

Benefits

- Provides complete, modern IT service and support.
- Prevents cyber threats.
- Integrates into state enterprise infrastructure.
- Ensures better connectivity with the rest of state government.
- Reduced expenditures as economy of scale matures.
- Compliance with applicable IT standards and policies.

Contact

watech.wa.gov/services/desktop-support-services

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Developing and delivering central IT service and support for Washington's small agencies

Small Agency IT services provides a reliable, compliant solution for connectivity, productivity, compute and security needs.

This service is currently available to agencies who pay the Small Agency IT Support Allocation. There are currently 14 agencies included in this program. The long-range goal is to extend IT services to all small agencies to enable them to complete their mission critical services without having to think about the technology that supports them.

Features

The Small Agency IT Support Service provides a number of features:

- Full-service desktop support, which includes desktop hardware, local area network services and support for the daily IT operations (installations, patching, upgrades, and general computer health).
- Server support services through the private cloud.
- Microsoft 365 licensing and management of Microsoft 365 applications in the Washington State Enterprise Shared Tenant.
- Shared file storage for agency data (MS Word documents, MS Excel documents, PDFs, etc.).
- Mobile Device Management (MDM) support for agency mobile devices (MDM service is purchased separately).
- Provide Administration of other services purchased through WaTech such as telephony, Wireless, email and Skype for Business/Teams.
- Chief Technology Officer (CTO) consultation services such as agency IT roadmap, technology solution evaluation, Enterprise Architecture.
- Security services to enhance the security profile of the supported agency leveraging Active Directory, endpoint security management and Microsoft Identity Manager (MIM).

Prerequisites

- The agency must be on the State Government Network (SGN).
- The agency must be part of the state Enterprise Active Directory (EAD).
- The agency must agree to migrate to the eClient domain and network infrastructure.
- WaTech may assist agencies to meet these requirements as part of the onboarding process.

Learn More

This service is currently available to agencies who pay the Small Agency IT Support Allocation. If you are interested in this service, please contact your agency's Customer Account Manager (CAM), or contact the WaTech Support Center at 360.586.1000 or 855.928.3241 or email support@watech.wa.gov to schedule a consultation.