                 | 2 |
| Customer Responsibilities .....                             | 3 |
| Mobile Device Management.....                               | 3 |
| NDIT Responsibilities .....                                 | 3 |
| Customer Responsibilities .....                             | 3 |
| NDIT Equipment Policy: US Usage and Return Guidelines ..... | 4 |
| Modifications .....   | 5 |

## Asset Management

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## **NDIT Equipment Policy: US Usage and Return Guidelines**

NDIT issued equipment shall remain in the United States. Access to state data, using personal or state-issued devices, is prohibited outside the U.S. or U.S. territories. If access is needed due to a business justification, the team member's manager must submit a ServiceNow request three weeks in advance of travel departure date for consideration by NDIT's Governance Risk and Compliance team.

Upon separation, termination, or retirement of employment, agencies are expected to start the return process within one week of known separation. If being shipped back to one of NDIT's designated stockrooms, NDIT requires the use of designated shipping packaging and labels provided by NDIT. If needed, NDIT can provide additional packaging materials upon request. Stockroom locations can be found in the ServiceNow knowledgebase: [KB0017048](#). Failure to return equipment in a timely manner or improper packaging can result in being invoiced for the cost of time, equipment, and any additional charges incurred due to damage.

To ensure a smooth return process:

- Remove any personal accessories.
- Include all original components (chargers, cables, etc.).
- Ensure the equipment is clean and in good condition.
- Note any known broken equipment prior to shipping or delivery.

This helps maintain operational efficiency and supports the integrity of our equipment

inventory.

## Modifications

| Date           | SLA Modifications  |
|----------------|--|
| <b>6/5/24</b>  | Added the section on <b>NDIT</b> Equipment Policy: US Usage and return guidelines  |
| <b>1/16/24</b> | Added clarifying NDIT responsibilities for device deployment. Added Customer responsibilities for software procurement.  |
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