

DaaS overview



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Imagine that.

Agenda

- DaaS overview.
- Request process.
 - Creating a request.
 - Tracking request progress.
 - Fulfilling requests.
- FAQ.

What is DaaS?

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.




Improved services – order portal

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

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.


Back Confirm

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

End User

Manager

Agency Buyer

Improved services – order portal


- Ability to check order status.
- New devices delivered within **72 hours for metro** deployments and **96 hours for remote locations** from the time the PO is received by the vendor.

Order Details

ID
DSO00000003

Name
Provision New Device

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

Status

Created
5/13/2020 1:40:36 PM

Last Updated
5/13/2020 1:40:36 PM

Submitted Approved Processing Shipped Completed

Delivery Method

Onsite

Onsite Delivery Location

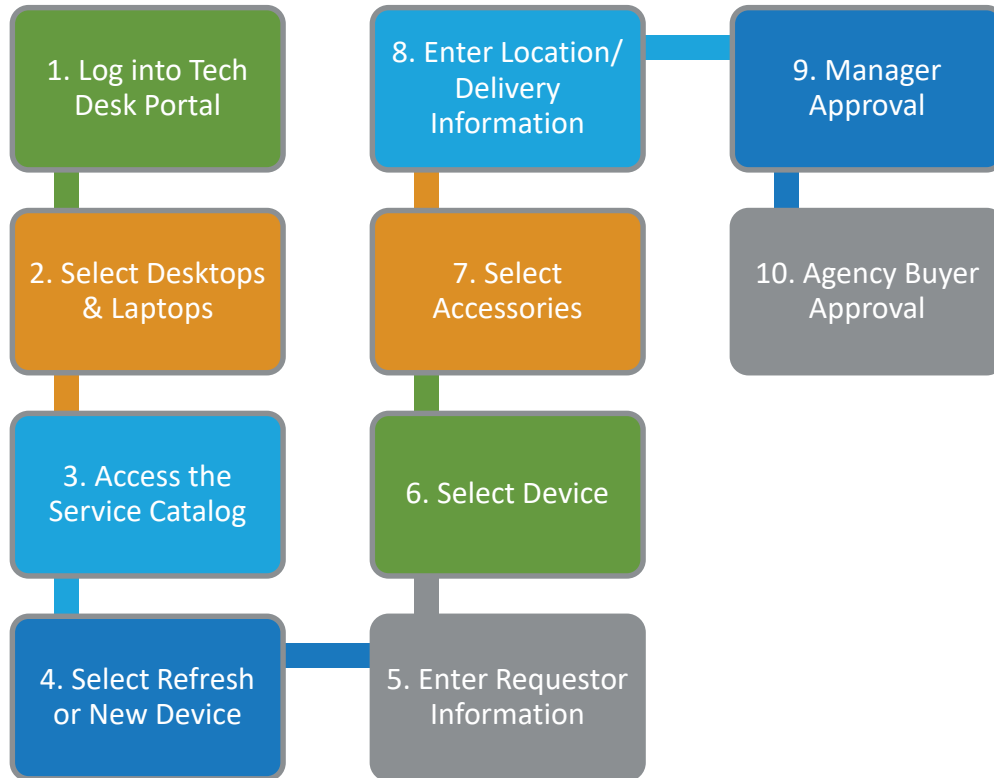
Name: Headquarters
City: Plano
Postal Code: 75075
State: TX
Country: United States

Request process



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Automated workflow



Ordering a New Device

- Log into the [Tech Desk](#) and select the Desktops & Laptops icon.

Home Service Catalog Charts and Items Logout

If you are using assistive technology, please use this link to create a ticket while we work with our vendor to make this application fully accessible.

