

Device-as-a-Service Town Hall

OFFICE OF MANAGEMENT AND ENTERPRISE SERVICES
INFORMATION SERVICES
NTT DATA INC.



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Imagine that.

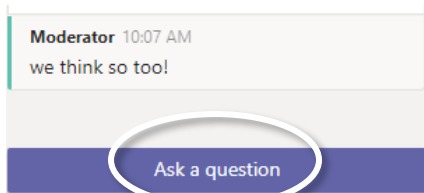
Agenda

- Welcome and introductions.
- DaaS overview.
- What changes, what stays the same.
- Transition and timeline.
- Service rate.
- Next steps.
- Q&A.

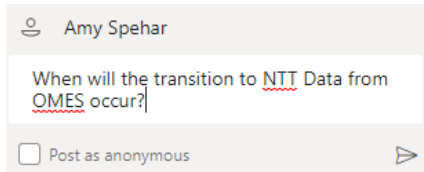


Teams Live engagement

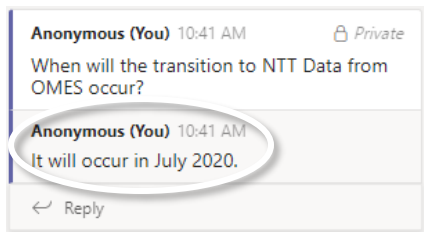
HOW DO I ASK A QUESTION?



Type in your question and hit the arrow submit button.

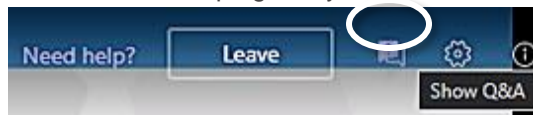


Your question will be answered as soon as possible.

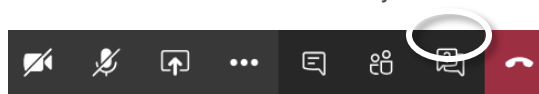


Can't find the Q&A window?

In Teams **Web App** click on Q&A icon located in the top right of your screen.



In Teams **Desktop App** click on Q&A icon in menu bar located in middle of your screen.



If you are viewing the recorded presentation, please email daas@omes.ok.gov and we will reply as soon as possible.



DaaS overview



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What is Device-as-a-Service?

Device-as-a-Service

(aka PC-as-a-Service):

A delivery model whereby the provision of enterprise hardware and delivery of end-to-end life cycle services are combined into a single per device monthly subscription.



Flexibility

- Number of devices may be ramped up or down depending on need.
- Multiple device models and configurations available.

Cost effective

- Monthly subscription models improves Total Cost of Ownership by allowing enterprises to avoid a large capital outlay.

Currency

- Improved currency of end-user devices due to timely refresh.

Security

- Secure disposition of devices at end of life (e.g., DoD wipe, secure disk destruction, etc.).

Support

- 24/7/365 support.
- Tech centers.
- Self-service lockers.
- Vendor-managed bench stock.

Why DaaS?

- Required by statute, Senate Bill 583.
- Initiate RFP for ongoing maintenance of desktop support and management systems for all state agencies.
- Importance on **guaranteed savings, price, quality, technical ability and experience.**



Why NTT Data DaaS?

- OMES partnered with NTT Data as DaaS provider.
- NTT is an **industry leader** in managed workplace services.
- The State of Georgia has partnered with NTT for DaaS services for over six years; NTT has **not missed a single response time**.
- NTT has over 2,800 employees in Oklahoma and understands our needs.
- Dedicated 24/7/365 support.



What is in scope?

Asset management (hardware and software):

Life-cycle management of assets for all managed devices and software.

Office 365 and Windows:

Troubleshooting support, how do I and guidance.

Service desk:

Tier 1 call center support for compute device with remote access support capabilities.



Automation suite for ordering:

Custom-built service catalog and suite of automation workflows to ensure timely delivery of services.

Field service and desktop engineering:

End-user device build, configure, install software, deployment, break-fix.

