



Desktop as a Service (DTaaS) Process Guide



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I. Introduction

The Desktop as a Service (DTaaS) program provides State of Kansas (SoK) executive branch and non-executive branch agencies with a solution to lease desktops, laptops, and tablets along with services that include asset tagging, warranty exchanges, repairs, and imaging services, as applicable. The program allows agencies to obtain updated technology and be invoiced on a consumption-based model.

This document describes the process flows involved in the DTaaS program that includes new deployment, exchanging, reassigning, or decommissioning of a device that will be managed through the DTaaS program offering.

The DTaaS program offering is serviced by Dell Technologies (Dell) and is comprised of two subsidiaries, Dell Marketing L.P. (DMLP) and Dell Financial Services (DFS).

To accomplish these technical and financial goals, DTaaS has four main processes involved in the fulfillment of this service: **1.) New Deployment** **2.) Exchange**, **3.) Reassign**, and **4.) Decommission**. The lifecycle of these processes includes the initiation, recording, managing the necessary workflow, communicated status to all concerned parties, tracking activity status, fulfillment of exchange and decommission requests, notification of completion and receipt of the contractually required tasks.

*All links provided in this electronic document can be accessed by clicking **Ctrl+click** to follow the links.*

II. Glossary of Terms

There are various terms and definitions that are to be implied regarding the program throughout this document.

- **Contractual Documentation**
 - Billing and Schedule Information: Required form to be completed by each participating agency for account set-up with DFS.
 - Master Lease Agreement: Contractual agreement between the SoK and Dell Financial Services which defines the terms and conditions for the Dell financing services.
 - Secretary/Clerk Certificate Instructions: Certificate to be completed each fiscal year by the agency Secretary, Executive Director, or designee. The form lists all persons who are authorized to execute and deliver the Agreement and any related True Lease Schedule(s).
 - True Lease Schedule: Agreement between a SoK participating agency and DFS which defines the lease terms and conditions; as well as product description, payment requirements, and end-of-lease terms for each DTaaS device order.
- **Dell Technologies:** Third party service provider that has been contracted by SoK, through a National Association of State Procurement Officials (Naspo) Participating Agreement, to provide device and financing services identified in this document.
- **Dell Marketing L.P. (DMLP):** Subsidiary of Dell Technologies (DTaaS service provider) who provide wholesale distribution of computers, computer peripheral equipment, and computer software.
- **Dell Financial Services (DFS):** Subsidiary of Dell Technologies (DTaaS service provider) who provide financing and payment solutions for the DTaaS program.

- **Desktop as a Service (DTaaS):** A program developed for the State of Kansas executive branch agencies that maximizes the economies of scale within the State when it comes to technology equipment. The service provides a standardized process for procuring, repairing, and decommissioning devices to ensure the agencies are operating updated technology. The suggested lifespan for laptop computers is three and five years for desktops.
- **Executive Branch:** A branch of government as defined by the State of Kansas.
- **Cabinet Agency:** Consist of the Lieutenant Governor of Kansas, the Adjutant General, the Superintendent of Highway Patrol, and eleven departments each headed by a Secretary.
- **Non-Cabinet (non-cab) Agency:** All other State of Kansas agencies not meeting the Cabinet definition. The non-cabinet agencies considered for the purposes of this document and the DTaaS program are those who utilize the OITS IT services for end-user devices support.
- **Office of Information Technology Services (OITS):** The IT services office for the State of Kansas executive branch agencies and non-cab agencies.

III. Roles and Responsibilities

There are various roles that need to be acknowledged throughout this document. It is important to understand the areas of responsibilities for these roles and how they participate in the various desktop services.

- **Agency Service Desk:** For cabinet agencies, this is their single point of contact for their user community.
- **Associated support teams and stakeholders:** Groups and individuals who need to be informed and communicated to during various process activities and steps. Some examples are the Reporter, device user (if different), DTaaS lead, Tier 2 support, appropriate managers.
- **Dell Account Manager:** Primary point-of-contact responsible for ensuring all activities related to the DTaaS program are managed and satisfied.
- **DTaaS Primary Contact (PC):** As part of the DTaaS, each agency shall select one person with a backup to order equipment for your agency. It is their responsibility to monitor the process and ensure that all changes in status, inventory and billing are correctly tracked and reported by Dell and the state.
- **EBIT Service Desk:** Centralized Service Desk is the single point of contact for all SoK users, and they use a centralized instance of ServiceNow to manage multiple service management processes. OITS service desk can be reached at the following email address ebitsm@ks.gov, or 785-296-4999.
- **OITS Asset Manager (OAM):** OITS liaison that provides procurement services for non-cabinet agencies.
- **OITS End-User Services (EUS):** OITS service team provides DTaaS technical support to the non-cabinet agencies such as, but not limited to, device configuration, deployment, and troubleshooting.
- **OITS Program Manager (OPM):** OITS liaison that provides general oversight and management of the DTaaS program. The OITS program manager can be reached via email at oitsvendormgmt@ks.gov.
- **Reporter:** This initial requester of the activity new deployment, exchanging, reassigning, or decommissioning and/or another interested stakeholder.

IV. Contract Documents

The following documents are required to be completed by each agency, per the agreement between the State of Kansas agencies and Dell annually.

- **Secretary/Clerk Certificate (SCC):** Certificate to be completed by the agency Secretary, Executive Director, or designee. The form indicates all persons who are authorized to execute/sign the True Lease Schedule(s). The Secretary, Executive Director, nor designee can certify themselves.
- An example would be to have your assistant sign-off as the clerk and list the designee as the authorized personnel. Please contact oitsvendormgmt@ks.gov, if you need assistance with completing forms.
Notes: This document must be notarized and is required to be completed each fiscal year.
- **Billing and Schedule Information (BIS):** This form indicates agency specific options for invoicing and should be completed by the agency finance team.
Note: This form is required to be updated when and if an agency makes any changes to their invoicing preferences and/or authorized personnel.
- The persons listed on the BIS form as individuals who will sign the schedule should match those listed on the SCC form.
- **True Lease Schedule:** Agreements between the SoK participating agencies and Dell Financial Services which defines the lease terms and conditions; as well as product description, payment requirements, and end-of-lease terms for each DTaaS device order. In the event your agency has personnel changes for the individuals that review and sign the True Lease Schedule, you will need to submit the BIS and SCC again and submit to oitsvendormgmt@ks.gov for Dell processing.
- **Bill Statement (short form):** This form will be sent from the Dell Financial team prior to invoicing.
- **Default reports:** Default reports are sent to the contact listed on the BIS form.
- **DFS Quote Acknowledgement Letters (QAL):** The QAL is part of DFS's public audit procedure confirming the lease rate factors used for these orders.
- **Dell Configuration Services Asset Report:** The asset report contains information from the order placement.

