



Lanny Creedle

May 23, 2013

**GETS Education Program**

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**WELCOME**

# Review of last month

## Topic: Transformation and How to Work with GTA

### Learning Objectives

- Understand GETS Transformation charges and what they buy
- Understand how GETS Transformation charges are calculated for the GETS invoice
- Understand who to contact and partner with in the SMO to meet your infrastructure and managed network service needs.

### Learning Objectives Evaluation

- You have copies of the evaluation summary and attendance report
- Please take the time to complete these evaluations at the end of each session, we want to ensure we are meeting the learning objectives

# 2013 GETS Education Program

Month	Topic	Month	Topic
Feb 28	Introduction	Aug 22	Mainframe
March 28	Invoice Overview	Sep 26	Voice
April 25	Transformation & How to work with GTA	Oct 24	LAN/WAN
May 23	EUC and Service Desk	Nov	No training
June 27	Servers	Dec	No training
July 25	Storage		

Dean Johnson

Kevin Schultz

May 23, 2013

GETS Education Program

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# **END USER COMPUTING SERVICE DESK**

## Ensuring our common understanding

- **The learning objectives for this session will ensure you:**
  - Understand End User Computing/Service Desk services provided by GETS
  - Understand the charges in a GETS invoice for End User Computing/Service Desk
  - Know the primary processes and tools to manage an agency's usage of End User Computing/Service Desk
- **After this session, you will be asked to complete an evaluation form demonstrating your understanding of the material**



# Ensuring our common understanding

- **We will review your evaluations**
  - If there is a group need for information, we will incorporate it into the curriculum or have an additional training session
  - If the need is specific to an individual or agency – we will schedule a one-on-one session to ensure you get the information you need
- **We are committed to your success!**

# Agenda

- **Better understanding of your GETS End User Computing/Service Desk services**
- **Understand the charges (Resource Units) for End User Computing and the Service Desk**
- **Knowing how to leverage primary processes and tools to better manage your usage of these services**

# GETS Glossary for EUC



## **Asset Management**

Strategic process for selecting, tracking, reporting, and disposing of tangible GETS equipment and property (EUC)

## **End User Computing (EUC)**

The Service Tower that includes desktops, laptops, network printers, and common software, including Windows and MS Office

## **GSMRT**

**Global Systems Management Reporting Technology**, a web-based GETS reporting tool that captures data from multiple sources using the Actuate engine

## **GSMRT Analytics**

The improved web-based GETS reporting tool that captures data from multiple sources using the Cognos engine

## **Maximo**

Data source for reporting EUC devices (and other assets) and tracking service requests

# Glossary continued

**Order Now!**

GETS Service Catalog

**Resource Unit (RU)**

“Unit of measure” for IT services provided by GETS

**Service Desk**

The Consolidated Service Desk is the single place to call to ask usage questions or to report problems with any GETS service.

**Service Tower**

A grouping of related Resource Units that covers the cost of a service (End User Computing, Service Desk, etc.)

**Service Provider**

Georgia Technology Authority

**Service Provider Partners**

The Vendors who are part of the GETS contract. In general, this includes AT&T and IBM. (DELL is a subcontractor to IBM.)

# Understanding Your GETS Services

- **End User Computing (EUC) Tower**
  - This tower recovers all charges related to GETS desktops, laptops, tablets, and network printers
    - Hardware Service Charges (GETS devices only, not legacy or agency-purchased devices)
    - Support Resource Units (RUs) (multiple)
    - Installs, Moves, Adds, and Changes (IMACs)
  - Services provided by IBM and subcontractors
    - Break/fix services
    - End point management
    - Hardware/software install, move, add, change (IMAC)

# Understanding Your GETS Services

- **Service Desk Tower**
  - Services provided by IBM and AT&T
  - A single consolidated Service Desk
    - One number to call for 7x24 GETS infrastructure and managed network service needs, including:
      - GETS service interruptions and incident reporting (INF and MNS)
      - Inability to access the Internet or a specific application
      - EUC service impairments (break/fix, e.g. laptop or telephone not working)
      - Password resets
      - ID administration
  - This tower recovers the cost for operating the Service Desk

# The GETS Model: A Paradigm Shift

In 2009, the state moved from buying and maintaining hardware to purchasing *IT services*.