Supply chain:

Ordering and inventory management of bench stock, exception devices and peripherals ordered with new unit bundles.



In-scope hardware

In-scope devices:

- Laptops.
- Desktops.
- Peripherals.
 - Docking station.
 - Keyboard.
 - Mouse.
 - Monitor.



What's out of scope:

- Mobile devices (e.g., Smartphones, iPad, etc.).

How you request support will not change

Phone support

405-521-HELP (4357)

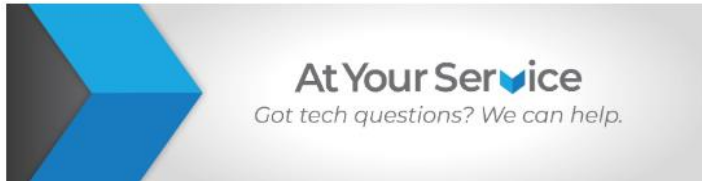
Email support

servicedesk@omes.gov

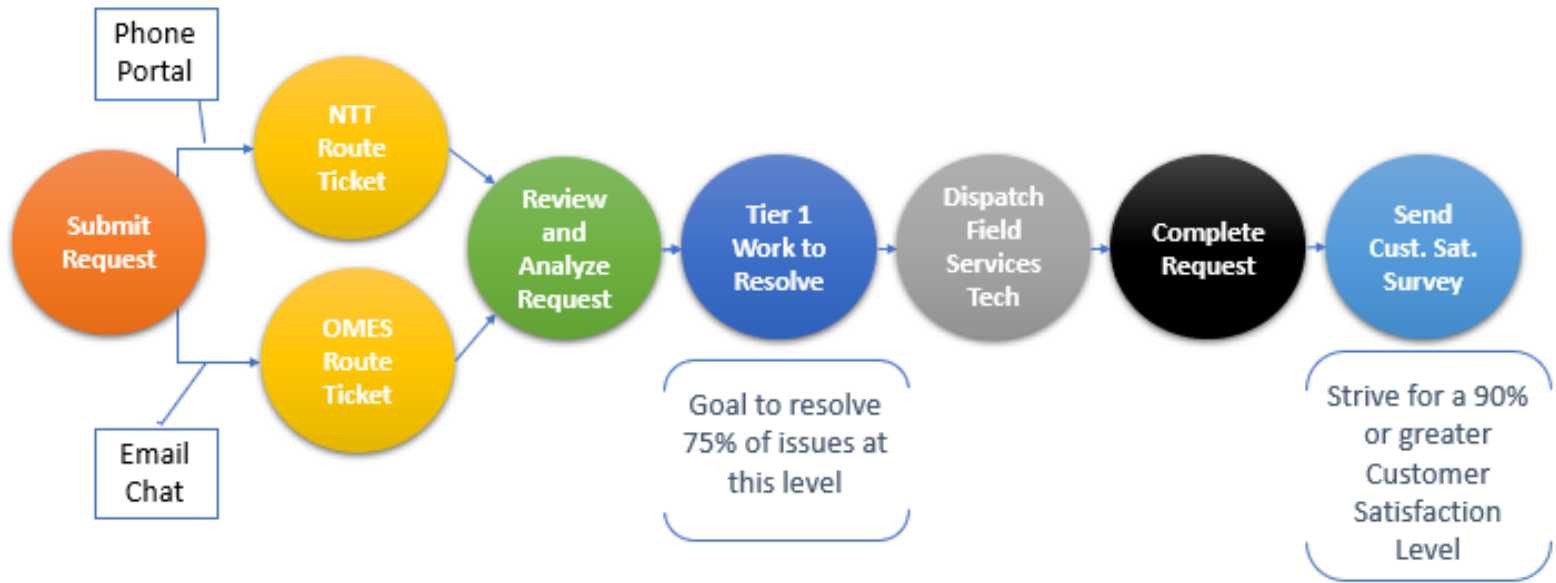
OMES Service Desk portal

omes.cherwellondemand.com

LIVE CHAT



How will services be delivered?