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Office of Management
& Enterprise Services

AtYourService
TechDesk

Knowledge Base and FAQs

Report an Outage

Make a Request

Password Reset

Desktops & Laptops

My Tickets

FAQs & Tutorials

View Scheduled Maintenance

Order a new computer
Order accessories
Grant purchases
Installs
Replacements

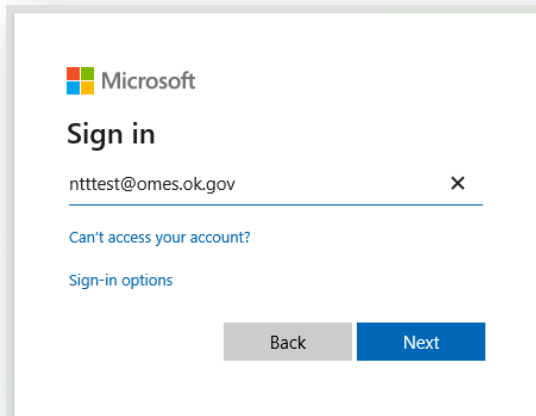
For items not listed here, go to "Make a Request"

Need Help?
Click here to chat

OMES Service Desk
Local: 405-521-HELP (4357) | 405-521-2444
Toll-Free: 866-521-2444



Log into the portal with your account



Microsoft

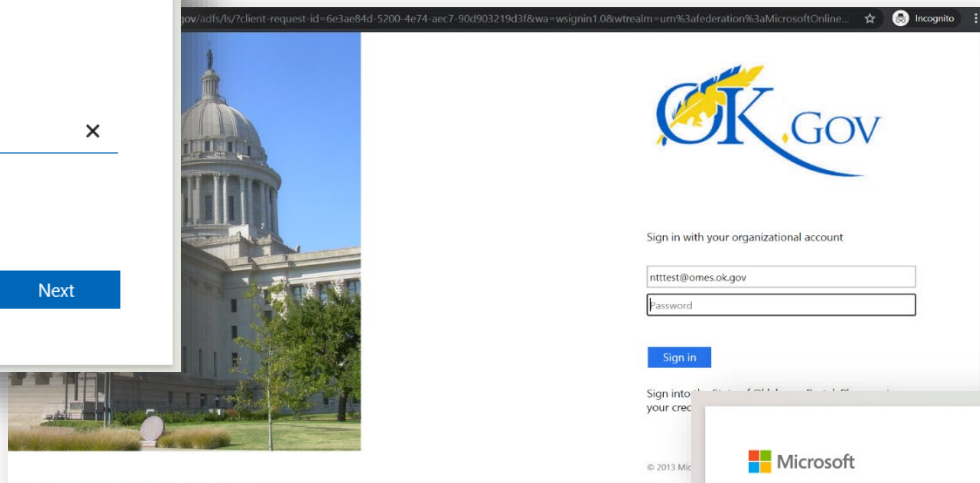
Sign in

ntttest@omes.ok.gov ×

[Can't access your account?](#)

[Sign-in options](#)

Back Next



OK.GOV

Sign in with your organizational account

ntttest@omes.ok.gov

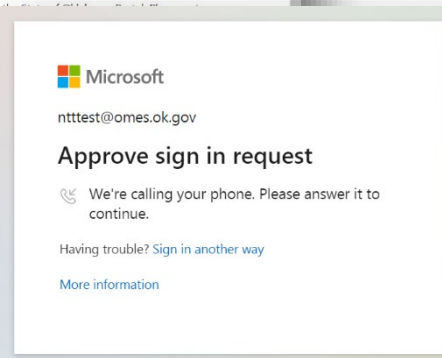
password

Sign in

Sign into your account

© 2013 Microsoft


You may not have to do this if you are already logged in.



Microsoft

ntttest@omes.ok.gov

Approve sign in request

 We're calling your phone. Please answer it to continue.

