End User Computing Services – Service Definition

This offering provides a fully managed, secure, and standardized service covering the lifecycle of end user devices, this includes end-to-end logistics for device delivery, recovery, and repurposing alongside service desk support,

The service is designed to deliver a consistent, high-quality user experience while reducing operational complexity, risk, and cost for the customer through standardization, automation, and defined service levels.

Service Objectives

- Deliver reliable and secure end user computing services aligned to agreed SLAs.
- Enable rapid onboarding and offboarding of users through standardized processes.
- Reduce device lifecycle costs through refurbishment and reuse where appropriate.
- Ensure secure handling of assets and data throughout delivery, collection, and disposal.
- Provide predictable, auditable, and scalable service delivery.

Service Scope

1. Device Lifecycle & Logistics Management

The service provider manages the physical and operational lifecycle of end user devices, including:

- Procurement coordination and asset registration
- Secure storage and inventory management
- Device imaging, configuration, and quality assurance
- Direct delivery to end users (home or office locations), including tracking and confirmation of receipt.
- Collection of devices from users who leave the organization or change roles.
- Coordination of couriers and logistics partners
- Chain-of-custody tracking for all device movements.
- All logistics activities managed in accordance with agreed security, data protection, and asset management policies.

2. Joiner, Mover, and Leaver (JML) Services

- Joiners
    - Pre-build and configuration of devices to standard profiles
    - Delivery of ready-to-use devices directly to the end user
    - Account setup validation and initial access support.

- Movers
    - Device reconfiguration, role-based software changes, or device replacement as required.
    - Logistics coordination for device swaps or upgrades

- Leavers
    - Timely device collection from departing users.
    - Secure data handling and confirmation of device return
    - Asset status updates and reconciliation

3. Device Rebuild, Refurbishment & Repurposing

- Returned devices are processed through a controlled refurbishment workflow to enable reuse:
- Secure data wipe in accordance with organizational and regulatory requirements
- Hardware inspection, testing, and fault identification
- Repair or component replacement where economically viable.
- Re-imaging to approved standard builds.
- Quality assurance testing prior to redeployment
- Return to stock for allocation to new users.
- Devices that do not meet reuse criteria are securely decommissioned and disposed of through approved channels, with certification where required.

4. Service Desk & Operational Support

- Tiered user support for hardware, software, and access issues
- Incident and request management aligned to SLAs.
- Remote and on-site support where applicable

5. Monitoring, Reporting & Governance

- Proactive endpoint health monitoring and automated remediation
- Asset, compliance, and service performance reporting
- Regular service reviews and continuous improvement planning

Service Delivery Model

The Managed EUC Service will be delivered using ITIL-aligned processes with clearly defined responsibilities between the service provider and the customer. Service performance is governed through agreed KPIs and SLAs covering provisioning times, incident resolution, device turnaround, and logistics performance.