- GETS model is consumption-based
- The agency pays only for the services it consumes
- Each agency is enabled and empowered to own and manage consumption of services

# EUC Transformation: Before and After GETS

## End User Computing

Before GETS	After GETS
EUC devices not tracked, or tracked in multiple databases or spreadsheets	EUC devices are tracked and listed in one central repository
Updated devices dependent on agency	Updates, like security patches, are managed at enterprise level
Devices were aging beyond support, old operating systems	Images are kept up to date through remote distribution
Devices were replaced only when capital was available	EUC Refresh program updates devices every 3-5 years

## Service Desk

Before GETS	After GETS
21 separate helpdesks for support	One consolidated 7x24 service desk

# Question???

**Why can't the agency just go to a "big box" retailer to buy computers?**

- **Shift from owning equipment to purchasing services**
  
- **Total cost of ownership**
  - Maintenance
  - Support
  - Refresh
  - Security
  - Disaster recovery
  - Governance and service management

# Resource Units that Recover the Cost of EUC and Service Desk

- **Each EUC device may generate up to 5 resource units:**
  - Central/Campus or Remote Device RU
  - Hardware Service Charge (HSC) - GETS devices only, not legacy or agency-owned devices
  - Authorized Device RU
  - LAN Attached Device RU
  - LAN Port RU
- **IMAC charges also apply for adds, moves, installs, and changes *if a desk side visit is required***

# Resource Units that Recover the Cost of EUC and Service Desk



- This is a snap shot of some of the EUC devices on the GETS Invoice

Date Range: 12/01/2012 to 01/31/2013					
Agency Totals for: GA01.98000.00000000.000000000980171 Data Sales					
	Units	Unit Rate	Amount	GTA Admin Fee	Charge
Central/Campus Desktops	<a href="#">2.0000</a>	38.3443	76.13	6.49	82.62
Central/Campus Laptops	<a href="#">9.0000</a>	37.0298	333.04	28.37	361.41
Desktop Hardware Service Charge	<a href="#">18.2000</a>	1.0000	18.21	1.55	19.76
Tablet PC Hardware Service Charge	<a href="#">86.8800</a>	1.0000	86.88	7.40	94.28
<b>End User Computing</b>			<b>514.26</b>	<b>43.81</b>	<b>558.07</b>
Authorized Devices	<a href="#">11.0000</a>	24.1351	264.73	22.56	287.29
<b>Service Desk</b>			<b>264.73</b>	<b>22.56</b>	<b>287.29</b>

# Central/Campus Devices Resource Unit



- **Desktops, laptops, tablets, network printers, and thin clients which have 350+ units inside a 15-mile radius**
- **These resource units recover the cost of supporting End User Computing devices, including maintenance, desk side support, refresh, security (patching, malware)**
  - Central/Campus Desktops
  - Central/Campus Laptops
  - Central/Campus Network Printers
  - Central/Campus Tablet PCs
  - Central/Campus Thin PC
  - Central/Campus VIP Printer
  - Central/Campus Hard IMAC

# Remote Devices Resource Unit

- **Desktops, laptops, tablets, network printers, and thin clients that are outside the central radius**
- **These resource units recover the cost of supporting End User Computing devices, including maintenance, desk side support, refresh, security (patching, malware)**
  - Remote Desktops
  - Remote Laptops
  - Remote Network Printers
  - Remote Tablet PCs
  - Remote Thin PC
  - Remote VIP Printer
  - Remote Hard IMAC

# EUC Hardware Service Charges (HSC)

- **These resource units recover the hardware cost of End User Computing devices used by GETS Agencies**
  - Desktop Hardware Service Charge
  - Laptop Hardware Service Charge
  - Network Printer Hardware Service Charge
  - Tablet PC Hardware Service Charge
  - Thin Client Hardware Service Charge