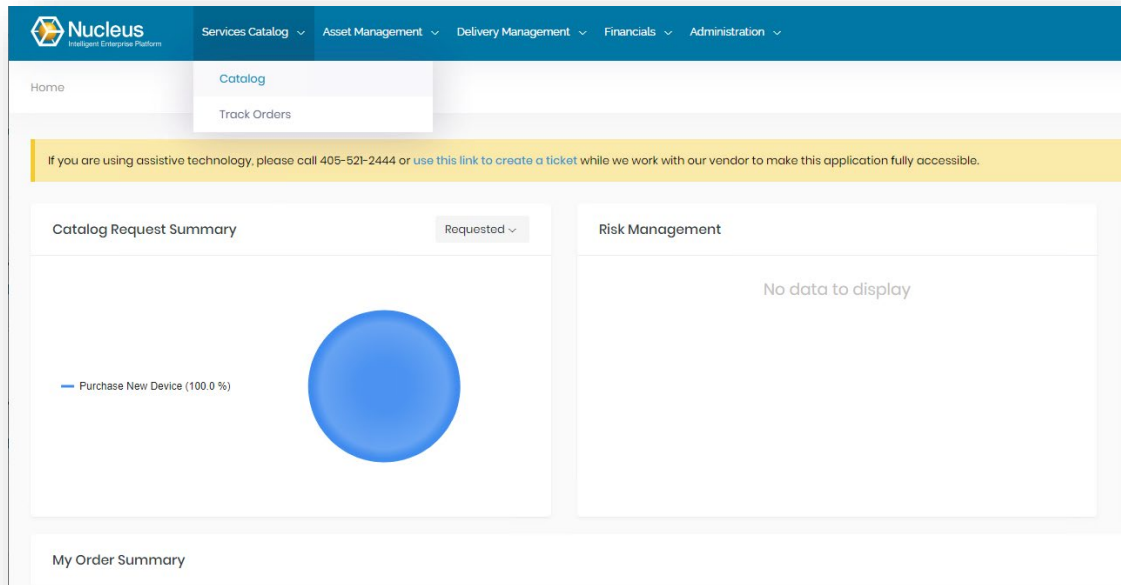
Having trouble? [Sign in another way](#)

[More information](#)



Accessing the service catalog

From the homepage, go to Services Catalog > Catalog to start the order.



Current order portal options



Purchase New Device * new

Allows you to purchase a new device and accessories



Refresh Device * new

Allows you to refresh an existing device

- **Purchase New Device** – Allows you to request a device (monthly lease or one-time state-owned grant purchase) and management of that device.
 - You will also have the option to purchase compatible accessories.
- **Refresh Device** – Allows you to replace/refresh your device when it reaches end of life. You also have the option to purchase compatible accessories.





Purchase New Device

Allows you to purchase a new device and accessories



Requestor Information

1

Requestor *

Varga, Aaron



2

Requestor First Name *

Aaron

Requestor Last Name *

Varga

3

4

Requestor Email Address *

Aaron.Varga@nttdata.com

Requestor Phone *

412-979-0556

5

6

Requested For Information

Employee Type *

Myself



Requested For Employee ID *

ABC134

Requested For First Name *

Aaron

Requested For Last Name *

Varga

Requested For Email Address *

Aaron.Varga@nttdata.com

Requested For Phone *

412-979-0556

Agency (aka Affiliate) *

Search for a node...



Requested Delivery Date *



PO/Pcard # ⓘ

Purchase Type *



< Previous

Next >

Submit

Cancel

Requestor information

- Name.
- Contact info.
- Agency.
- Requested delivery date.
- Tool will attempt to prepopulate as much information as possible.



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Purchase New Device

Allows you to purchase a new device and accessories



Requestor Information

1 Requestor *

Varga, Aaron



2 Requestor First Name *

Aaron

3 Requestor Last Name *

Varga

4 Requestor Email Address *

Aaron.Varga@nttdata.com

5 Requestor Phone *

412-979-0556

Requested For Information

6 Employee Type *

Myself

Requested For Employee ID *

ABC134

Requested For First Name *

Aaron

Requested For Last Name *

Varga

Requested For Email Address *

Aaron.Varga@nttdata.com

Requested For Phone *

412-979-0556

Agency (aka Affiliate) *

Search for a node...



Requested Delivery Date *



PO/Pcard #

Purchase Type *

< Previous

Next >

Submit

Cancel

Purchase type

- If you select a one-time purchase, you must enter the Exemption ID number.
- To request an exemption to purchase, please contact your IT strategist.



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Purchase New Device

Allows you to purchase a new device and accessories



Select Device



Please call the help desk if you need assistance with device selection. If the device is not available on this portal, please use your current agency process to submit the request.



Dell Latitude 5500

A 15" business-class notebook lets you get to work faster than ever thanks to its scalable features, powerful performance and ExpressCharge.



Select This Device

[View Details](#)



Dell Latitude 7200 2-in-1

The 7200 2-in-1 is the world's most secure 12" 2-in-1 business-class detachable, even without the keyboard. Charge up to 80% in one hour with ExpressCharge.