V. Standard Device Configurations

The DTaaS program provides agencies with standard device configurations. Each device comes standard with a predefined asset tag and Dell's ProSupport Plus¹ warranty service.

- Laptops
 - Standard Laptop
 - Advanced Laptop
 - Rugged Laptop
- Tablets
 - 2 in 1
 - 2 in 1 bundled with Keyboard and stylus
 - Rugged tablet
- Desktops

¹ ProSupport Plus – See Section XIII, ProSupport Plus for details.

- Standard Desktop
- Micro PC
- Advanced Desktop
- Extreme Performance Desktop

Manufacturer models may differ throughout the contract term as devices become end-of-life and are replaced with newer models. Please reach out to the OITS operations personnel if you have questions regarding equipment model adds or changes at the following email address oitsvendormgmt@ks.gov.

VI. Lease Terms

A lease term establishes the time for which the agency agrees to rent the device. There are two lease term options available for DTaaS program devices: 3-year term and 4-year term. Devices will only be covered under warranty during those time periods.

Selection of the desired lease term is completed during the order process within the Dell Premier Portal. It will be the agencies responsibility to manage their own assets and lease terms.

VII. New Deployment – DTaaS Order Process

This section describes the order process for non-cabinet and cabinet agency’s new device orders.

A. Non-Cabinet Agencies

- The OITS Asset Manager (OAM) will submit a device request via ServiceNow or by submitting a DTaaS device request form. DTaaS forms may be found [here](#).
- Once the request has been placed, the OITS Asset Manager will begin the procurement request with the DTaaS service provider. The OAM will provide the agency PC with the final quote for leased devices, to include estimated shipping date, for acknowledgement and approval.
- The acknowledgement and approval will confirm the agency’s intent to enter a True Lease Schedule with DFS.
- Upon agency PC acknowledgement and approval, the OAM will submit the order to the DTaaS service provider. Upon receipt of the device(s) the OAM will:
 1. Validate the devices received against the order.
 - a. Verify model, serial number, power cords, asset tag affixed
 2. Log device details into the asset management tracking tool
 3. Inform the agency PC the order was received and device details (quantity and serial numbers).
 - a. Within 10 days of OITS receiving the devices, DFS will send a True Lease Schedule to the agency PC.
 - b. Agency will have 10 days to review and sign the True Lease Schedule.
 - i. Confirm details on the True Lease Schedule match details provided by OAM.
 4. Place the device in designated secure storage area.
 5. Assign configuration tasks to the OITS End-User Services (EUS) team
 6. EUS will perform configuration tasks imaging, and application set-up.
 7. EUS will contact the agency PC and schedule deployment (installation) activities.

*****Non-cabinet agencies will need to send their purchase order number to OITS assigned personnel prior to any orders being placed.**

B. Cabinet Agencies

The DTaaS PC will submit a device request via the Dell Premier Portal. Within the ordering process, the agency will have the option of selecting the desired lease term (3 or 4 years). Imaging services² from Dell are also available upon request. *Submission of an order will confirm the agency's intent to enter a True Lease Schedule³ with DFS.*

Prior to order placement, agencies will be provided with the estimated ship date for the devices. It is recommended that agencies track each order shipment to ensure agency staff is available to receive and verify the shipment for accuracy upon arrival. Upon receipt of the device(s) the agency will validate the devices received against the order. This verification includes device model, serial number, power cords, and asset tag affixed.

Within 10 days of receiving the devices, DFS will send a True Lease Schedule to the agency's authorized personnel. The agency will have 10 days to review and verify the data. Prior to signing the True Lease Schedule, confirm the details listed match the order and device details (serial number(s), etc.) as well as lease term.

*****Agencies will need to provide Dell Financial Services with a purchase order before any orders will be processed.**

VIII. Dell Premier Portal (Portal)

The Dell Premier Solutions portal provides a single platform for leasing, reporting, and tracking order status for the Desktop as a Service (DTaaS) program. All DTaaS standard product configuration items are available within the portal.

The Dell Premier Solutions portal also provides access for purchasing of peripherals and non-standard equipment. Direct purchases and non-standard equipment require a Request for Exemption¹ submitted to the Office of Information Technology Services (OITS) for approval by the Chief Information Technology Officer (CITO).

Non-cabinet agencies will continue to submit their device requests to OITS as described in Section VII – New Deployment – DTaaS Order Process and will not have a portal account.

Cabinet agencies will have their own secure personalized purchasing and support account enabling an easy and efficient procurement process.

Click here: To access the portal, visit <http://www.dell.com/premier>

Click here: To view the user guide, visit [Dell's User Guide](#)

Click here: Dell representatives are available via email at: Amer_Pam_Team@Dell.com. Please include **State of Kansas – DTaaS (RC1507572)** in the subject line when using the above email address.

A. Report Offerings

The portal includes a Customer Reporting tool which provides different reports relating to current and past Dell purchases. To access the list of available reports, click on "Account" located on the top-left

² Imaging Services – See Section IX, Imaging Services for details.

³ True Lease Schedule – See Section IV, True Lease Schedule for details.

and click on “View and share reports”. A list of available reports will appear. In addition to the standard reports, the Dell account team can assist with creating customized reports.

B. User Roles, Assignment, and Maintenance

Each cabinet agency will have the ability to manage the users for their agency within the portal. This enables you to manage what a user can see and do within the portal, depending on job roles and responsibilities.