Dispatched field support remains available.



Option for embedded field support if required.



Deskside support delivery and configuration of new devices.



After-hours and emergency support as required.



Security clearance required for agency needs.

Some things will stay the same.



Value-added services – tech center

The tech center will provide employees with a streamlined **customer-facing** approach to IT needs including device repairs, tech advice and overall servicing.

- Face-to-face interaction with the tech support representative.
- A **convenient** area to wait while your computer is being repaired.
- If the computer cannot be repaired in the specified time, a replacement will be issued.



At Your Service
TechCenter



Repairs



Support



Advice



Accessories



Replacements



Convenience



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Value-added services – self-service lockers

- Tech can leave a device for you to pick up **at your convenience.**
- Six locations:
 - Oklahoma City.
 - Tulsa.
 - Lawton.
 - Ardmore.
 - Enid.
 - McAlester.



Improved services – order portal

Onboarding – Select Devices




Surface Pro 6

Wherever you are, new Surface Pro 6 makes it easy to work virtually anywhere, with laptop-to-tablet versatility that adapts to you.

Select This Device

[View Details](#)




Mac Book Pro 15 inch

Mac Book Pro features a redesigned keyboard, retina display, and 100% recycled aluminum.

Select This Device

[View Details](#)




Dell XPS 13

The world's smallest 13-inch 2-in-1 with InfinityEdge display for virtually borderless viewing and the latest 8th gen Intel processors.

Select This Device

[View Details](#)




HP Spectre x360

The Spectre x360 holds nothing back on performance, get a full day of work with up to 16 hours of battery life with fast charge and an 8th Gen Intel Core processor.

Select This Device

[View Details](#)



Lenovo X1 Carbon


The ultralight ThinkPad X1 Carbon merges elegant design, seamless responsiveness, and legendary durability to create the ultimate in mobile productivity.


Select This Device

[View Details](#)


Select Accessories:


Keyboard

 Standard USB


 Wireless bluetooth


Mouse

 Wired USB 3 button


 Wireless bluetooth 3 button

Monitor

 24 inch LCD standard

 27 inch LED wide screen

Docking Station

 Universal Docking Station


- Customers can view available devices with an automated workflow for agency approvals.
- Select what accessories go with which devices.



Improved services – order portal

Onboarding - Select Delivery

Selected Device




Dell Latitude 5401


The world's smallest 14" mainstream business-class notebook* now with 9th Generation Intel® processors (up to 6 Cores™) and the fastest memory speeds in the Latitude family, lets you get to work faster than ever with even more power.

Selected Accessories


Keyboard

 Dell Dell Multimedia Keyboard KB216

Monitor

 Dell 22 Monitor P2219H

Mouse

 Dell Optical Mouse MS116

Delivery Method

Select how the device will be delivered, either onsite or shipped.

Office

Location

--Select--

Shipped to Other Location

Shipping Delivery

Address

City

State

Country

Postal Code

Back

- **Completely automated discovery** tool for device deployments (no more Excel spreadsheets).
- Tell us **when and where** you want it **delivered**.
- Customer selects device, manager approves and the agency buyer purchases.



Improved services – order portal

Order Details

ID
DSO00000003


Name
Provision New Device

Status

Created 5/13/2020 1:46:36 PM	Last Updated 5/13/2020 1:46:36 PM
--	---

Submitted | Approved | Processing | Shipped | Completed

Selected Device



Dell Latitude 5401
The world's smallest 14" mainstream business-class notebook* now with 9th Generation Intel® processors (up to 6 Cores™) and the fastest memory speeds in the Latitude family, lets you get to work faster than ever with even more power.