Select This Device

[View Details](#)



Dell Latitude 7400

This 14" premium business-class notebook features ExpressConnect, so you can automatically connect to the fastest Wi-Fi signal.



Select This Device

[View Details](#)

[< Previous](#)

[Next >](#)

[Submit](#)

[Cancel](#)

Select device

- Standard devices are on the portal.
- Use the View Details button to find more details on each device.



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>> **Select Accessories**

Please call the help desk if you need assistance with accessory selection.

Docking Station


☒  Dell WD 19TB Thunderbolt Dock


Monitor

☒  22in Monitor P2219H (Standard)

☐  24in Monitor P2419H

Keyboard/Mouse

☐  Wired Keyboard and Mouse (Standard)

☐  Wireless Keyboard and Mouse (Standard)

Additional Cable

☐  10ft HDMI Cable for USB-C Dock

☒  10ft Mini DP-to-DP Cable for USB-C Dock

☐  DVI-to-HDMI Dongle

☐  VGA-to-Display Port Dongle

☐  VGA-to-HDMI Dongle

< Previous

Next >

Submit

Cancel

Select accessories

- Select accessories needed for the order.
- Accessories shown are compatible for device selected.
- If no accessories are needed, you do not need to select anything.
- If keeping existing monitors, ensure you have correct cables.



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Complete location information

- Billing location – Select from list.
- Ship to location – Tell us where to deliver device.



Purchase New Device
Allows you to purchase a new device and accessories

>> **Location Information**

Requested For Location Location Not Listed

Address

111 Main St.

City State

Tulsa Oklahoma

Zip County Name/#

55555 Unknown

Location Type

Remote

Additional Information ⓘ

< Previous Next > Submit Cancel

Telework device deployments

If customer is teleworking, there are a few options for their deployment:

1. Mail device and accessories to their home address.
2. Meet tech at state office located close to them to pick up device and accessories.
3. Use an intelligent locker to retrieve device.

After device is delivered or picked up, customer can email NTT at DL-OMES-NTTD-FS-Deployment@nttdata.com and tech will install person-specific software and assist with setup (monitors, docks, etc.).



Approvers

Purchase New Device
Allows you to purchase a new device and accessories

>> **Select Approvers**

✓ Manager *

Sottilo, Jeremy

✓ Agency Buyer *

Bond, James

5

6

< Previous Next > Submit Cancel

- Manager – This field pulls from PeopleSoft HCM. If it is not populated, you must select your manager's name.
- Agency Buyer – This field should be populated. If not, select the person from purchasing department that will need to enter the PO.



DSO DEV

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Intelligent Enterprise Platform

Services Catalog ▾ Asset Management ▾ Delivery Management ▾ Administration ▾

Home ▾ Global Services Catalog ▾ Purchase New Device

Purchase New Device

Allows you to purchase a new device and accessories

Summary

Requestor	Varga, Aaron
Requestor First Name	Aaron
Requestor Last Name	Varga
Requestor Email Address	Aaron.Varga@nttdata.com
Requestor Phone	412-979-0556
Employee Type	Myself
Requested For	
Requested For Employee ID	ABC134
Requested For First Name	Aaron
Requested For Last Name	Varga
Requested For Email Address	Aaron.Varga@nttdata.com
Requested For Phone	412-979-0556
Agency (aka Affiliate)	OMES
Requested Delivery Date	5/22/2020
PO/POord #	
Purchase Type	Lease
Exemption ID	
Hardware	Dell Latitude 7200 2-in-1
Accessories	Dell WD 19TB Thunderbolt Dock, 22in Monitor P2219H (Standard), 10ft Mini DP-to-DP Cable for USB-C Dock
Requested For Location	
Location Not Listed	✓
Address	111 Main St.
City	Tulsa
State	Oklahoma
Zip	55555
Country Name/#	Unknown
Location Type	Remote
Additional Information	
Manager	Sattile, Jeremy
Agency Buyer	Rand, James

☒ Email me a confirmation of this request

< Previous Next > **Submit** Cancel

Review your order

- Review your order for accuracy; then select submit.
- Confirmation will appear and be emailed.