Capabilities	Individual Level			Access Group Level		Premier Site Level		
	Shopper No Price	Shopper	Buyer	eQuote Buyer	User Administrator	Site eQuote Shopper	Site eQuote Buyer	Site Administrator
View and save own eQuotes	✓	✓	✓	✓	✓	✓	✓	✓
View all eQuotes for Access Group				✓	✓	✓	✓	✓
View all eQuotes for Premier page						✓	✓	✓
Purchase from Premier page			✓	✓	✓		✓	✓
Add/edit/remove users for Premier page								✓
Self-create Standard Configurations (US only)								✓
Add/remove partners on Global Portal								✓

- Site Administrator:** Site Administrators have access to all Premier shopping and buying functionality, all site customization tools, and all user management tools. They have the sole authority to create, modify and assign users to the DTaaS standard configurations.
**Note: The Dell Account Manager and OITS Program Manager serve as the Site Administrators.*
- User Administrators:** User Administrators can assign user roles to others within their own agency. A User Administrator does not customize site content for users but can specify the level of buying authorization for users within their agency. User Administrators also have comprehensive shopping and buying privileges and can retrieve the eQuotes of any user in their agency.
Note: The DTaaS program, the cabinet agency DTaaS Primary Contact (PC) will be the User Administrator (it is recommended that each agency select at least 2 to 3 members to serve in this capacity).
- Site eQuote Buyer:** Site eQuote Buyers have comprehensive buying privileges but no site customization privileges that can affect other users. They can save and retrieve eQuotes saved by any agency user and place orders.
- Site eQuote Shopper:** Site eQuote Shoppers can view any content that is specified for their agency. They can save and retrieve saved by any agency user but have no buying privileges.
- eQuote Buyer:** eQuote Buyers have comprehensive buying privileges but no site customization privileges that can affect other users. They can only save and retrieve eQuotes saved by members of their own agency, and place orders.

- **Buyer:** Buyers can save and retrieve only their own eQuotes, and place orders.
- **Shopper:** Shoppers can view any content that is specified for their agency and can save eQuotes but have no buying privileges.
- **Shopper No Price:** Shoppers can view any content that is specified for their agency and can save eQuotes but have no buying privileges. Users with this role will not be able to view pricing.

Please visit Dell's - **Click here:** [User Access Management](#) guide for information on how to assign roles within the portal.

IX. Dell Image Assist (Imaging Services)

Cabinet agencies have the option to procure imaging services when placing an order within the portal. The Image Assist tool set enables you to use Dell's imaging services to quickly create and maintain a ready-to-deploy Microsoft Windows image. Depending on your requirement agencies can use Image Assist Static or Image Assist Dynamic to create an image. You may contact the Dell Account Manager or DTaaS Program Manager for additional information and process for executing this option.

Dell hosts' a weekly imaging webinar – click here for more information: [Weekly imaging webinar](#)

DEMO for Image assist: [Interactive Demo: Dell Image Assist](#)

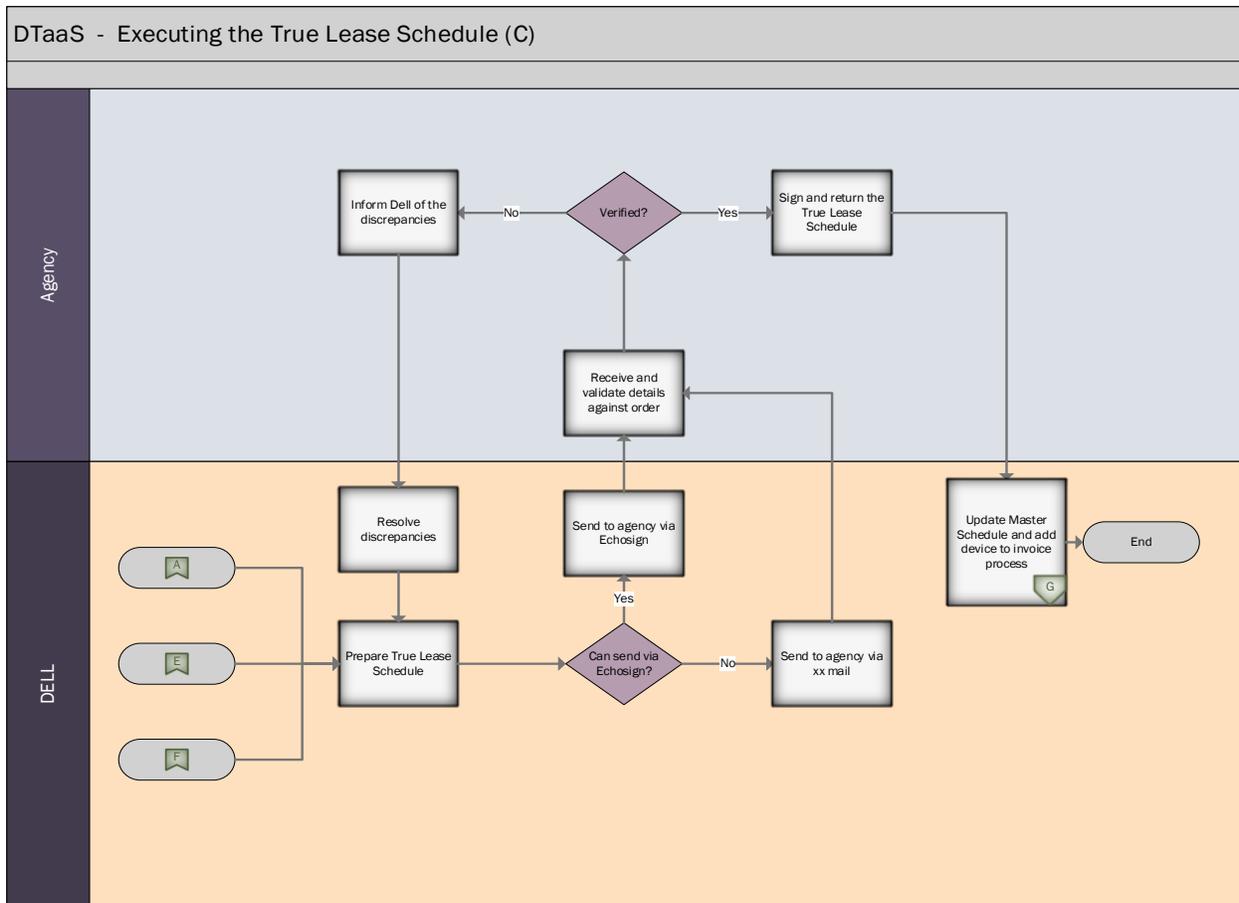
Disconnected (Traditional Image Load)				Connected to Customer	Cloud-Based	
Static	Dynamic		Static	Dynamic	Static	Dynamic
No Management/Deployment Infrastructure Required			Requires SCCM (MECM) or MDT		Requires Microsoft Subscription	
Static Imaging	Dell Image Assist	Dell Ready Image	Prestaged Media	Boot-in-Factory	Connected Config	Connected Provisioning
<ul style="list-style-type: none"> WIM image or Clone • Static Drivers • Like Ghost • Clone of a unique PC • Can be captured using Dell Image Assist Static 	<ul style="list-style-type: none"> WIM image • Dynamic Driver Injection • Free easy-to-use self-service tool • Custom / Auto computer naming • Create in VM (no hardware needed) • Simple maintenance 	<ul style="list-style-type: none"> WIM image • Dynamic Driver Injection • Preferred image for Autopilot registration • Windows w/o added software • W10 N-2 / W11 N-1 • Specific Language Pack versions available • No image creation or maintenance required 	<ul style="list-style-type: none"> WIM image • Static Drivers • No changes to task sequence or infrastructure required • Uses built-in Microsoft functionality 	<ul style="list-style-type: none"> ISO image • Dynamic Driver Injection • OS image, drivers and applications installed prior to delivery • No infrastructure changes required • Not reliant upon SCCM connectivity/advertisement upon delivery 	<ul style="list-style-type: none"> Virtual HDD • Customer maintains drivers • Direct link between Dell factory and customer infrastructure • Instant build updates • Entire OS deployment process complete, ready for logon before delivery • User/department apps preloaded in factory • Domain join and BitLocker complete in factory 	<ul style="list-style-type: none"> Dell Ready Image • Dynamic Driver Injection • Dell Ready Image applied as base OS • Enables direct delivery to remote users • Device-targeted apps and settings pre-provisioned in factory • User apps available at first logon
Basic Deploy (with Imaging)				ProDeploy Plus	Currently N/A in ProDeploy	
Standard CS Project Setup Lead Time (2-3 weeks)		No CS Setup Lead Time	Std. CS (2-3 weeks)	Std. CS +5d for validation	6-9 working weeks	2 days - 3 weeks
<p>Which imaging or provisioning solution is going to be best for your organization? We know this can be a complex decision, so we have designed a tool to assist you in making the right choice. Click "help me choose" to follow the path that will be the best solution for you.</p> <p>Help Me Choose</p>						
<p>Internal Use - Confidential</p> <p>4 - Copyright © Dell Inc. All Rights Reserved.</p> <p>Dell Technologies</p>						

