

Department of Information  
Technology

**Service Level Agreement**

For

Enterprise Endpoint  
Management

## Version Control

Author/Change Agent	Version	Reason for Change	Date
Deyan Nenkov – Tier 3 Desktop Support	2.3	Updated Format, Category 1, 2 and 3 Software, Traditional Desktop Management Services	03/16/2018
Bill Birckhead	2.4	Revisions and comments to be reviewed and discussed	4/3/2018
Deyan Nenkov – Tier 3 Desktop Support	2.5	Fixed Revisions and Formatting issues	4/6/2018
Bill Birckhead/Deyan Nenkov	3.0	Revisions	4/16/2018
Bill Birckhead	3.1	Review of Revisions and formatting clean up	5/8/2018
Deyan Nenkov/Bill Birckhead	3.2	Added Loaner Policy update to Service Catalog and this document	8/3/2018
David Meadows/PIA-John Strange/Bill Birckhead	3.3	Revised Disclaimer verbiage to remove non-Managed Desktop references. Updated Standard Support Hours. PIA revised layout and resolved header image issue.	2/26/2019
Dominick Fidotta	3.4	Updated Service Name	2/14/2020

Debbie Blalock	3.5	Updated rate, PC volume purchase, and Global Service Levels document links. Removed MAC charges for shortened lead time. Updated software list, added the DIT Service portal link, and updated the loaner section.	10/26/2021
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## Objective

This Service Level Agreement (SLA) describes the IT Service, sets Service Level Targets, and specifies the responsibilities of both the Department of Information Technology, hereafter referred to as DIT, and the Customer.

The DIT Service Level Agreement includes:

- The core Service Description
- (Optional) Definition(s) of customer-specific Service Levels, such as enhanced levels of support
- (Optional) Specific Customer Requirements: Any mutually agreed and/or binding customer specific requirements and terms. These may be referenced within the core verbiage of this Service Level Agreement, or referenced to an accompanying, signed MOU document.

This Service Level Agreement (SLA) is entered into by and between the North Carolina Department of Information Technology (DIT) – Enterprise Endpoint Management and the {Agency Name} effective upon the date of signature by DIT to document the understandings, obligations and agreements of the Parties regarding {Agency}'s Enterprise Endpoint Management.

## Disclaimer

Regarding content and/or scope deviations between this document and the DIT Global Service Levels policy, this Service SLA takes precedence, if properly executed. If there is an accompanying MOU or other contractual vehicle, content, or scope specific to the Service or requirements within said contractual document takes precedence over both the DIT Global Service Level Policy and this Service SLA.

## Enterprise Endpoint Management

### Service Description

DIT offers Enterprise Endpoint Management to provide consistent and reliable end user computing capabilities supporting their core business activities. Options available to customers include the following service components:

#### Traditional Enterprise Endpoint Management

- The Asset Management Team provides full Asset Lifecycle Management.
  - Procurement of standard hardware using State procurement polices
  - Installation and configuration services for standard hardware and software
  - Retirement/refresh of assets

Services and support not specifically listed as part of the standard services in the Service Catalog, as well as special or high-volume projects, are subject to additional charges as these are defined as “Value Added Services.” A quote will be provided to customers via email with estimated MAC charges for the requested activity. MAC charges are based on half-hour increments, see [MAC rate](#). Customer must accept quote via email before work begins and will be billed for services rendered; actual time worked.

## Service Commitments

The general areas of support (such as Incident and Change Management) applicable to every DIT Service are specified in the [DIT Global Service Levels document](#).

### Standard Support Hours

- For critical and high-priority Incident Tickets, support is available 24 x 7.
- For non-critical and medium-priority Incidents, Service Desk Support and Remote Desktop support is available from 7 a.m. to 6 p.m. Monday through Friday, excluding state holidays.
- Limited on-site support for Service Requests or Incidents that cannot be resolved remotely is available from 8 a.m. to 5 p.m. Monday through Friday, excluding state holidays.

### Service-Specific Maintenance Windows

Enterprise Endpoint Management follows the DIT Standard Change Management Maintenance windows as well as having a service specific Maintenance Window – detailed below:

#### Service-Specific DIT Enterprise Endpoint Management Maintenance Window

Includes normal weekdays (Monday-Friday), 6 p.m. to 7 a.m. This window is used for activities such as Security Patch Deployment, system enhancements, and some system upgrades and updates.

#### DIT Standard Maintenance Window for Infrastructure and standard Change Activity

Normal Thursdays from 4 a.m. to 7 a.m. *and* Sundays, 4 a.m. to 12 p.m.