DSO DEV

Nucleus
Intelligent Enterprise Platform

Services Catalog ▾ Asset Management ▾ Delivery Management ▾ Administration ▾

Home ▾ Global Services Catalog ▾ Purchase New Device

Order DSO00000013 has been submitted for approval!

[Track the status of this order, view all orders, or return to the catalog.](#)

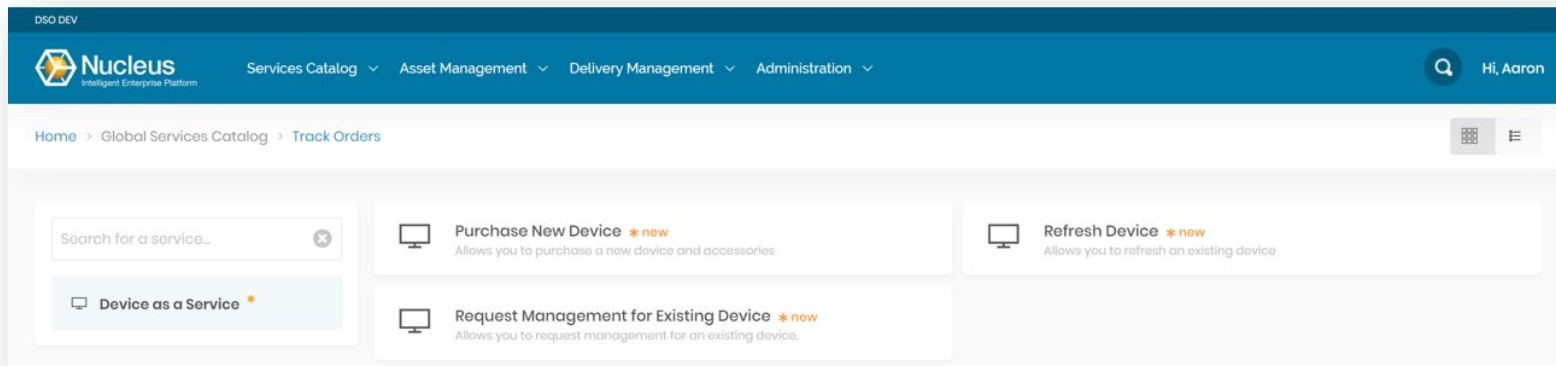


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Services catalog

Phase 1 items:

- **Purchase New Device** – request an NTT Data device (monthly lease or one-time state-owned grant purchase) and management of that device. You will also have the option to purchase compatible accessories.
- **Refresh Device** – replace/refresh your device when it reaches its end of life. You can also purchase compatible accessories.
- **Request Management for Existing Device** – purchase service/management on your current device.



Refreshing a device

- If you have an existing device (purchased or leased) that needs to be replaced, select **Refresh a Device** from the catalog.

Existing Device

Existing Device *

Select an existing device...



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Select existing device

- Search for your existing devices using the asset tag number.
- Found on the sticker on your device.

Search Existing Devices

Name	Serial #	Manufacturer	Model	Asset Tag	
T19C0I44508PH		Hewlett-Packard	HP EliteBook Revolve 810 G2	BCG44508PH	Select
T19C0I44508TG		Hewlett-Packard	HP EliteBook Revolve 810 G2	BCG44508TG	Select
T19C0I729BJ0F		Hewlett-Packard	HP EliteBook Revolve 810 G3	BCG729BJ0F	Select
T20C0I44507QW		Hewlett-Packard	HP EliteBook Revolve 810 G2	BCG44507QW	Select
T20C0I44507R4		Hewlett-Packard	HP EliteBook Revolve 810 G2	BCG44507R4	Select
T20C0I44507XY		Hewlett-Packard	HP EliteBook Revolve 810 G2	BCG44507XY	Select
T20C0I44508PL		Hewlett-Packard	HP EliteBook Revolve 810 G2	BCG44508PL	Select
T20C0I44508QY		Hewlett-Packard	HP EliteBook Revolve 810 G2	BCG44508QY	Select

1

2

3

4

5

6

7

8

9

10

-

+

⏪

⏩

1 - 8 of 899 items

Clear

Close

Device not listed

If your existing device is not listed, save your request in the order portal and call the Service Desk (Option 3) or send an email to the [Service Desk](#) with the following information:

- Device serial number (usually located on the back of the device).
- Type of device (laptop or desktop).
- Model (ex: Latitude).
- Manufacturer (ex: Dell).
- State of Oklahoma asset tag number.
- Employee's name and employee ID assigned to the device.
- Agency number.
- Agency work address.