X. True Lease Schedule

Once an order has been placed, prepared, and shipped DFS will request the True Lease Schedule to be signed by the respected agency. This form will not be sent until the Dell order has been completed. Each agency will be responsible for verifying the items received match the description on the form. This includes, device quantity, serial numbers etc. The True Lease form will be sent via email from Dell Financial Services team to the State of Kansas contact listed for the agency. Each agency will have up to ten (10) business days once they receive the Schedule from lessor to verify and sign-off on the lease schedule.

In addition to the True Lease each agency will be required to submit a Secretary Clerk Certification (SCC) form annually. This form will need to be notarized and sent to DFS on an annual basis. These forms are located on the OITS webpage. DTaaS forms may be found [here](#).

To limit the amount of true lease schedule document signings by agency staff, it is suggested that the device orders be combined as much as possible. Each order will generate a true lease schedule that will be sent by Dell finance.



XI. Return policy

At the expiration or earlier termination of the Lease Term of any Schedule, and except for Products purchased pursuant to any purchase option under the Lease, agencies will (a) remove all proprietary data from the Products and (b) return them to Dell. Upon return of the Products, agencies right to the operating system Software in returned Products will terminate and agency will return the equipment with the original certificate of authenticity (attached to the equipment and unaltered) for the original operating

system Software. Dell shall pay all costs associated with the packing and return of the Products. Agencies shall promptly reimburse Dell for all costs and expenses for missing or damaged Products or operating system Software. If SoK agencies fails to return all the Products at the expiration of the Lease Term or earlier termination (other than for non-appropriation) in accordance with this Section, the Lease Term with respect to the Products that are not returned shall continue to be renewed as described in the Schedule.

SoK agencies may, in lieu of returning Product subject to a Lease, return other equipment / PC Equipment ("Substitute Product"), on a Unit (as defined below) basis, so long as (1) at the time of such return no Event of Default under the Agreement or the Schedule has occurred and is continuing; (2) the aggregate amount of Substitute Product returned during any rolling 3 month period does not exceed 10% of the total Products returned by SoK agencies in connection with leases with Dell during that period; and, (3) the Substitute Product: (i) is manufactured by the same company as the originally leased PC Equipment (ii) has, as applicable, a processor, hard-drive, random access memory, DVD drive, and or CD-ROM drive equivalent or better than the comparable features of the originally leased PC Equipment / is of equal or greater capacity and capability as the Product to be returned, (iii) has been in use by SoK agencies for at least six months prior to its return, and (iv) is owned by Dell at the time of return and title is conveyed to Dell free and clear of all liens, claims, and encumbrances.

For each Lease, SoK agencies shall provide Dell with thirty (30) days prior notice of intent to return Substitute Product and, in such notice, a listing by service tag (serial) number, of all Products which are not being returned and the corresponding Substitute Product. Such notice shall be separate and distinct from any end of lease notice as required under the Agreement or Schedule. Dell may, at its discretion, refuse to accept Substitute Product or assess an administrative charge if SoK agencies returns Substitute Product(s) without complying with the terms stated herein.

Direct (applies only to purchases directly from Dell) - Special request form from OITS will need to be completed prior to the purchase.

Dell values its relationship with SoK and offers us the option to return most products you purchase directly from Dell. For all purchases not made directly from Dell, please check the return policy of the location from which you purchased your product.

30-Day Return Period for leased computer equipment: Unless you have a separate agreement with Dell, or except as provided below, all hardware, accessories, peripherals, and parts may be returned if requested and approved by Dell within 30 calendar days from the date on the packing slip or invoice for a refund or credit of the purchase price paid. Any product returned to Dell without prior authorization from Dell will be considered an unauthorized return, and you will not receive a refund or credit for the product and Dell will not ship the product back to you. All approved returns must be received by Dell within 30 calendar days of the return approval date otherwise the amount of refund or credit may be reduced or eliminated if the product(s) are returned late.

XII. Repair/Maintenance Process

Dell pro-support plus is included with all lease devices. 24x7 technical support by phone or chat. The support covers repairs or replacements for accidental damage once per year beginning on the day system invoiced.

