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Washington Metropolitan Area Transit Authority
Board Action/Information Summary

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⦿Action ◯Information	MEAD Number: 100000	Resolution: ◯Yes ⦿No

TITLE:

Help Desk Support

PURPOSE:

To obtain Board approval to initiate and award a competitive procurement to provide computer specialist technicians who will provide desktop support throughout WMATA. This action is for a base year and four one-year options. There is no obligation beyond the base year (FY 2009), and option years are based on approval of future year budgets.

DESCRIPTION:

The Data Center and Infrastructure office of the Department of Information Technology (IT/DCI) provides for all desktop and desktop infrastructure needs for the Authority. In order to achieve the overall complex desktop support effort, WMATA requires the services of three tiers of skilled support technician staff to augment WMATA IT staff in providing day-to-day technical assistance to WMATA customers. This includes the receiving and deployment of new and replacement equipment, as well as addressing interoperability issues on all standard software deployed across systems.

FUNDING IMPACT:

Budget: Operating Budget
Project: Information Technology
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IT Non-Personnel (Services-Other) Operating Budget

Budget Information:	FY09	FY10	FY11 - FY13	TOTAL
Budget Amount:	$14,766,551	$15,000,000	$45,000,000	$74,766,551
This Action:	$1,200,000	$1,200,000	$3,600,000	$6,000,000
Prior Actions:	$0	$0	$0	$0
Subtotal:	$1,200,000	$1,200,000	$3,600,000	$6,000,000
Remaining Budget:	$13,566,551	$13,800,000	$41,400,000	$68,766,551

Operating Impact: None, flat ongoing operating expense.

REMARKS: This action is subject to Board approval of the FY09 through FY13 budgets and availability of funds.

RECOMMENDATION:

The Board approves the initiation and award of a competitive procurement to provide computer specialist technicians to provide desktop support throughout the Authority and to exercise the option years based upon approved budgets and availability of funds.

Desktop Infrastructure and Support

Project Description: The Data Center and Infrastructure Office of the Department of Information Technology provides for all desktop support and desktop infrastructure needs for the Authority.

- ## Benefit to Customers
  - Centralizes responsibility and risk for desktop support to a single operation and point-of-contact
  - Provides:
    - Standardized desktop operating environment
    - Service Level Agreements (SLAs) and technical assistance 24/7/365
    - Remote management services
    - Regular technical upgrades/updates, ensuring current standard technology
    - Complete asset management tracking capabilities

- ## Implications on Service
  - Best cost
  - Reliable, available tiered response service
  - Major functions
    - Maintenance
    - Personal Computer Refresh
    - Asset Tracking/Surplus
    - Performance Metrics
  - Most Popular Services
    - Account and Password Support
    - Printer Support
    - Patch Management
    - Inventory/ Deployment