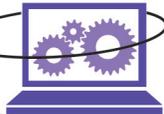




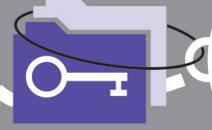
PRICING



Desktop Support
\$28
per month/per device



Laptop Support
\$29
per month/per device



Network File Management
\$16
per month/per user



Microsoft Exchange Email Service
\$7
per month/per user

Blackberry Enterprise Email Service
\$7
per month/per device



Mobile Device Management
\$8
per month/per device



- Agencies are billed monthly for all services after a purchase order has been issued to OMES ISD.
- Services can be provided to Oklahoma state agencies in all 77 counties.
- Agencies are responsible for the purchase cost of each device.
- OMES recommends a four-year refresh cycle.

Prices are effective: July 1, 2014 - June 30, 2015



CIO.OK.GOV RESOURCES

- For a complete list of services, refer to the ISD Service Catalog
http://www.ok.gov/cio/Customer_Portal/Service_Catalog/
- To have software added to your PC, complete the Software Installation Request Form
Link located under Online Tools/Services
- To add staff to an existing desktop service, complete the OMES New Employee On-Boarding Form
Link located under Online Tools/Services

Requesting **OMES** Desktop Services

 405-521-2444 or 866-521-2444

 servicedesk@omes.ok.gov

 <https://helpdesk.ok.gov>

Getting Started
with
OMES
Desktop Services

*Delivering Quality,
Effective and Secure
Technology Services*

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omes.ok.gov



WORKSTATION SUPPORT SERVICES

OMES provides technical support for your agency-owned PCs and laptops.

Services include:

- Maintaining hardware and software
- Anti-virus protection
- Standard desktop and laptop configuration
- Procurement consultation
- Delivery and installation
- On-site break/fix
- Technical support remote or dispatched
- Asset retirement, including hard drive destruction
- Response to customer moves, adds or change requests
- PC-to-PC data migration

Standard Desktop Image

- Microsoft Windows Operating System
- Microsoft Office Professional
- Adobe Reader
- Adobe Flash Player
- Java
- CutePDF Writer
- Symantec Endpoint Protection
- Altiris



NETWORK FILE MANAGEMENT

OMES provides a place to store your agency files as an enterprise file management solution.

Services include:

- Initial migration of data to the OMES Data Center
- Enterprise backup and restore to ensure data integrity and consistency
- Standard patching and maintenance on equipment to ensure system performance
- User ID information administration



EMAIL AND CALENDAR SERVICES

OMES provides internal and external access to Microsoft Exchange email and calendars.

Microsoft Exchange Email Services:

- Integrated email and calendar function
- High-availability configuration
- Anti-virus/anti-SPAM solutions
- Internet browser access for email and calendar through webmail
- Centralized and personal address books
- Native file format attachment support up to 20 MB
- Meeting scheduling for individuals, groups and resources
- Personalized or shared daily notes/tasks and calendar entries



MOBILE DEVICE ACCESS

Blackberry Enterprise Email Service

The Blackberry Enterprise Email Service enables you to wirelessly connect a Blackberry handheld device to your Microsoft Exchange email and calendar account.

Mobile Device Management

Secure email service for Windows Phone, iPhone and Android phones.

Note

Agencies are responsible for ordering devices, device upgrades, and cell and data plans.

