OFFICE OF
**INFORMATION
TECHNOLOGY**
STATE OF ALABAMA

2025

OIT SERVICE CATALOG

oit.alabama.gov

Contents

OIT Service Portfolio

The State of Alabama Office of Information Technology (OIT) offers you, as our customer, professional delivery and management of IT services. OIT groups multiple services and products within nine (9) service categories, each designed to meet your IT needs and align with strategic and technical priorities of the State. Our professional and knowledgeable staff is ready to serve you.

Access

OIT offers self-service user availability to securely access and navigate links to state resources, user profiles, contact information, privileges, and login credentials.

Business Process Automation

OIT offers strategic development procedures targeted at discovering the agency functions or employee abilities that could be increased to inspire streamlined methodologies and analysis, process improvement, metrics achievement, and integrated workflows.

Communication

OIT offers a broad set of tools for users to communicate with one another, partners, or customers via electronic mail, calendaring, messaging, social communities, audio conferencing, video conferencing, and voice calls. More robust, unified messaging service offerings provide file transfer, file sync and share, embedded images, clickable hyperlinks, Voice over IP (VoIP), and video chat.

Core Computing

OIT offers fundamental services central to IT organizations within our State that are needed to ensure routine services are continually provided. Core computing is the power plant that drives many of the OIT services and customer IT systems.

Governance

OIT establishes enterprise policies and standards for IT departments to abide by, while incorporating State IT strategy and overall business objectives. OIT governance promotes best practices, lowers risks, aids in improving ROI, affects long term change, and implements statutory requirements for IT projects.

IT Professional Services

OIT offers access to skilled, experienced, and trained IT specialists to fulfill IT demands.

Security

OIT offers protections for the confidentiality, integrity, and availability of state technology assets, commensurate with risks to infrastructure, communications, information, and information systems.

Storage

OIT offers logical storage of agency information in modern, state-of-the-art Alabama physical storage facilities. The facilities follow regulatory and compliance guidelines ensuring confidentiality, integrity, and availability. Access to information is reliable, regularly backed up, and restored as required.

Support

OIT offers a single point-of-contact for IT related services help. Each customer task is channeled to the most appropriate OIT work group(s) where the task will be understood, diagnosed, and resolved. In the event of a service disruption, OIT will return our customers back into a production mode as soon as possible. Our support services are operationally available every day continuously around-the-clock. For accelerated response times, customers are encouraged to request assistance directly to the OIT Service desk for any issue or modification to current services. Clients can monitor the status of existing Requests and Incidents via the online ticketing application, ServiceNow.

How To Order

1. **Initiation**
   a. **Agency authorized personnel may initiate a service or product by:**
      i. *calling the OIT Service Desk (#334-242-2222) or*
      ii. *emailing their request to* service.desk@oit.alabama.gov
2. **Information**
   a. **Provide the following information to OIT:**
      i. *Service Requestor: Name of requestor General Contact Information:*
         1. *Name/Title*
         2. *Email*
         3. *Phone*
         4. *Physical Address*
      ii. *Agency: Agency Name*
      iii. *Agency Account: OIT Account Number (found on an OIT bill)*
      iv. *Service/Product Requested (including quote request for service)*
      v. *Quantity*
      vi. *Timeline: Due Date to receive service/product*
   (For additional information, the OIT Service desk will contact the requestor.)
3. **Submit Ticket**
   a. *Confirmation of ticket submission will be sent to the customer.*
4. **Assign Ticket**
   a. *The appropriate OIT professional is assigned for fulfillment and may request additional information pertinent to providing the customer the requested service/product.*
   b. *With additional information obtained, an SLA or SOW will generate.*
   c. *The SLA or SOW will need to be agreed upon and signed prior to providing service/product.*
5. **Close Ticket**
   a. *Once ticket has been fulfilled, a confirmation to close out the request will be emailed.*
6. **Closure**
   a. *If satisfied with the service/product received, confirm closure in the email.*
   b. *If unsatisfied with a service/product, deny closure, and list the reasons why the ticket will need to remain open and what other actions are required prior to its completion.*
7. **Billing**
   a. *Agency receives a bill for the service/product every 15th of the month.*

Sub Unit, Allocation, Object Codes and Billing

The Sub Unit, Object, Allocation, and Description may be used to locate a charge in the Price List which is posted on the OIT website and appears with the Service Catalog webpage.

