

Enterprise Desktop Support

The Enterprise Desktop Support service maintains the workstations and mobile devices for any state agency that subscribes to the Enterprise Desktop Support service. Support is provided from 7 a.m. to 5 p.m. on state business days.

The Microsoft Windows desktop, laptop, or tablet must be purchased through the State of Wisconsin purchasing process and will be supported under this service. The purchase and replacement costs of these supported devices are not included and are the responsibility of the user agency. Workstation devices purchased through any other process are supported on a best-effort basis.



INCLUDES

- √ Service requests for desktops, laptops, tablet support, breaks and fixes, etc.
- √ Support of Microsoft Windows or current operating system, or laptops and desktops upgraded to the current service pack.
- √ Support of Microsoft Office 2010/2016, Office Pro Plus, or upgrade to the current service pack.
- √ Support and setup of local printers, network printers, scanners, and other peripherals limited to those purchased through the state's purchasing contract. Out of warranty devices best effort only.
- √ Support and procurement of mobile devices: tablets, mobile phones, MiFis, etc. Install and manage MDM (Airwatch)
- √ Antivirus software and disk encryption software.
- √ Patching Service – apply all security, operating system, and core-load patching.
- √ Security incident response for PCs – remediation of infected PCs.
- √ Laptop and projector short-term loaner program.
- √ Provide vulnerability assessments.
- √ Package and install approved software.

BENEFITS

- √ Streamlines standard agency desktop support, which enables agency programs to focus on and be supported in their core work priorities.
- √ The agency IT staff aligns more closely with the division's specific business needs and no longer performs standard desktop support duties.
- √ A large pool of resources – with a similar knowledge base and diverse skill sets, using consistent tools and procedures – is available to address service needs agency wide, improving overall service levels.
- √ An enterprise approach to desktop support increases agility by allowing the Division of Enterprise Technology (DET) to deploy resources to any agency where there is a need to do so.
- √ All Desktop Support staff CJIS Approved and Certified.