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| NZ Govt Logo | User Device Support Services Service Framework: Managed Services: Infrastructure Managed Services: User Device Support Services | Company logo |

**Service Definition**

User device support provides agencies appropriate support for specified computing devices and peripherals including hardware and software.

This service includes the management of end user devices whether physical, virtual or cloud hosted. Support and Service requests can be delivered remotely and, where necessary, by onsite engineers or Deskside Support staff at a client’s premises.

To meet the needs of a modern workforce, the services could optionally support multiple device types and user groups defined through ‘profiles’ or ‘personas’, reflecting the demands of the agency user or role type.

Additional services can be provided where they directly relate to delivery of, or support of an end user device. Examples include ancillary activities such as LAN patching, Active Directory administration (e.g. for logon remediation activities), AV management (for end user devices), end user device backup and LAN device peripherals (such as printers and scanners).

**Service Contact Details**

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| Contact Name: |  |
| Contact Number: |  |
| Contact Email: |  |

**Service Summary**

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| Service Description | Please provide a summary of this service.  This is an opportunity for you to market your service to agencies. |

**Server Management and Administration Services Available** (tick all that apply):

Deskside support & MACs

Onsite help centre (e.g. Techshop)

Management of end user device hardware provided by the subscribing agency (e.g. via TaaS or AoG hardware agreements)

Management of software licenses provided by agency (e.g. purchased through an AoG panel and software framework agreements)

SOE management & support

Software license and compliance management (software asset management)

Anti-virus licensing and end-point security management

Mobile device management including update management

Configuration and administration of server applications such as Windows Server, Active Directory, group policy & logon script management

Configuration and administration of user device management systems such as Microsoft SCCM, Symantec Altiris & SAM platforms (SNOW)

Software distribution platform support and management and upgrade

Virtual desktop platform support, management and upgrade

Deployment and installation of virtual desktop infrastructure

Hardware & software inventory tracking (hardware lifecycle management)

Device and component ordering and spares management

Faulty or upgraded device replacement

Device repair

Device disposal – secure erasing of hardware

Disposed hardware resale – re-marketing

Environmental destruction of disposed devices

Remote access services (single or multi-factor)

Print queue management & printer drivers support

LAN connection support to demarc point

Transition & virtual desktop implementation

Core infrastructure services management & support (e.g. server AV, patching & backup)

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| Other user device support services | Please identify any other relevant user device support services available which are not included above. |

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| Benefits and Outcomes | Please describe the benefits and outcomes a subscribing agency will realise from this service. |
| Service and Personnel Availability | Provide information on the lead-time to provision this service following procurement by an agency. |
| Case Studies | Please provide at least one case study (in PDF format or URL link) as supporting evidence.  If you do not have case studies, then please provide at least one use case. |

**Supplier Experience**

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| General experience in delivering and supporting this service locally in the New Zealand market | Please provide information on local experience relevant to this service. |

**Business Environment Experience for this Service** (tick all that apply):

Small scale business and enterprise environments (less than 500 users)

Medium scale business and enterprise environments (500 – 2500 users)

Large scale business and enterprise environments (2500+ users)

New market entrant (no existing experience)

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| Specific industry and/or sector experience for this service | Please provide information on relevant sectors and industries that you have delivered this service to. |
| Public cloud experience | Please provide information on your experience with public cloud environments relevant to this service. |

**Delivery Methodology and Processes** (tick all that apply):

Traditional delivery methodology and processes (e.g. ITILv3/ITSM/SDLC etc)

Modern service management delivery methodology and processes (DevOps, Lean/Agile, ITILv4)

**Accreditation, Certifications and Competencies**

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| Organisational Quality Management Systems Certification | Please provide information on any certifications held by your organisation (e.g. CMMI -Capability Maturity Model Integration). |
| Managed Services Provider (MSP) Certifications | Please provide information on any MSP certifications held by your organisation. |
| Other Relevant Accreditations and Certifications | Please provide details |

**Pricing Model**

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| Standard Rate Card | Please provide your standard rate card or pricing model |
| Pricing Model | Please note that this pricing is indicative and final pricing will be negotiated when you conclude the SOW.  Agencies will look at pricing to decide initial shortlist, so please provide meaningful info, such as   * Rate card * Blended rates * Volume discounts * Outcome based pricing options |