Destruction type

- Select disk destruction type needed according to your agency's policy.

Destruction Type *

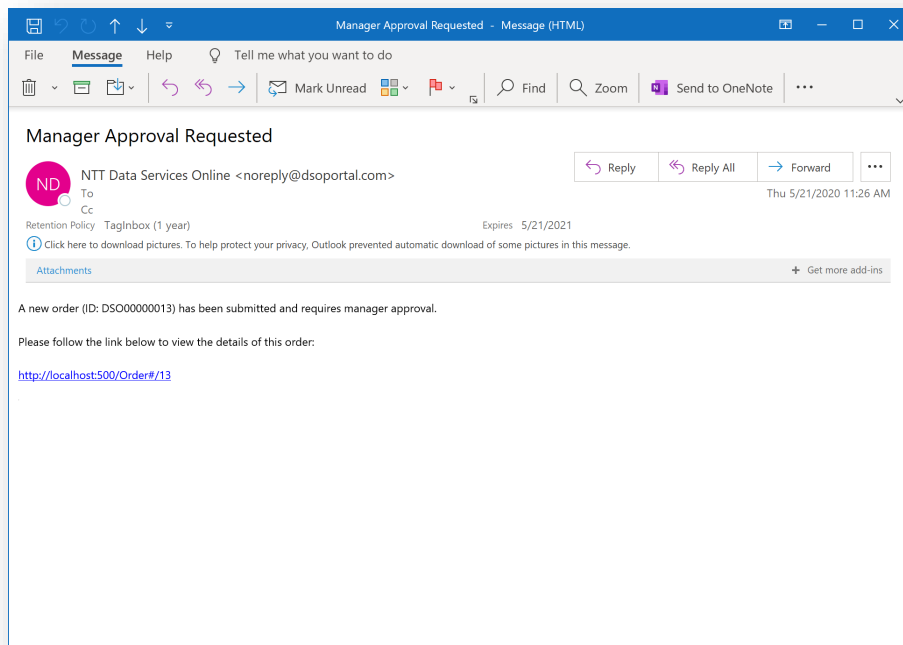
Free Disk Wipe

Certified Disk Destruction (extra charge)



Manager approval

- Your manager will receive an email requesting approval.



Manager approval queue

- Your manager will log into the order portal to review items awaiting their approval.

The screenshot shows the Nucleus Intelligent Enterprise Platform interface. The top navigation bar includes links for Services Catalog, Asset Management, Delivery Management, and Administration. The user is logged in as 'Hi, Aaron'. The breadcrumb trail indicates the path: Home > Global Services Catalog > Track Orders. The 'Pending Approval' tab is selected, showing a table of requests. The table has columns for Request ID, Service Name, Requestor, Status Change Date, Details, and Status. A single request is visible: Request ID DSO00000013, Service Name Purchase New Device, Requestor Aaron Varga, Status Change Date 5/21/2020 11:26 AM, and Status Submitted - Pending Manager Approval. The interface also includes a search bar, a download icon, and a pagination control showing 1 of 1 items.