# Resource Units Related to EUC/Service Desk

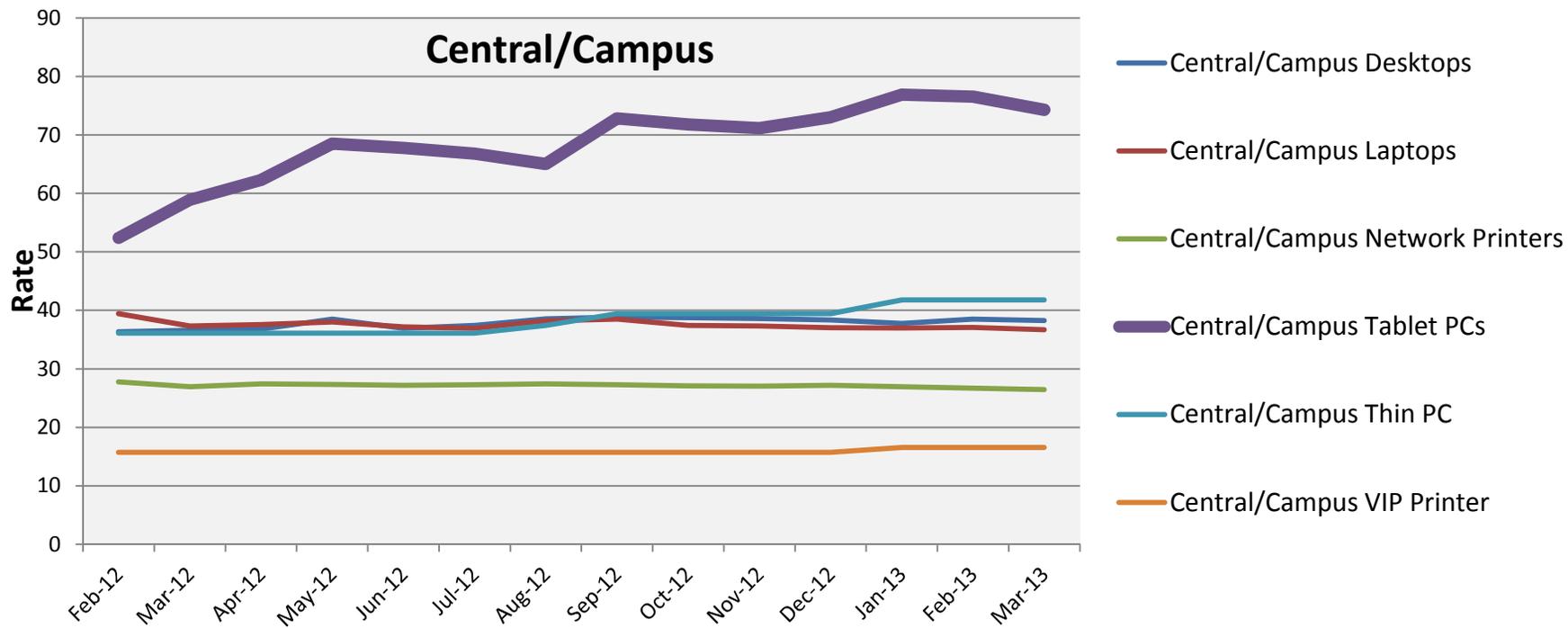
- **Authorized Device Resource Unit (RU)\***
  - Recovers the cost of operating the GETS Consolidated Service Desk
- **LAN Attached Devices RU\***
  - Recovers the cost of utility servers (e.g. file and print)
- **LAN Port RU\***
  - Recovers the cost of the local area network

\* These RUs should closely match total of all EUC support *volumes*, which are based on all EUC devices where the Maximo status field is *120 active*.



# Stable Rate History

In general, rates have remained stable overtime, allowing the agency to plan for EUC costs.



# **Recap EUC and Service Desk Resource Units**

- **Hardware Service Charges (HSCs) are based on the number of GETS EUC devices (excluding legacy or purchased) in the possession of the agency**
- **Central/Campus and Remote RUs are based on the agency's total number of active EUC devices**
- **Authorized Device, LAN Attached Device, and LAN Port RUs are based on the number of EUC devices listed as active and/or connected in Maximo**

**So . . . Management of EUC and Service Desk Towers is directly related to the number of Agency's EUC devices, active/idle status, and connection to the network.**

# Managing EUC Consumption

- **IMAC - Install, Move, Add, or Change**
- **All requests submitted through the Service Catalog under *PC Equipment Service and IMAC* or the *Asset Management Only* headings**
  - 1 to 9 Devices
    - May generate one IMAC charge per device for the agency
  - 10 or more devices
    - Requires a Request for Solution (RFS)
    - Custom Solution Proposal provided to agency (lower per unit charge)
- **Agencies need to follow the IMAC process to ensure their invoices are correct**

# Best Practices in EUC Consumption Management

*Reduction in EUC device count, active/idle status, and/or connection EQUALS Reduction in RU Charges*

- **In the GETS model, the Agency owns consumption management**
- **One of the Agency's key roles: Reconcile your bill**
  - Understand EUC/Service Desk RUs and compare to employment scope
- **Three-way match: Known inventory vs. Maximo vs. invoice**
  - IBM maintains the GETS/Legacy-Agency-owned EUC device count, active/idle status, and connection in Maximo
  - The agency's Asset Management Lead validates this count from a variety of reports available in GSMRT and GSMRT Analytics (listed in addendum)
  - GETS Asset Management provides quarterly training meetings to discuss processes, tools, performance metrics, etc...