Sub Unit, Allocation/Charge, and Object codes are included with the Description of every catalog item in the Service Catalog in an effort to clarify agency charges. These codes are color coded in the example below to clarify where they appear on an agency's bill:

SUB UNIT

ALLOCATION
OBJECT
DESCRIPTION

Account Name: Office of Information Technology

Invoice Date	Invoice Number	Invoice Amount
12/31/2018	**OIT1903649**	**$11,105.97**

Unit:	**9200**	

1	**Sub Unit: 9210** Cybersecurity & IT Governance Administration – Revenue	
		Charge Amount
009F 0807	SSL VPN Access	$27.50
Total Cybersecurity & IT Governance Administration - Revenue 0775:		**$27.50**
	Total Unit 9200:	**$27.50**

Access

1. *Network & Operations – State Capitol Network Access*

Sub-Unit   **Object**   **Charge Code**
9670   **0714**   **420T**

Description: Installation and delivery of digital network access to campus buildings.
*   Features: Installation and delivery of digital network access to campus buildings.
*   Options:
    o   Port – Add, Change, Disconnect, etc.
    o   Additional wiring
    o   Campus fiber
    o   Campus fiber Installation
*   Benefits:
    o   Enables access to the state's campus network, the internet, and VoIP capability in a secure environment.

2. *Private Network Services for Wide Area Network (WAN)*

Sub-Unit   **Object**   **Charge Code**
9670   **0714**   **420T**

Description: Connectivity to the state network (to the router) for customers that are not located on the Montgomery campus.
*   Features: Enables access to the state network: internet, email, mainframe and servers. OIT owns the switch ports at all new sites.
*   Options:
    o   OIT offers various circuits to meet specific agency requirements, including:
        ▪   AT&T Switched Ethernet (ASE)
        ▪   Ethernet access to AT&T virtual private network (AVPN) – at various MPLS capacities
        ▪   4G LTE- internet only
        ▪   LAN to LAN
        ▪   DSL - Low, mid-range, or high speed with DSL modem
        ▪   T1 AVPN - at various MPLS capacities

- o   Bulk encryption is available per agency security requirements
- Benefits: Access to the state network and VoIP in a secure environment with 24x7x365 availability.

3. *Network Access Statewide or Non- Campus – Remotely Managed Switches*

Sub-Unit	Object	Charge Code
9670	**0605**	**410T**

Description: Management of network connectivity switches location on premise or non-campus.
- Features: OIT manages switches for connectivity per customer requirements.
- Options:
  - o   Switch capacity
  - o   Switch speed
  - o   Switch location
- Benefits: OIT managed and ensure security compliance.

4. *Network Access Statewide or Non-Campus – Technical Support*

Sub-Unit	Object	Charge Code
9670	**0807**	**0101**

Description: Network technical support.
- Features: A three-tiered network support service.
- Options:
  - o   Tier 1 Support- Service desk – Customer support and problem reporting service.
  - o   Tier 2 Support - First Level Analyst (Technician) – Hands-on troubleshooting, diagnostics, installation/repair services, network architecture and engineering, network diagnostics, and network systems services.
  - o   Tier 3 Support - LAN/WAN or Network Engineer Experts – Network architecture and engineering, network diagnostics, and network systems services.
- Benefits: 24/7 Access to Assistance

5. *Wireless Access Point (WAP)*

Sub-Unit   **Object**   **Charge Code**
9670   **0605**   **410T**

Description: A hardwire device on a local area network that provides connectivity capability for devices to wirelessly connect to the network, i.e. Wi-Fi.