Selected Accessories

Keyboard
Dell Dell Multimedia Keyboard KB216

Monitor
Dell 22 Monitor P2219H

Mouse
Dell Optical Mouse MS16

Delivery Method

Onsite

Onsite Delivery

Location
Name: Headquarters
City: Plano
Postal Code: 75075
State: TX
Country: United States

- Ability to check order status.
- New devices delivered within **72 hours for metro, 96 hours for remote locations.**

Improved services – asset tracking and inventory

- View devices you are paying for at the touch of a button.
- Find current and historical orders.

1-200 of 258 Purchase Orders

Purchase Order Number	Need By Date	Order placed date	PO Status	PO-NTT	PO Project	PO-Blanket	Vendor	ETA	PO Notes	Shipping Cost	Tracking no
P00311			Ordered	112-8352714-1796217					Amazon P-Card order pending.		
P00310			Ordered	5187938					Placed via P-Card with Computer Cable Store. Order #5187938.		
P00309			Ordered	5187938					Placed order via P-Card with Computer Cable. Order #5187938.		
P00308		04-03-2020	In Process	PR53318							
P00307			Shipped	112-1813822-2390634				04-08-2020	Shipped 4/2. Expected ETA 4/8 - 4/14. FedEx 391578853477.	\$0.00	FedEx 391578853477
P00306		04-02-2020	In Process	PR53452							
P00305		04-02-2020	In Process	PR53449							
P00304		04-02-2020	In Process	PR53448							
P00303	04-10-2020	03-27-2020	Ordered	4500030812				04-08-2020	3/21 KW - Per Colin, these will ship 1st week in April, estimating 4/8 delivery.		
P00302		03-27-2020	Delivered	4500030786			10063364	04-03-2020	Delivered on 4/01.	\$21.64	152966060975-FEDEX
P00301		03-27-2020	Shipped	112-3176382-2059491					Shipped 4/6 - 1Z165W8VA8261358734. 4/3 - Revised Qty to 25 increments, per Dale Bailey. Placed Amazon P-Card Order 112-3176382-2059461.		
P00300	04-16-2020	03-27-2020	Ordered	4500030752	PO10070537/2020	PC Refresh					

- NTT will have better inventory tracking for software and hardware via Flexera.



Improved response times

- We have worked with NTT to establish **aggressive response times** to ensure we are proactive in meeting your needs.
- When you contact NTT through the OMES Service Desk, expect a response time of two to six hours (15 minutes or less for critical issues).



Improved self-service

The screenshot shows the AtYourService TechDesk website. At the top left is the Oklahoma Office of Management & Enterprise Services logo. The main header features the 'AtYourService TechDesk' logo and a search bar for the Knowledge Base. Below the header is a row of six blue buttons: 'Report an Outage', 'Make a Request', 'Password Reset', 'Desktops & Laptops', 'My Tickets', and 'FAQs & Tutorials'. Each button has a white icon representing its function. Under the 'Desktops & Laptops' button, there is a list of services: 'Order a new computer', 'Order accessories', 'Grant/purchases', 'Install', and 'Replacements'. Below this list, it says 'For items not listed here, go to "Make a Request"'. In the bottom right corner of the main content area, there is a red button that says 'Need Help? Click here to chat'. At the bottom of the page, contact information for the OMES Service Desk is provided: Local: 405-521-HELP (4357) | 405-521-2444, Toll-Free: 855-521-2444.

- Find current outages and scheduled maintenance.
- Report an outage, make a request and soon link to order a new device or replacement.
- Review current open tickets for status and communication with assigned tech.
- Search knowledge base to find answers to commonly asked questions.
- **Coming soon:** Product documentation and user manuals in one convenient location.



