

Desktop as a Service

Transition Services

• Perform professional services to support agency adoption of the DaaS solution

Application Packaging

- Virtualise (or package) and unit test applications and updates for deployment to virtual and traditional desktops in a way that maximises reuse across agencies
- Patch and update applications

Virtualised Desktop

- Configure, build, deploy and patch operating systems
- Provide application delivery
- Operate virtual desktop infrastructure
- Provide capability to allow each agency to manage the provision and use of end-user desktops and applications
- Provide business continuity options
- Provide capability to manage thin device operating systems

Traditional Desktop

- Configure, build, deploy and patch operating systems
- Provide application delivery
- Provide capability to allow each agency to manage the provision and use of end-user desktops and applications
- Expose a common toolset to allow traditional desktops to be managed consistently with virtual desktops

Hardware Procurement

- Manage the purchase, repair and replacement of devices under government hardware contracts on behalf of agencies
- Provide leased devices utilising government hardware contracts

On-Site Support

- Provide field services for responding to hardware, operating system and application issues

Agency / Third Party Provider

Active Directory

- Authentication
- Authorisation / access management

Service Support

- Level 1 service desk
- Desktop and application software licensing

Enterprise Applications

- File storage
- EDRMS
- Email servers
- Line of business (LOB) applications
- Databases
- Application remediation
- Print services

Personally Owned Devices

Networks

Key

In Scope

Out of Scope