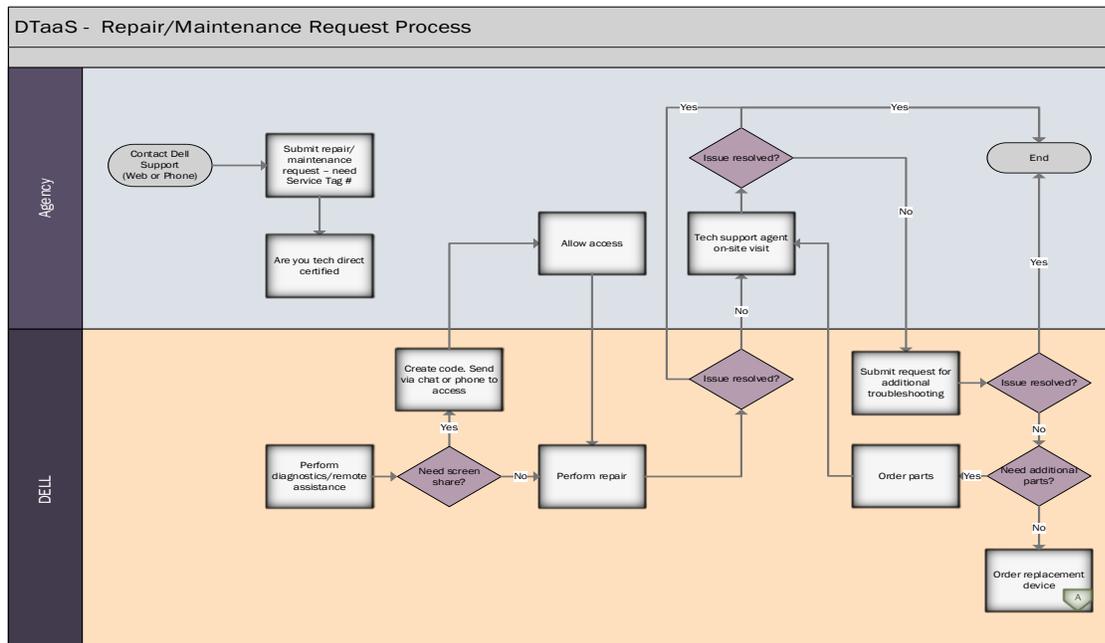
Agent asks for service tag, ask symptoms and trouble shoot. Technician remotes in over the phone to determine the issue and from there if they cannot solve the issue, Dell will call in tech support or have the devices shipped in. We can email support, chat with support, or call in. We will have pro support plus 24/7, once you have called in you get a service request number. Tech support agent will create a code and they will send via chat or phone to access. This will allow for a virtual session like Webex or Zoom. For security, the customer must always remain with the device.

- First do remote diagnostic and if it is hardware = next day service.
- There is an option to end the device to an offsite depot if preferred. There are local depots in KC and Wichita.

If a Dell technician is sent out with parts and it is not fully resolved the technician will call back into to Dell Tech Support and do additional trouble shooting and order parts. Or send to advanced repair center for additional trouble shooting and/or replacement device. This could take 3-5 business days.

- Dell will not send a device the same day to replace the equipment that needs repaired. Dell will send a return label/ packaging.
- **Agencies will need to have temporary devices** on hand for agency personnel while devices are being repaired, or in the event there are potential order delays. The number of backup or temporary devices you select to have on hand will be the agencies responsibility to determine.
- **Click here:** To view the [Service Requests](#)

There is a Tech direct program certification for Agency technicians to diagnose problems with Dell doing a remote diagnostic. Please contact the Dell Account Manager for additional information.



XIII. Warranty & Contracts

Identify your product to see your warranty status and coverage options.

[Support Services and Contracts | Dell US](#)

- Maintenance and Warranty Information
- Return a part
- Return a system
- Missing, Wrong, Damaged (MWD)

All devices are covered under the DTaaS program during the lease term. Please contact Dell to confirm warranty coverage that falls outside of the initial lease term phase.

Dell ProSupport Plus

Everything you need to support PCs and tablets ProSupport Plus is the most complete support service, it combines priority access to expert support, accidental damage repair, and proactive monitoring for automatic issue prevention and resolution. It is designed to provide maximum support with minimal effort for you. As the first premium service for PCs and tablets¹ that automates support, ProSupport Plus prevents issues before they occur and quickly resolve issues when they do.

Dell's SupportAssist provides:

- Remote monitoring and automatic case creation
- Automated collection of system state data for diagnostics
- Predictive failure analysis and notification with case creation
- Ability to manage asset alerts from a single portal with Tech Direct is a self-service tool that allows you to manage multiple support cases and dispatch parts. It is available in 11 languages and can be accessed online, through a mobile application or APIs (Application Programming Interfaces). TechDirect is easy to use, convenient and flexible to fit your needs.

For more information, please contact your Dell Account Manager.

XIV. Services and Support

Drivers & Downloads

How to update your Dell drivers

Having an issue with your display, audio, or touchpad? Whether you're working on an Alienware, Inspiron, Latitude, or other Dell product, driver updates keep your device running at top performance.

Step 1: Identify your product above.

Step 2: Run the detect drivers scan to see available updates.

Step 3: Choose which driver updates to install.

Drivers and Downloads FAQs

Click here: To view the [Drivers and Downloads FAQs](#) for more information on why you should update your drivers, how to update them, where to find the required drivers, and installation videos.