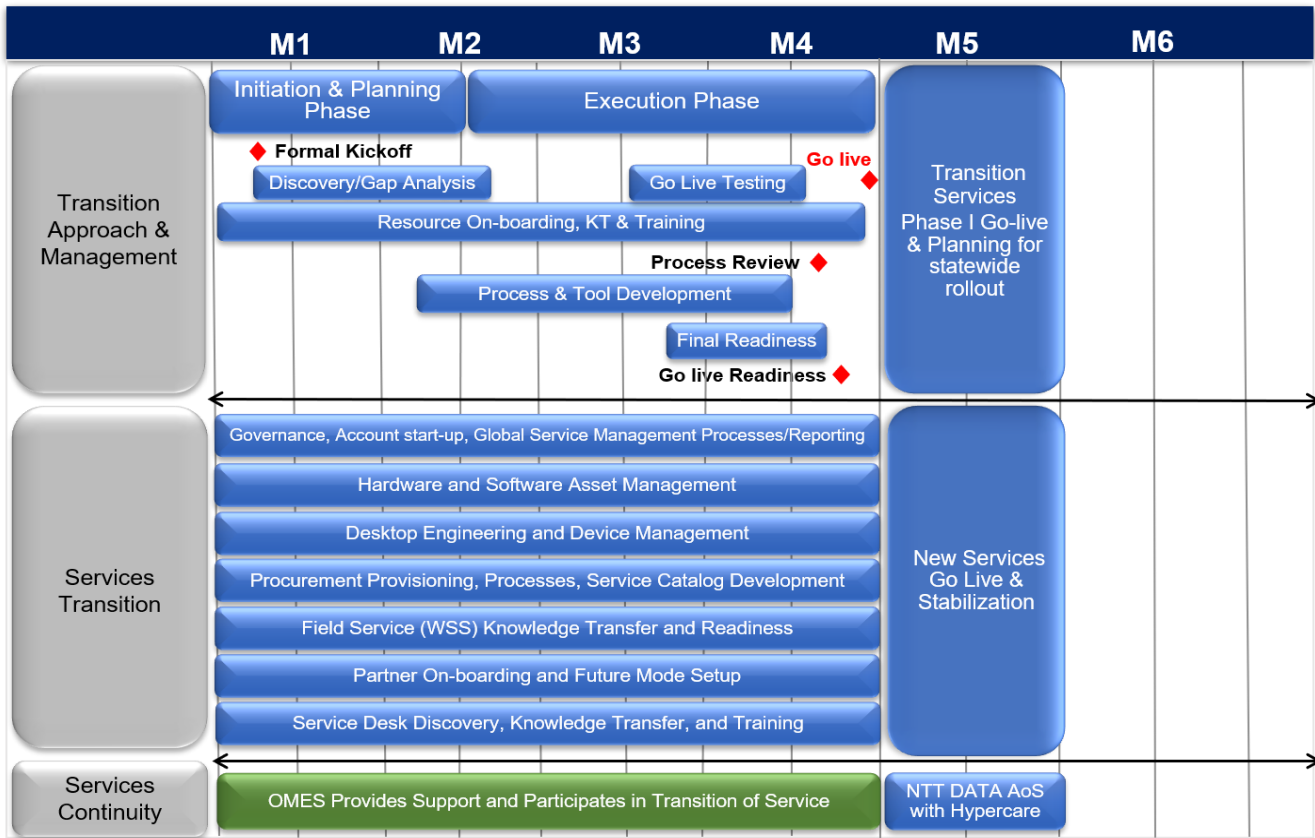
Transition and timeline



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Timeline



What can I expect on day one?

- On day one, there is nothing you need to change.
- You will continue to contact the OMES Service Desk as done currently to submit issues or requests.
- OMES and NTT will continue **refining service delivery** throughout the implementation.



Service rate



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How much will DaaS services cost?

- DaaS services will be covered through the computer **desktop rate** you currently pay at \$56.67 per device per month.



Next steps



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What changes?

Summary

- Go directly to NTT for leases instead of Dell.
- Visit one of our walk-up tech centers for in-person help on your tech issue **in real time**.
 - First location coming this summer in the Capitol Complex concourse.
- Visit one of our self-service tech lockers across the state to swap out devices at a **convenient** time for you.
- **Optimized processes** for onboarding, offboarding and other support services.
- **Better visibility** into your service requests.



What stays the same?