- Features:
    - Wireless access survey
    - Wireless access device
    - OIT owns switch ports at all new sites
- Options:
    - WAN (Non-Campus), without Power over Ethernet (POE) Injector
    - WAN (Non-Campus), with POE Injector
    - Wireless Rate – User Pricing
    - Wireless Rate – Block Pricing
    - Wireless Rate – Event* Wi-Fi Pricing (conference room or classroom)

*An Event is defined as 1 to 7 consecutive calendar days from the service date.

- Benefits: Non-wired access to state network services and increased mobility.

Business Process Automation

6. *Application Development, Maintenance, and Support*

Sub-Unit **Object** **Charge Code**
9010 **0807** **00C4**

Description: OIT creates and maintains specialized IT solutions to meet unique customer needs, add critical functions, automate processes, and enhance communications.

- Features:
    - o Business analysis and design of requested solution
    - o Maintenance and support of developed solutions
    - o Streamlined business processes
    - o Custom reports
- Options:
    - o Multiple platforms including web, client-server, and mainframe technologies
    - o Cryptographic solution for sensitive data
    - o OIT-hosting for applications and data
    - o Application training
    - o Enterprise-wide solutions
- Benefits:
    - o Organizational knowledge
    - o Governmental knowledge
    - o Ease of procurement
    - o Technical expertise and continuity
    - o Cost-effective solutions
    - o Infrastructure compatibility

7. *Website Development, Maintenance, and Support*

Sub-Unit   **Object**   **Charge Code**
9010   **0807**   **00C4**

Description: OIT designs, builds, and maintains custom, public-facing websites to provide agencies the optimal solution for presenting information to the public. OIT provides easy to maintain websites for customers with no dedicated IT staff.

- Features:
    - Business analysis and design of requested solution
    - Custom design and graphics
    - Access to stock imagery
    - Device-responsive design
    - Maintenance and support of developed solutions
    - Streamlined business processes
    - Website Analytics
- Options:
    - Multiple platforms including .NET and WordPress Content Management
    - Organizational re-branding including logos, seals, and custom artwork
    - Video services
    - Professional online and print graphics services
    - OIT-hosting
    - Website maintenance orientation and training
    - Multiple login roles, including content editor functions
- Benefits:
    - Organizational knowledge
    - Governmental knowledge
    - Ease of procurement
    - Technical expertise and continuity
    - Cost-effective solutions

8. *SQL Server Database Administration, Hosting and Support Services*

Sub-Unit   **Object**   **Charge Code**
9010   **0807**   **00C4/0049**

Description: OIT provides comprehensive Database Administration (DBA) services and support. OIT offers annual membership subscription for our *DBHAS (Database Hosting and Support) program on our shared SQL Servers or hourly DBA support as needed.

- Features:
    - Managed SQL Server shared Database Hosting*
    - Database design, architecture and planning services
    - Database maintenance and troubleshooting
    - Database upgrades
    - Database Performance Tuning for peak performance and efficiency
    - Managed Database security
    - Create, implement, manage and monitor data transfer (SSIS) packages
    - Database health monitoring 24/7 X 365 with alerts and notifications
    - DBHAS is an annual subscription charged monthly based on the size of the database.
        - Database of 20 Gigabyte (GB) or less is Base charge.
        - Each 10 GB or less over 20 GB Base is an added charge.
            - Ex. 0-20 GB Database is Base charge
                - 20-30 GB Database is Base charge plus 1 added charge
                - 30-40 GB Database is Base charge plus 2 added charges
- Options:
    - DBHAS subscription membership includes but not limited to execution of basic database administration utilities and monitoring, security administration, database health monitoring
    - Non DBHAS client support available on an Ad Hoc basis and cost will be calculated on a per hour basis
    - Database Design and Architecture – best practice guidelines, knowledgebase, consultations and/or architectural reviews
    - Creation, execution and monitoring of basic database administration utilities, security administration, database health monitoring, data imports and exports
    - Data transfers - data exports and imports
    - SQL Server Reporting Services Administration Support