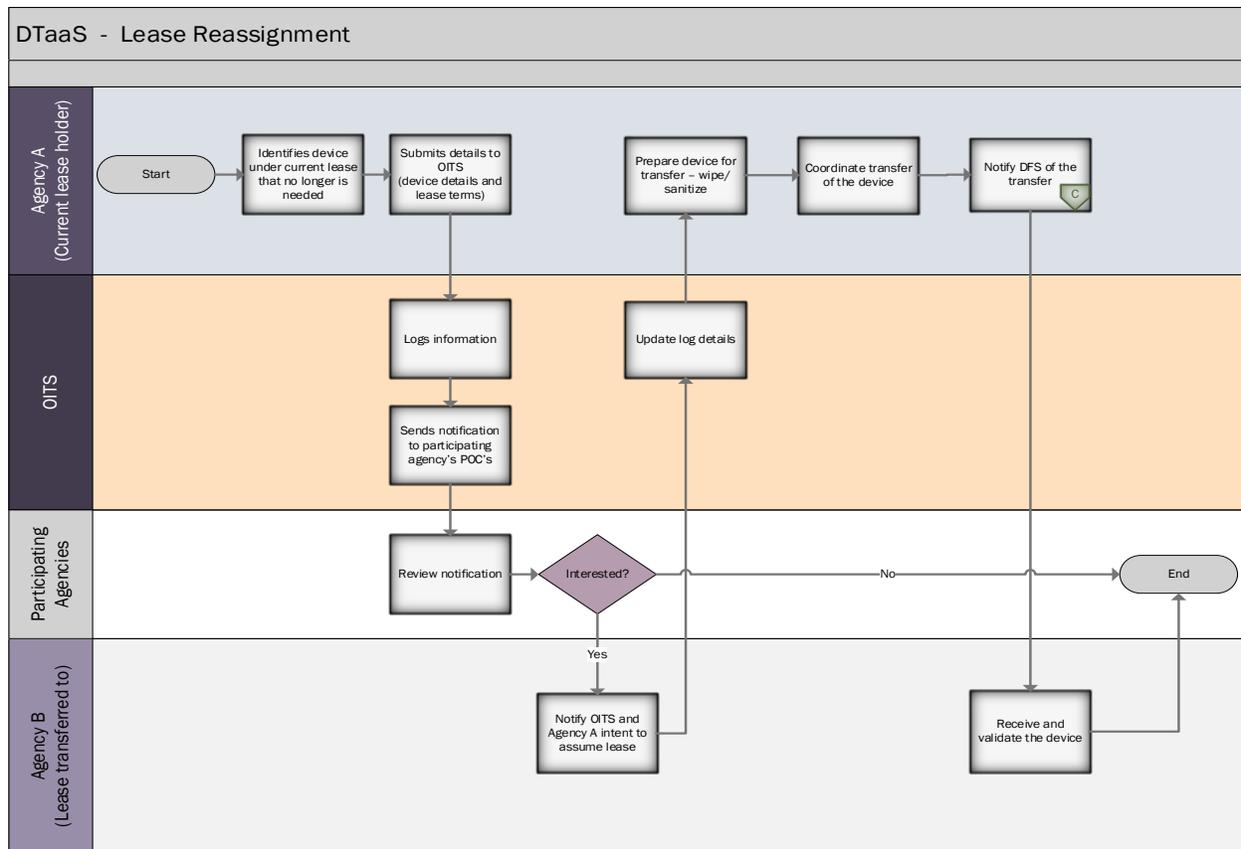
Click here: To view the [Dell release schedule](#) for BIOS, drivers, firmware, and other software components for desktops, laptops, and all-in-one computers.

XV. Reassignment Process

Reassignment can only occur when an employee has been terminated or moving to a new division. The device at that point can be transferred to the next individual or agency in need. State of Kansas agency staff will notify OITS of any surplus devices on-hand that can be reassigned to another agency.

Dell will be notified when an agency has selected to take ownership of a surplus device from another State of Kansas agency. A new True Schedule lease form will be issued by DFS to the new agency for the remaining time of the original lease. Devices with less than six months remaining on the lease will not be a suitable transfer.

OITS encourages all agencies to maintain inventory of newer computer equipment. Suggested computer lifecycle not to exceed four years.



XVI. End of Lease Process

The Dell DTaaS program does not offer an early termination option. Please contact the OITS DTaaS coordinator to discuss reassignment options in the event your agency has a device in their possession that is no longer needed. Reassignment requests can be sent to the following email address oitsvendormgmt@ks.gov.

There are three options for end of lease:

Purchase all the Products at the Fair Market Value

If agency exercises the option to purchase the Products, then, upon receipt of payment of the "Fair Market Value" (defined below), plus applicable taxes, Lessor will sell the Products to Lessee AS IS-WHERE IS, WITHOUT WARRANTY OR RECOURSE, EXPRESS, IMPLIED OR OTHERWISE, INCLUDING ANY WARRANTIES OF DESIGN, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR AGAINST INFRINGEMENT. The Fair Market Value purchase price shall be paid on or before the last day of the Primary Term. "Fair Market Value" means the price of the Products, installed, in use and in the condition required by the Agreement as determined by Lessor in its reasonable judgment. If Lessee disagrees with the Fair Market Value, Lessee shall notify Lessor in writing within 60 days prior to the Expiration Date and, upon Lessee's request, and within ten (10) days after receipt of Lessee's notice, Lessor shall appoint a qualified appraiser reasonably acceptable to Lessee to appraise the retail value of the Products. The amount determined by such appraiser shall be the final Fair Market Value. Lessor and Lessee shall share the expense of such appraisal equally.

Renew the Lease Term for a minimum of six (6) months at a rate and for a term agreed upon by both parties. If Lessee desires to renew a lease, Lessee and Lessor shall enter a supplement to this Schedule describing the length of the renewal Lease Term and the renewal Rent provided, however, all other terms of this Schedule and the Agreement shall remain in full force and effect.

Return all the Products in accordance with the Agreement

Whether or not Lessee has given Lessor notice of its intent as described above, if Lessee does not return or purchase the Products or renew the Lease as required above, the Lease Term shall automatically extend on a month-to-month basis at the Rent in effect on the Expiration Date (prorated monthly if the Payment Period was other than monthly during the Primary Term).

Such extension shall continue until Lessee:

(i) provides thirty (30) days prior written notice of its intention to return or purchase the Products (to take effect on the next Rent payment date that is at least 30 days after the notice is received by Lessor) and

(ii) either returns or purchases all the Products in accordance with the End of Lease options above. Payments of Rent during the month-to-month extension are due and payable monthly as specified in Lessor's invoice. If Lessee fails to return or purchase any Products, the Schedule and associated Rent for the Products that have not been returned or purchased shall extend on a month-to-month basis in accordance with the prior sentence.

Once device has completed the lease timeframe, device is boxed and shipped at the agencies expense back to Dell for processing. Billing **will not** stop until the device arrives at the Dell warehouse. An email to the vendor will not stop the billing process.

Additional option: Is to extend the lease for an additional six months. This extension will need to be in writing sent to the vendor sixty days prior (**60**) to expiration. After the six months agencies will need to indicate if they plan to purchase devices at Fair Market Value (FMV).

- Dell prefers devices are returned prior to the lease end date however they will offer a 15-day buffer before the agreement moves to a month-to-month term.

- When does the billing stop? **Answer:** Billing will stop when the device is returned.

Dell is including the standard lease only transportation SKUs on Dell quotes. These will be held as credits available to use against return. Carrier will then schedule pick-up with agency. For returns under twenty devices Dell will issue shipping labels for carrier.

Dell does offer 3 different levels of Return (they are currently using IT Asset Lease Return Transportation Only with the Dell quotes that have been prepared).

