



DaaS Frequently Asked Questions

Device-as-a-Service overview

Senate Bill 583 requires OMES to initiate an RFP for the ongoing maintenance of desktop support and management systems for all state agencies.

OMES partnered with NTT Data to be our DaaS provider. NTT is an industry leader in managed workplace services. They have over 2,800 employees in Oklahoma and understand the needs of the state.

DaaS will improve support response times and enable us to better and more efficiently serve Oklahomans.

You asked and we listened. Below are answers to some frequently asked questions about this service.

If you have additional questions not answered below, [please let us know here](#).

What is Device as a Service?

DaaS is a delivery model that supports enterprise hardware and delivers end-to-end lifecycle services. The services you will receive as part of the DaaS implementation will be combined into the desktop rate you currently pay.

Our DaaS solution includes typical lifecycle functions:

- Acquisition of devices (i.e., leasing).
- Tagging and tracking of hardware throughout lifecycle.
- Device refresh.
- Break/fix support.
- Secure end-of-life disposal.

Why are we transitioning to DaaS?

SB 583 mandates OMES to implement DaaS as a means to guarantee savings, price, quality and technical ability as it relates to the state's desktop support and management systems. DaaS will help the state:

- Control infrastructure costs.
- Improve response times for workstation support response.
- Improve device deployment process.

What are the benefits of DaaS?

There are a number of benefits to the state, including true 24/7/365 device support, new device delivery times for devices (72 hours for the metro, 96 hours for non-metro) and more timely device refreshes so you are running on current technology.

Additionally, NTT will provide us with innovative solutions like tech centers for walk-up service, and self-service lockers scattered throughout the state so you can swap out devices at a convenient time, all while investing in the state's innovation fund to keep moving Oklahoma forward.

NTT will also manage a pool of bench stock devices to ensure fast turnaround times and multiple device models, including Apple products, so you can get the device that best meets your needs.

How much will all these new services cost?

These services will be included in the desktop rate you currently pay.

How will this affect me? How will this benefit me?

You will have enhanced visibility into requests and NTT's service level agreements and support available 24/7/365.

You will still initiate all requests through the OMES Service Desk.

When will this happen?

The first phase of DaaS will be implemented in July 2020, and the second phase will roll out shortly thereafter.

As we work towards implementation, we will continue sharing information with you to ensure it is as seamless as possible.

How will I request workstation support services?

You will still request workstation support services using the OMES Service Desk: call 405-521-HELP and select option 3, [email](#) or visit [Tech Desk](#).

As the request is being processed, you will be updated on the status and expected completion times.

Will I still have a tech on site at my work location?

The number of customers in a building or work location will determine whether a tech is embedded there. Alternatively, the agency may request a dedicated tech at an additional cost.

Regardless of whether or not you have a dedicated tech in your building, all resources will adhere to the service level agreements.

How will my response times be impacted?

We have worked with NTT to establish aggressive response times to ensure we are proactive in meeting your needs. The State of Georgia has partnered with NTT for DaaS services for over six years, and NTT has not missed a single response time.

When you contact NTT through the OMES Service Desk, expect a response time of 2-6 hours with response times for critical issues as 15 minutes or less.

Some of the most noteworthy response times are below:

- When you request a new device, it will be delivered within 72 hours if in the Oklahoma City and Tulsa metro areas and 96 hours if outside the metro areas.
- First call resolution – 70% of calls are resolved by the person answering the phone. You get your answer quicker and there's no wait for a field tech to be assigned.

If you would like more details on the extensive list of SLAs, please request a report through daas@omes.ok.gov.

What is a tech center and how will I utilize those services?

In addition to requesting support through the OMES Service Desk, we will also be establishing tech centers staffed with workstation support resources to address your device issues and questions and obtain accessories as needed. If the issue cannot be fixed on the spot, you will be issued a replacement device.

Our first tech center will be in the Capitol Complex concourse, across the hall from the Sequoyah Building's Concourse Theatre.

How will the onboarding and offboarding processes change?

For onboardings, all agencies should use the [Tech Desk portal](#) to submit an IT Employee Onboarding request. In order to allow enough time for setup of accounts and hardware, requests should be submitted no less than five days before the new employee is scheduled to start work. This will initiate the device acquisition and imaging process. With adequate lead times in place, the device should be available to the employee on their start date so they can get to work serving citizens.

The offboarding process will also start in the [Tech Desk portal](#). Machines will be retrieved, wiped and reimaged if necessary, to prepare for a replacement or reassignment.

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.

How can I learn more about DaaS?

Continue to check our [resource page](#) for more information. We will also continue sharing information and keep you updated on the status of this initiative with:

- Town halls.
- Monthly newsletters.
- Lunch and Learns.

What is the response to the impact of COVID-19 on the timeline for implementation?

COVID-19 has impacted every aspect of our lives. We are leveraging every available resource to meet our July timeline while working to minimize disruption as much as possible.

Can you edit the pre-populated manager field in the Nucleus ordering portal?

This information is pulled from PeopleSoft. The PeopleSoft data will need to be updated.

How do I get a quote for a device?

For standard devices, please submit a service request at:
<https://omes.ok.gov/services/information-services/order-tech-new>

Will NTT track non-NTT lease devices?

No. Non-NTT devices will still be the agency's responsibility.

Will new lease orders be made out to NTT instead of Dell?

Yes.

Will the Nucleus system allow an employee to request a refresh before their current device is at end-of-life?

Yes.

Previously, OMES was tracked leases. Will NTT continue tracking leases?

Yes, all leases will be tracked through NTT.

If we have a current desktop lease through OMES that expires in October, is it possible to refresh with NTT to get devices that are more conducive for teleworking?

Yes, you can order a new device prior to expiration. Your agency will still be responsible for paying for the leases through October on the old device.

Are the new leases paid through PO process only? Can a P-Card be used?

A PO or P-Card can be used.

Do we keep all of our leases on Dell until they actually expire?

Yes.

How far in advance of the lease ending should we start a new order?

That depends on your agency. Reach out to your IT strategist for more information.

Will NTT only notify the end user about expiring leases? Our agency would prefer the notification go to more than one person.

Currently, it only goes to the end user.

Will the lease period begin at the point of ordering the device or at delivery?

The lease begins when the device is deployed.

Will NTT handle the return of Dell leased devices as well?

Yes.