- Benefits:
    - Organizational knowledge
    - Governmental knowledge
    - Ease of procurement
    - Technical expertise
    - Cost-effective solutions
    - Infrastructure compatibility
    - Client consultations

9. *Adobe Enterprise Software and Services - Subscription Licensing*

Sub-Unit	Object	Charge Code
9450	0944	004A

Description: Get all the best Adobe software and services in one stop. OIT's Enterprise Licensing Agreement for software provides agencies same day access to the full suite of software including Adobe Acrobat DC (Document Cloud) and Adobe Creative Cloud with more than 20 applications for developers and creative design. Adobe Creative Cloud gives you the world's best creative apps and services so you can make anything you can imagine, wherever you're inspired. A full complement of Enterprise features are included.

More product information is available at https://adobe.com

- Features:
    - Adobe Acrobat DC
        - Create, Edit, Share, and Sign PDFs
        - Convert documents
        - Develop easy to use fillable forms
        - Optimize documents
        - Secure and protect documents
    - Adobe Creative Cloud application suite
        - 20+ desktop and mobile apps and services for photography, design, video, web, UX and more, all in one subscription.
        - Adobe Fonts
        - Creative Cloud Libraries and Services
        - Includes all Single Apps listed below and other apps in the Creative Cloud Suite: Acrobat Pro DC, Premier Clip, Edge Animate, Edge Code, Edge Inspect, Edge Reflow, Fireworks CS6,

Flash Builder, Muse, Bridge, Media Encoder, Prelude, Fuse CC, Muse CC, Scout, SpeedGrade, and more.
- Adobe Creative Cloud Single Apps for separate purchase
  - InDesign, Photoshop, Dreamweaver, Premier Pro, Premier Rush, Audition, Animate, Illustrator, Dimension, XD, Fresco, InCopy, After Effects, Adobe Lightroom Classic.
- Adobe Sign
  - Digital signatures
  - Subscriptions of 100 or 1000 per user per year, or specific application requirements.
  - Transactions pooled by agency or group

- Options:
  - Rich API for application integrations
  - Integration with Microsoft Office 365 Online and applications
  - Managed software deployment
  - Same day licensing and purchasing
  - Self-service portal for user, group, and license management
  - Licensing quota
  - Direct access to Adobe Support
  - Pay as you go services
  - OIT license administration by request

- Benefits:
  - Adds value and maximizes the State's technology return on investment (ROI)
  - Faster delivery of services at a cost lower than agencies could get separately by leveraging combined volume purchasing power
  - Full software asset management (SAM)
  - Single Sign-on integration (SAML)
  - Improved enterprise security and access control through network accounts

10. *Laserfiche - Subscription Services, User Licensing and Software*

Sub-Unit   **Object**   **Charge Code**
9450   **0807**   **004L**

Description: Laserfiche is an enterprise content management (ECM) system that optimizes organizational efficiency through powerful business process management (BPM), security, and auditing capabilities. Laserfiche provides the flexibility to customize filing structures, repositories, views, and workflows to meet specific organizational needs. Key functions include document imaging, collection, and records management, with tools to automate daily processes and manage archives. The system offers feature-rich applications and clients for a flexible user experience. Process Automation (Workflow and Forms) is included to automate content processing and business processes. Laserfiche Connector provides a non-programmatic means for integrating Laserfiche with line-of-business applications.

OIT offers subscription licensing to provide scalable solutions. The Laserfiche Subscription License features a straightforward monthly fee covering software licenses, technical support, and updates. The Subscription - Business Tier provides authenticated read/write access to the entire array of Laserfiche feature functionality.   More   product   information   is   available   at https://alabamagov.sharepoint.com/SitePages/Laserfiche.aspx .

