

Charging for Non-NDNA Agreement Desktops and Laptop Services

BACKGROUND

The IT Strategy seeks to introduce a corporate approach to desktop services through, for example, the provision of a single supplier capable of addressing the majority of the University desktop and laptop business requirements, and the deployment of a corporate base image developed and managed by Information Services.

This document outlines situations where Information Services (ISD) will apply a support charge. It is important that those who produce a Business Case for alternative hardware via a supplier route other than the current “Viglen scheme”, include these charges in their “whole lifecycle” costs.

CHARGING MODEL

The current Managed Staff Desktop image provided by Information Services is a “free of charge” service. All desktops which are operating the image will be supported by the ISD Service Desk as part of its standard service provision.

ISD will install the MSD image and, where appropriate, install additional specific user department software ‘on top’ of it, subject to the action being appropriate within the terms of the product’s licence conditions.

Support for the MSD image, but not necessarily for any ‘on the top’ applications will be available via the ISD Service Desk, and remote access will be used for call resolution where it is appropriate to adopt this approach.

All Service Desk requests that refer to hardware that is not obtained via the “Viglen scheme” will be subject to charges, assuming that ISD has to undertake work in excess of what is necessary to, for example:

- Configure the standard deployed MSD image¹
- Provide network connectivity
- Install devices e.g. peripherals other than the University’s Multi-function Device (MFD) equipment
- Deal with specific operational calls made to the Service Desk.

SUPPORT TIME AND CHARGE ESTIMATES

All charges will be based on published figures, reviewed annually in July, and which are published in the ISD Service Catalogue.

Current charges are estimated at:

- Desktop £70
- Laptops £140

to provide an MSD image and to establish internet access on non “Viglen scheme” Windows 7 devices².

¹ Typically, refers to the need to amend the current MSD image or to create a specific one for the hardware being considered

² This Information Note only deals with Windows 7 platforms; future Issues will refer to later versions of Microsoft Windows. No provision is made to assist with Unix variants.

ICT Customer Services INFORMATION NOTICE

You are advised that upon receipt of a Service Desk call, ISD will furnish you with a formal cost estimate and await your acceptance of it prior to any work commencing.

SERVICE DESK WORKFLOW

The following steps will be adhered to:

- Request for non-“Viglen scheme” setup, or support, presented to ISD Service Desk³
- Service Desk will formally advise user of cost estimate
- User confirms acceptance of charge prior to work commencing
- Work executed and user handover /acceptance phase completed
- Charge made against the user-provided Cost Centre and Commodity Code.

³ ISD accepts no liability for data or applications stored on any device, or for losses; the user is responsible for ensuring they have a backup of all critical folders and files