

SERVICE PACKAGE: SL0014

STANDARD DESKTOP OPERATING ENVIRONMENT

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Note: The audience for this IT Service Product is the CUSTOMER executive who hold the budget and makes purchasing decisions (the IT Service Product buyer).

1.0	IT SERVICE PRODUCT OVERVIEW	
1.1	Reference #	SL0014.
1.2	Name	Standard Desktop Operating Environment.
1.3	Description	<p>This service provides a Standard Operating Environment (SOE) to all eligible staff. The SOE includes the standard desktop hardware (PCs, laptops, additional monitors etc) and software (office tools, email, client applications etc)</p> <p>There are three categories of SOE software:</p> <ul style="list-style-type: none"> ◆ Baseline SOE software. This software is automatically provided to all Customer ICT users ◆ Optional SOE software. This software is available upon request, but is not included automatically to all Customer ICT users. Some optional software requires management approval due to additional costs / license fees ◆ Custom-developed software. Built in-house, this software is available to Customer ICT users that require access as part of their job <p>All Customer ICT users will be provided with the base Desktop Standard Operating Environment (SOE). Other specific software will be provisioned if it is specific and/or approved by the user's business unit. Printing, Non SOE Software, and External (Remote) Access are described in specific Service Packages.</p>

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