# Consumption Management, continued

In *addition* to reconciling the bill, the Agency must:

- **Plan ahead**
  - Desk side IMAC visits for EUC devices incur charges
  - Assess financial impact and timing of change - will postponing changes until refresh period save money?
- **Forecast Agency needs**
  - Get rid of unused or redundant devices
- **Match the EUC device to the worker's function**
  - Does the employee need multiple EUC devices (e.g. a desktop AND a laptop?)
  - Does the employee need a premium EUC device when a standard device is sufficient?

# How to Address Discrepancies

## **What if the agency discovers a discrepancy in the detail of its EUC Resource Units?**

- If the agency identifies a discrepancy, its Asset Manager uses the “Change an Attribute to an existing Asset” product in the OrderNow! online service catalog to change Asset Attributes in Maximo

## **What if the agency identifies resource units incorrectly assigned to the agency or devices remaining on the invoice after a decommission order has been completed?**

- Submit a dispute to [chargebackadmin@gta.ga.gov](mailto:chargebackadmin@gta.ga.gov) with the required documentation

# GTA Support for EUC and Service Desk



- **Governance of EUC Asset Management and Service Desk**
  - Process improvement, verification, and reporting
  - Service level agreement (SLA) validation and management
  - Transparency in total cost of services, negotiating competitive rates
- **Dispute Resolution**
  - **Customer Relationship Manager (CRM):** *Single* point of escalation
  - [chargebackadmin@gta.ga.gov](mailto:chargebackadmin@gta.ga.gov)
- **Empowering Agencies with knowledge and tools**
  - Ongoing Education for Agency Asset Management Leads, Coordinators, and Invoice Reviewers to discuss processes, tools, performance metrics
  - Asset Management Handbook, highlighting roles, best practices, processes, reports, FAQ - DVD available today.
  - Asset Management Toolkit (available October 2013) that will bridge asset management data across Maximo, scan tools, agency databases, and invoice

# EUC and Service Desk Consumption Management Summary

- **Up to 5 Resource Units for each EUC device**
- **Reduction in EUC device count, active/idle status, and/or connection EQUALS Reduction in RU Charges**
- **The Agency is empowered and enabled to perform consumption management. Best practices include:**
  - Reconciling and validating the bill
  - Planning ahead to minimize IMAC charges
  - Forecasting Agency needs and getting rid of unused devices
  - Matching the EUC device type to the worker's function
- **Questions???**

# Preview of What's Ahead

- **Next Education Topic: Servers**
- **Learning objectives:**
  - Better understanding your GETS services
  - Understanding the charges (Resource Unit) for your GETS services
  - Know how to leverage the primary processes and tools to better manage your service usage

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## Close

- **Please complete your Learning Objectives Evaluation**
- **Next GETS Education Session – June 27, 2013**
  - Servers

# ADDENDUM

## **GSMRT and GSMRT Analytics: Asset Management Reports to Manage EUC/Service Desk**

# GSMRT and GSMRT Analytics Reports to Manage EUC Consumption



The screenshot displays the IBM Services Connection portal interface. At the top, the IBM logo and 'Services Connection' are visible. A navigation bar includes links for 'Home', 'Account services', and 'GSMRT Analytics', with a red arrow pointing to the latter. The main content area is divided into several sections:

- Welcome:** A message from the IBM Services Connection Team regarding the State of Georgia GETS Portal.
- Service level attainment:** A horizontal bar chart titled 'Service level attainment - (01 Feb 2013 - 28 Feb 2013)'. The chart shows the count of metrics by category, categorized into three performance levels: 'Metrics that met expected target' (green), 'Metrics that met minimum but not expected' (yellow), and 'Metrics that did not meet minimum' (red).
- Operational report viewer:** A section titled 'Global Systems Management Reporting Technology' featuring the GSMRT logo and a red arrow pointing to a link: 'Click here to access service level and operational reports.'