Nucleus
Intelligent Enterprise Platform

Services Catalog ▾ Asset Management ▾ Delivery Management ▾ Administration ▾

Hi, Aaron

Home > Global Services Catalog > Track Orders

Saved Queued **Pending Approval** In Progress Completed Inactive Reporting

Drag a column header and drop it here to group by that column

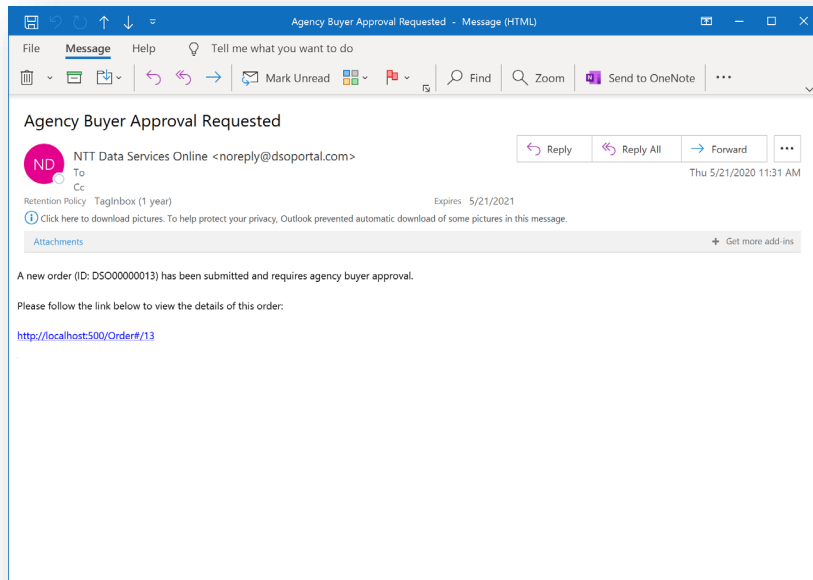
Request ID ▾	Service Name	Requestor	Status Change Date	Details	Status
DSO00000013	Purchase New Device	Aaron Varga	5/21/2020 11:26 AM		Submitted - Pending Manager Approval

25 items per page 1 - 1 of 1 items



Agency buyer review

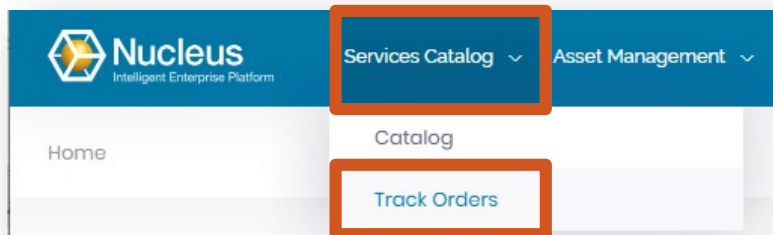
- Buyer will receive an email for approval.



- They will enter the PO number(s) to be billed against for this order.
- If you want to use a P-card, please put P-card in the PO field and someone will call the agency buyer to get the P-card information.



Tracking your order



Nucleus Intelligent Enterprise Platform

Services Catalog ▾ Asset Management ▾ Delivery Management ▾ Administration ▾

Hi, Aaron

Home > Global Services Catalog > Track Orders

Saved Queued **Pending Approval** In Progress Completed Inactive Reporting

Drag a column header and drop it here to group by that column

DSO00000013	Purchase New Device	Aaron Varga	5/21/2020 11:26 AM	Submitted - Pending Manager Approval
-------------	---------------------	-------------	--------------------	--------------------------------------

1 - 1 of 1 items



Requesting devices for new employees

When the New Employee Onboarding form is created:

- Agencies must work with their designated person to determine the new device to be assigned and place it on the new employee's desk or designate where device needs to be located.
- If new device is needed, hiring manager will need to complete the request for a new device.



Frequently asked questions

What if I do not know what device or accessory to order?

Contact the Service Desk and select Option 3 for support.

How do I get an exemption ID for a purchase?

Contact your IT strategist.

What if I need to request a new device for 10 or more users?

Submit this request to the Service Desk. A deployment project manager will be assigned to your deployment to gather the necessary details.



Frequently asked questions (cont.)

What if I just need a quote and I am not ready to buy?

- Visit the Order Tech Now page:
omes.ok.gov/services/information-services/order-tech-now.
- The prices for each device, accessories and deployment costs are listed.
- This is also used to make your PO for the correct amount.



Frequently asked questions (cont.)

What if I need a device configuration that is not on the standards list?

- Your agency will need to submit an exemption request.
- Once exemption approved, submit a quote request to the Service Desk Tech Desk portal.
- If not sure what model and configuration you need, call the Service Desk and select Option 3.



Additional resources



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Imagine that.

Stay informed by utilizing these resources

- DaaS webpage on OMES website.
- DaaS newsletter.
- Lunch and Learns.
- Process demonstrations.
- Your IT strategist.



Thank you!

STILL HAVE QUESTIONS?

EMAIL DAAS@OMES.OK.GOV



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