- You will still use the **OMES Service Desk for support** by phone, email, LIVE CHAT or one of the many other ways we have available.
- You will continue to pay for desktop support while receiving an **enhanced level of service**.
- You will continue to pay the vendor directly for devices.
- OMES will continue to publish workstation standards. You will still need to request an exemption request for any special configuration or change in process.



When will this happen?

- The first phase of DaaS will be **implemented in July 2020**, and the second phase will roll out shortly thereafter.
- NTT and OMES will continue to revise services based on feedback and needs after July.
- Despite the impact of COVID-19, we are extending every available resource to meet our target deployment time frame.



How can I prepare?

- Visit our [resource page](#) for more information as we update it throughout the implementation.
- Take part in engagement opportunities:
 - Monthly newsletters starting in June.
 - Lunch and Learn on Teams.
 - June 11 from noon to 1 p.m.
 - June 25 from noon to 1 p.m.
- Reach out to the team by [submitting your questions here](#).



What's next?

- You will receive a short survey today about our new [Tech Desk customer portal](#).
 - If you have tried it, offer feedback.
 - If you haven't, we encourage you to visit the portal to help us serve you better.

Q&A



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Submitted questions

- My agency has a lot of virtual machines to handle support.
 - NTT will support end-user hardware.
 - VDI hosting will continue to be managed by OMES.
- Who handles Office 365, email and Microsoft product support?
 - NTT will provide troubleshooting support.
 - OMES will continue to handle creation, licensing and administration of accounts.



Submitted questions

- How will NTT Data interact with OMES and other vendors to support issues across multiple technologies?
 - NTT Data has partnerships across the technology industry and will leverage those to ensure all stakeholders are in alignment while working to resolve issues.
- Our technician supports very specific agency software today. Who is going to do that in the future?
 - NTT Data will leverage skills of transitioning OMES staff to provide instructional knowledge. OMES also participates in knowledge-sharing sessions to ensure additional NTT Data staff are appropriately trained to address agency software issues.



Submitted questions

- If I have an emergency impacting a critical service for my business, how do I get immediate support during and after business hours?
 - NTT Data will staff a 24/7/365 service desk with live agents who will directly support the needs of the state. If needed, they will escalate to a Tier 2 field technician.
- If I have a refresh project currently in progress, will NTT Data take over that project?
 - If you have ordered devices already or prior to NTT Data assuming ownership of these services, then you will continue to use the process of today.
 - If you will be ordering devices after July 1, please reach out to your strategist or account executive to start a planning discussion with NTT Data.



Submitted questions

- My tech takes care of more than just workstations. Will NTT Data support issues outside of the hardware?
 - NTT Data will support the customer's device while some services will be maintained by OMES (i.e., MobileIron support).
 - Please reach out to your strategist to discuss any potential service gaps to determine the best strategy forward.
- My agency owns devices. What happens to those if I need a new device?
 - The agency may order replacement devices from NTT Data via the portal.
 - NTT Data will disposition the end-of-life device per agency guidelines.



Submitted questions

- Will we be able to trade in our existing hardware and replace them with a DaaS laptop bundle?
 - Yes. If you are due for a new device (older than 3 years), you can order a new device through the portal.
- What if more work is needed beyond simply remoting into a computer?
 - NTT Data's goal is to have enough knowledge, skills, abilities and tools to resolve 75% of the requests and issues at the Tier 1 level by remoting into devices.
 - If an issue cannot be fixed by remoting in, NTT Data will dispatch a field service tech for deskside support.



Submitted questions

- What happens when a request goes unanswered or is delayed significantly?
 - NTT Data will communicate any delays to the customer directly using the many communication methods we have in place (e.g., portal, phone, email, etc.).
- Will we have onsite techs? If not, what is happening to them?
 - Almost half of our workstation techs have accepted jobs with NTT Data. Their institutional knowledge will help us with continuity of services.
 - Embedding a tech onsite will be determined by the ticket load of that location.



Thank you!

STILL HAVE QUESTIONS?

EMAIL DAAS@OMES.OK.GOV



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