Category	Met expected target	Met minimum but not expected	Did not meet minimum
Availability	10	0	0
Backup & Recovery	3	1	0
Batch Processing	3	0	0
Cross Functional	4	0	0
End User Computing	4	0	0
Incident Resolution	3	0	0
Incident Response Time	4	0	0
Print	3	0	0
Project Management	1	0	0
Satisfaction Surveys	2	0	0
Service Desk	3	1	1

In GSMRT,  
Click on the Asset Management Folder . . .



# In GSMRT Analytics, Click on Asset Reports



A screenshot of the IBM GSMRT Analytics web portal. The page header includes the IBM logo, "Services Connection", and a user welcome message: "Welcome Scott Young | sign out | edit profile". A navigation bar contains links for "Home", "Account services", "Portal settings", "Portal support", and "GSMRT Analytics". The main content area shows a "Customer" dropdown menu set to "State of Georgia" and the title "Global Systems Management Reporting Technology". Below this, a red message states: "If you do not get your emailed report please contact your SDM or Reporting focal to have this report emailed to you at your convenience." Underneath, the section "GSMRT Operational Reports:" contains three links: "Change Reports", "Asset Reports", and "Incident Reports". A red arrow points to the "Asset Reports" link.

## **GSMRT/GSMRT Analytics**

### **Asset Management Reports** *(reports in GSMRT unless otherwise noted)*

**OP069a**                      **Asset Inventory Report**

- » Lists agency's GETS assets by cost center

**OP069b**                      **Custodian Asset Inventory Report**

- » Lists agency's GETS assets for by current user and custodian (manager)

**OP063b**                      **Hardware Non-Standard Product Users Report (GSMRT ANALYTICS)**

- » List by user of installed non-standard hardware (legacy and agency-owned EUC devices)

**OP065b**                      **Hardware Standard Product Report (GSMRT ANALYTICS)**

- » Lists GETS approved standard hardware – agency's list of EUC devices from the Service Catalog



**OP072**

**Asset Profile Report (GSMART ANALYTICS)**

- » Lists agency's GETS assets with last change in user and location; may help to locate a missing device

**OP060**

**Refresh Status Report**

- » Tracks refresh progress for an agency's GETS assets

**OP073a**

**Notice of Decommissioning**

- » Lists decommissioned assets (taken out of service and prepared for disposal) - verify charges have stopped

**OP073b**

**Notice of Disposal**

- » Lists disposed assets - verify charges have stopped

**OP073c**

**Released Asset Report**

- » Lists released assets (taken out of service because no longer in scope for GETS) - verify charges have stopped

**OPOXX**

**On-Board / Off-Board Activities Report by Agency**

- » Lists all tasks for catalog requests for New Hire and Employee Separation - [Available ?](#)

**OPOXX**

**EUC IMAC Activities Report by Agency**

- » Lists all tasks for EUC IMAC Activities – [Available ?](#)

# GSMRT TUAM Reports

## New Report Group Invoice Detail Reporting

- New series of End User Group Reports include EUC Support Charges, LAN Attached Devices Charges, Authorized Devices Charges, EUC IMAC Charges, Hardware Service Charges, Email Charges
- End User Computing Group Invoice Detail – [Available May Invoice](#)
  - Provides invoice detail in a new spreadsheet format of logical groupings of invoice data for invoice validation
  - Data can be used to determine Total Cost of EUC Assets, Total Cost by User for Infrastructure Charges, Total Cost by Cost Center and more

# GSMRT TUAM Reports

## Report Group Invoice Detail Reporting

- End User Computing Group Invoice Variance Detail – [Available November Invoice](#)
  - Provides invoice detail variance for the month in a new spreadsheet format of logical groupings of invoice data for invoice validation
  - Lists the detail changes from previous invoice to current invoice
    - Lists data charged last invoice but not charged in current invoice
    - Lists the data charged in current invoice that was not charged in the last invoice

# GSMRT TUAM Reports

## Invoice Trend and Variance Report

- Provides variance in total Resource Units comparing previous month to current month; multiple months can be requested to see trend in Resource Unit consumption over time – [Currently available](#)

## Detail Monthly Compare Report

- Provides invoice detail variance for the month for invoice validation – [Currently available](#)