## DIT Responsibilities

### General

- Provide services and support as defined for the Traditional Enterprise Endpoint Management.
- Provide security management and compliance to statewide standards, including the management of AV, Local Firewall, and (for laptops and tablets) End Point Encryption.
- Provide quotes for all value-add services, support and other activities requested by customers in support of their End User computing needs.
- Respond to requests for service within specified or reasonable time frames.
- Respond to and resolve incidents as defined in the prioritization model listed in the Global Service Levels document.
- Provide full lifecycle management of Managed Endpoints, including:
  - Procurement of standard hardware and software via the Volume Purchase [Contract](#)
  - Installation and configuration services for standard hardware and software
  - Retirement/refresh of assets
  - Deployment of standard hardware and Category 1 software

### Category 1 software includes the following:

- Windows 10
- Windows 11 transitioning to in 2023
- Microsoft Edge
- Microsoft M365 Suite (Word, Excel, Power Point, OneNote, Outlook)
- Microsoft Intune (WIN10 and Mobile Device Management)
- Ivanti Client (Non-Microsoft Software\Application Patching)
- Bomgar Remote Control Client
- JAMF Apple Device Management
- CrowdStrike (Antivirus, Firewall, IPS,
- Microsoft Bitlocker (Laptop and Tablet Disk Encryption)
- Tanium (Endpoint Security and Systems Management)
- Microsoft Endpoint Configuration Manager
- VPN Client (Laptop and Tablet Only)

### Category 2 Software includes, but is not limited to:

- Firefox
- Chrome
- 7-Zip
- Win SCP
- Softerra LDAP Browser
- WireShark
- VLC Media Player

### Category 3 Software includes, but is not limited to:

- Crystal Reports
- SQL Express
- PDF Net Driver
- Appx Desktop



- Citrix Receiver
- Snagit & RightFax
- Java

## Customer Responsibilities

### General

- Contact the DIT Service Desk regarding end users' incidents and service requests and provide an accurate description, including any error messages.
- Contact the DIT Service Desk for On/Off boarding of Employee's Managed Endpoint.
- Allow DIT full access to managed equipment (remote, physical, and logical).
- Adhere to Statewide Security Standards pertaining to computing platforms and data.
- Ensure users adhere to statewide policies pertaining to the proper use and management of assets the Enterprise Endpoint Management Team provided and assigned to them.
- Adhere to DIT Application Ownership and Support Model.
- Train end users in the proper use of personal productivity and business applications.
- Procure, maintain and support network and local printer hardware, scanners and other peripherals.
- Provide licenses and media for Category 2 and 3 software.
- Acquire and replace consumable items as necessary.
- Promptly approve all quotes for value-added services, support, and other activities.
- Review monthly invoices and desktop assets for accuracy, and work with DIT to resolve any issues identified.

### Provisioning

All requests for new hardware, software, or computing platforms must be made via the [DIT Service Portal](#) or the DIT ServiceDesk. Requests should include the following information:

- Customer name and specific location
- Business unit contact (approver)
- Application owner contact
- Required date of delivery
- Bill codes
- Specific instructions per type of request (what, when, where, who, etc.)

### Required Lead Times following authorized agency approvals:

Hardware lead time	
New User Set Up *1	10 business days
Existing User software installation/removal	5 business days
Existing User hardware MAC's	5 business days

\*1: New User Equipment Requests require a minimum of 10 business days lead time. This might be impacted by hardware or application license availability. If this is the case, the request will be updated to reflect approximate fulfillment time frames.

## Loaner PC Policy for DIT Customers

DIT provides Enterprise Endpoint Management customers with the added benefit of a loaner device during times of emergency repair or special equipment needs. To fulfill these loaner requests, DIT maintains a pool of appropriately configured computers and devices.

All laptop loaners include the DIT Windows Gold Image and the M365 suite. Emergency repair loaners are free of charge while your current PC is being repaired. Special equipment loaners will be billed at the current [rate](#) of 2 MAC Charges for setup and configuration fulfillment.

Additional applications or software utilities can be installed and will be billed at the current rate of 2 MAC Charges each.

The maximum loaner time is 30 days before any billing will occur. After the 30-day loaner period expires, the customer will be billed at the current Service and Support Rate, which is located [here](#).

## Service Level Agreement Scope Statement

This agreement specifies only the standard operational service commitments and responsibilities of DIT and DIT customers. Customer-specific deviations from these commitments and responsibilities will be specified in an accompanying Memorandum of Understanding. Service rates are outside the scope of this agreement and are specified in financial documents.

## Signatures of Approval and Agreement Date

WHEREFORE, intending to be bound hereby, this Service Level Agreement is executed by the undersigned authorized representatives of each Party; effective as of the date of execution of all Parties hereto.

Agency Head or Designee:

Name	Title	Signature	Date

Agency Chief Financial Officer:

Name	Title	Signature	Date

State Chief Information Officer:

Name	Title	Signature	Date