- IT Asset Lease Return with Onsite Data Sanitization Option: recommended for Customers who are not able to remove sensitive data before commencement of Services by Dell.
- IT Asset Lease Return with Offsite Data Sanitization Option: Customer must remove sensitive data before Pick Up.
- IT Asset Lease Return Transportation Only: Customer must remove sensitive data before Pick Up
- The carrier assumes responsibility for all goods once they pick them up in the event of damage or loss. (Via a claim that would be filed if that occurs)
- The Goal here is to manage the refresh and or return process. If refresh, we would work with agency and Dell team to ensure that the replacement orders were placed in time to meet termination date of current device. If return only manage to ensure device is returned on time back to DFS. Billing stops once the devices are returned to DFS. With the added Lease Return SKU, the scheduled Carrier will scan in each device and will provide packing materials for pick up.

XVII. Invoices

Agency will need to access their Premier Portal to obtain copies of invoices. Dell financial will send invoices to each agency on a monthly, quarterly, or annual basis depending on your agency's selection.

- Retrieving a certified copy of the invoice

Getting a copy of your invoice is simple, click the Invoice Number

(As shown in Figure 1: Invoice Report Available Information above) and your invoice is opened in a new window or a new tab within your existing browser window.

Once the invoice that you have selected has been opened, you can print or download the invoice as a PDF as needed.



Figure 1: Invoicing

Premier Invoicing Report

With this report you can easily search and view invoices online. This report returns invoices for any customer number enabled for reporting as far back as account history exists. Results can be searched, filtered, or sorted by attributes or downloaded. Individual invoices can be retrieved by clicking on an invoice number which returns the electronic certified copy of the invoice. If tracking information is available, the “Waybill Number” link allows you to expand order details.

About the Premier Invoicing Report

The Premier Invoicing Report has been developed as an exclusive service for our Premier Website customers. Whether you place your order online or using your Dell Account Team, the Premier Invoicing Report returns invoices for any customer number that is enabled for reporting.

The new Premier Invoicing Report allows you to find invoices easier than before. The simplified and faster navigation provides you with a more robust experience. An overview of how to use this report is listed below:

- Filtering Options
- Available Information
- Retrieving a Certified Copy of the Invoice
- Exporting the Report
- Customizing Items per Page

Filtering Options

Filtering Options enable you to find invoices by: Customer Number, Search By, Invoice Status, or by using a Date Range (from and to). Each agency will have the option to customize their own reports.

1 - Customer Number - This dropdown displays one or more customer numbers that are associated to your Company's Premier Webpage. If you are missing a Customer Number from this list, contact your Dell Sales Account Team to have it enabled for you. Follow this link to learn: [How to find your Dell Sales Account Team on Premier if needed.](#)

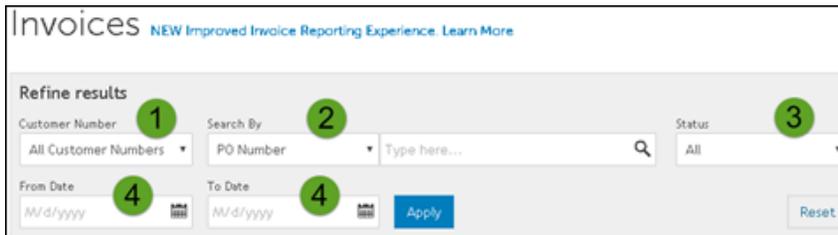
2 - Search By - This field allows you to retrieve your invoices by: Invoice Number, Dell Order Number, or

Purchase Order (PO) Number.

3 - Status - This gives you the ability to filter by the invoice status (Paid vs Unpaid).

4 - Date Range (from and to) - You may refine your search by selecting a date range to filter your results.

When you are ready, click "Apply" to view the list of available invoices (Figure 2: Filtering Options).

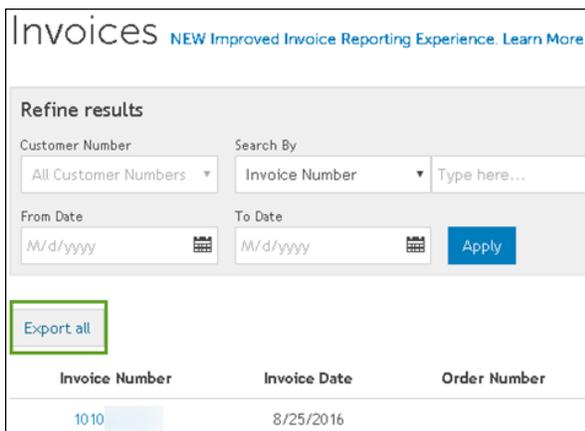


The screenshot shows the 'Invoices' section of a web application. At the top, it says 'NEW Improved Invoice Reporting Experience. Learn More'. Below this is a 'Refine results' section with several filters: 'Customer Number' (dropdown menu with 'All Customer Numbers' selected), 'Search By' (dropdown menu with 'PO Number' selected), 'Status' (dropdown menu with 'All' selected), 'From Date' (calendar icon and 'MM/d/yyyy' text), and 'To Date' (calendar icon and 'MM/d/yyyy' text). There is an 'Apply' button and a 'Reset' button. Four green circles with numbers 1, 2, 3, and 4 are overlaid on the interface to highlight the Customer Number, Search By, Status, and Date Range filters respectively.

Figure 2: Filtering Options

Exporting the report

You can download your invoice report in a CSV format by clicking the Export all button provided (Figure 3: Export the invoice report button).



This screenshot shows the same 'Invoices' interface as Figure 2, but with a different search criteria. The 'Search By' dropdown is now set to 'Invoice Number'. The 'Export all' button is highlighted with a green box. Below the filters, a table of results is visible with columns for 'Invoice Number', 'Invoice Date', and 'Order Number'. One row is shown with the values '1010' and '8/25/2016'.

Figure 3: Export the invoice report button.

What can I do if I am unable to find an Invoice for my Dell Order on my Premier Webpage?

Order Invoices are available once your order has been shipped and the Order Status shows "Shipped" or "Delivered." Below are the three (3) most common methods outside of the Premier Webpage to find or request an Invoice for your Order:

- Request a copy of your Invoice off the Dell Support Website.
- Contact Dell Customer Care.
- Contact your Dell Sales Representative.

Request a copy of your Invoice off the Dell Support Website.

