Depot Management and Support Frequently Asked Questions

- Which service desk do I contact for an appointment
  - Contact the EOHHS Service Desk at 617-994-5050 or by emailing your agencies designated DL.
- How do I make sure my new employee has a laptop day one?
  - Onboarding form needs to be in 3 weeks ahead of start date. Important to note that an employee ID needs to be assigned before account is created. Work with HR to ensure timely process
- Do I need an appointment?
  - Yes. A ticket needs to be created in CA, then the user will be contacted via email with a link for scheduling.
- Can I have 2 devices?
  - No, there is a strict one user one device policy.
- Can I get a loner laptop?
  - No, loaners will not be distributed, but it is possible to get a new laptop.
- How will desktops be reclaimed for offboarding
  - Desktops are not part of the depots at this time.
- Who will return the laptop for a departed user
  - The agency is responsible for returning devices to the depot.
- Can we get more locks for docking stations and monitors?
  - Peripherals will need to be ordered separately and will (for now) NOT be available through the depots.
- Will there be a setup document included with laptop when new users pick them up?
  - Yes, new Autopilot work instructions will be provided.
- Would it be possible for equipment be distributed with a standard image for the end user?
  - Laptops will come with user instructions on how to image the machine via Autopilot.
- If user has a device that needs to be replaced, and the ITSM has the ticket, will they setup a depot appointment with the user?
  - Yes, the ITSM will work with the depot staff to schedule an appointment.
- Is there a licensing requirement for assigning a user a laptop?
  - Yes, a Microsoft O365 G3 license is required for all laptop distribution.
- Will the depot be responsible for reconfiguring a laptop for a user transferring agencies?
  - No, transferring users within EOHHS will keep their laptop and work with the service desk to arrange a remote wipe and reload of their device.
- Will each depot location have a group in CA?
  - Yes
- For additional software out of standard model, will the user need to address separately through another ticket?
  - Yes, additional software can be added by opening a ticket to be assigned to tier 2 for remote installation
- Do Surface Pros count as laptops?
  - No
- Will users be able to set their laptops up at the depot?
  - No, but easy to follow instructions are available now and instructional videos will be available soon
- Can I go to any depot regardless of my office location?
  - Yes, everything is driven by service desk appointment. – which will ask "where are you located?" and associates you with the nearest office.
- What is the turnaround time for the appointment?
  - Turnaround times vary based on depot location volume. Typical expected turnaround is 24 to 48 hours once scheduled.
- How will staff get peripherals?
  - Depots are focused on laptops only. We are not handing out peripherals as part of laptops to take home. However, chargers are included with the laptops.