If you are trying to find an Invoice on your Premier Website but are unable to, you can try using the

"Find an Invoice" tool on the Dell Support Website. When using this tool, Invoices are available about 48 hours after your order has shipped.

When you click an Invoice Number within the Premier Invoicing Report, and you receive an error message it may be caused by a Server Error, Database Error, or other reasons. Below are a couple of options you have to retrieve your Invoice.

- Try logging out of your Company's Premier Webpage, clear your Browser Cache and Cookies, close all browser windows, and then reopen a new browser window. Try accessing the Premier Invoicing Report link again. If you still get an error message, report the issue to the Premier Website Helpdesk. [Click Here to contact the Premier Website Helpdesk.](#)
- Reach out to Dell Customer Care so they can provide you with the needed Invoice for your Order. [Click Here to contact Dell Customer Care.](#)
- [Purchase History Reports](#)

This report allows you to view reporting data based on invoice status (invoiced vs. non-invoiced). You can search for individual reports using reporting criteria or select a standard report type, invoice status, and order date range. When you have selected your criteria, just click 'Submit' to view your detailed report. Results can be sorted by columns or filtered by attributes.

Open Order Report

With this report you can get the status of orders currently in production (placed within the past 48 hours). Results can be sorted by columns or filtered by attributes. Selecting multiple orders and clicking "Retrieve order details" or clicking an individual order number will return the order detail summary which links to system details or expanded order details.

Build Your Own Purchase History Report

Build your favorite report from all available "order", "customer", and "tracking and delivery" details.

Order Status report

Use the "Order Status" report to quickly check the status of your orders.

Order Status information can be accessed from the navigation menu bar across the top of your page or from the "My Tools" section. You can access order status details within the past 2 years by customizing the filter drop down menu options.

You will be able to access useful links (request order cancellation, contact customer support, View packing slip, request an invoice....) at the order detail level – simply click on the order number.

Clicking on View Packing Slip provides you access to your Packing Slip for orders that are in a Shipped Status.

Other reports, like Custom Purchase History, Prestige Purchase History (showing 15 months of rolling purchases) or ImageWatch (related to product transitions) can be available on your Premier Pages. Please contact your Dell Account Team to discuss which offering is best for your organization.

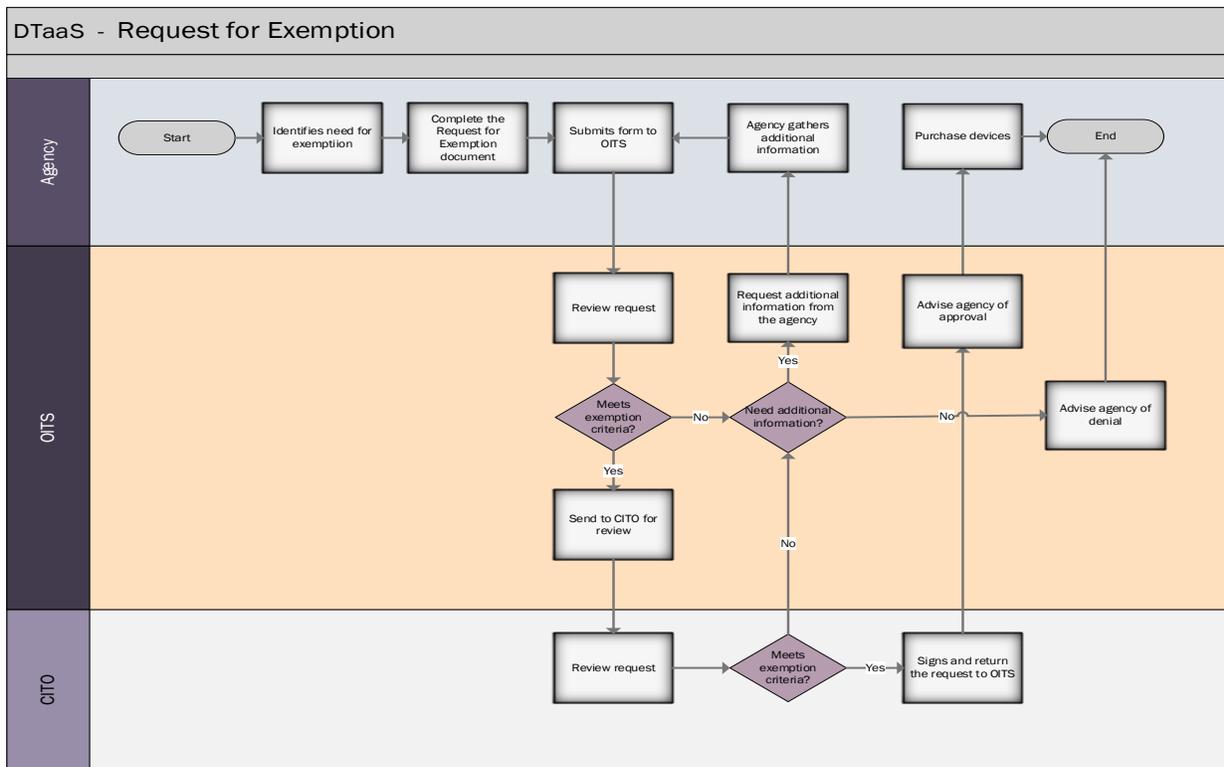
Best practices for invoicing:

- Pay invoices promptly (preferably immediately).
- Dell Financial Service may offer early settlement discounts. Please verify with your representative for additional options.
- Identify the key processes of your leasing operations.
- Create a central storage for electronic documents pertaining to the DTaaS program.
- Introduce regular meetings (internal/external) – Consistent communication patterns allow for ideas to be exchanged and developed.
- Asset management - Prior planning for best case, worst case, and or any other case in between allow organizations to adapt as needed.
- Engage stakeholders and listen to their input and concerns.

XVIII.DTaaS Special request (Exemption request):

Special requests will need to be submitted when the DTaaS equipment will not meet the needs of the agency. A special request form and Dell quote will be submitted via email to OITS for review and approval prior to the purchase of the equipment. When restrictions require agencies to maintain ownership of a device, agencies will need to complete this form and email it to oitsvendormgmt@ks.gov. DTaaS forms may be found [here](#).

Direct purchases will only be permitted when a special request has been approved by OITS management. Once order is place details such as delivery time and tracking will be shown on the Premier page.



XIX. User Guides & Resources

Click here: [Support | Dell US](#)

ⁱ Request for Exemption – See Section XVIII, Request for Exemption for details.