- Features:
    - o   Core Document Management:
        - ▪ Advanced Search
        - ▪ Customizable Metadata
        - ▪ Microsoft 365 Integration
        - ▪ Full-Text Search
        - ▪ Bulk Import
    - o   Process Automation:
        - ▪ Workflow and Approval Automation
        - ▪ Process Template Library
        - ▪ Task Management
        - ▪ Rules Management
    - o   Records management:
        - ▪ Records Lifecycle Management
        - ▪ Automated Records Retention
        - ▪ Advanced Audit Trail Reporting

- Legal Holds
- Watermarks
  - o Security and Compliance:
    - Advanced Cloud Security
    - Fine-grained Access Controls
- Options:
  - o Community User license bundle (multiple package offerings)
  - o Participant User
  - o Weblink – Public Portal (multiple hosting and package offerings)
  - o Forms – Public Portal
  - o Scan Connect – scanner support
  - o Software Developers Kit (SDK)
  - o Laserfiche integration with DocuSign
- Benefits:
  - o Contract volume discount pricing
  - o Monthly service options
  - o Managed license provisioning and self-service portal
  - o Unified Active Directory integration for user accounts
  - o Hosted services to reduce administration, server, and staffing expenses

11. *Laserfiche - Implementation Services*

Sub-Unit	Object	Charge Code
9450	0807	004L

Description: OIT offers consulting and Laserfiche technical services to implement, configure, and professionally support Laserfiche software.
- Features:
  - o Laserfiche implementation services are bundled with OIT professional services to provide a complete solutions package.
  - o OIT supported services for complete Statements of Work (SOW) for hosted and non-hosted solutions.
- Options:
  - o Integration
  - o Document migration
  - o Database conversion
  - o Document scanning
  - o API development

- - o Systems integration
  - o Custom solutions
- Benefits:
  - o Work directly with Laserfiche Consulting Professional Services.
  - o Laserfiche professional services work with OIT and agencies to provide solutions and support
  - o OIT Hosted and separately hosted solutions supported
  - o Services are billed through OIT monthly
  - o OIT Laserfiche Professional Services ensure that the solution is delivered and configured

12. *SharePoint Online Service*

Sub-Unit	Object	Charge Code
9450	**0807**	**00S1/00S2**

Description: OIT offers a broad range of SharePoint Online services that help save time, increase productivity, achieve comprehensive security and compliance, reduce complexity, and improve the overall user experience.

- Features:
  - o The OIT team has extensive expertise leveraging technology to solve real-world business challenges and to handle implementation and work with stakeholders to leverage SharePoint Online in the best way possible with the least administrative effort.
  - o SharePoint's cloud document management services help to improve access to content and reduce administrative effort by developing customizing business processes automation that supports your agency's unique business needs.
  - o Service Features:
    - Content management - Organize and manage content in libraries and lists with metadata, records management, and retention policies.
    - Team sites - Provide a place for your team to organize and collaborate on content, data, and news to stay on the same page.
    - Communication sites - Broadly share and communicate your group's message across the organization with beautiful, dynamic communication sites.

- **Intranets** - Inform and engage your organization with intranets and sites to tell your story, announce your news, share resources, streamline processes, and engage people.
- **Mobile apps** - Access intranets, team sites and content with the SharePoint mobile app for Android™, iOS®, and Windows and OneDrive mobile apps for Android, iOS and Windows.
- **Automate work, Discovery, and Search** - Automate business processes with alerts and workflows. Discover relevant people and important content when you need it most. Customize your enterprise search and results with enhanced features to surface resources across Office 365.
- **eDiscovery** - Find content in electronic format for litigation or audit scenarios.
- **DLP capabilities** - Use advanced data-loss prevention (DLP) capabilities to identify, monitor, and protect sensitive information.
- **File storage** - OneDrive gives each user at least 1 TB of personal cloud storage.
- **External sharing** - Securely share files and content with people inside and outside your organization.
- **In-Place** - Use In-Place Hold to programmatically prevent content deletion or editing.

- Options:
    - SharePoint Online services
    - Site Migration services
    - Portals & Intranets implementation services
    - Document & Content management services
    - Workflow Implementation & Development services
    - Custom Solution development
    - Office 365 supported products:
        - SharePoint Online
        - OneDrive for Business
        - Microsoft TEAMS
        - Power Apps
        - Power Automate

13. *Office Productivity*

Sub-Unit	**Object**	**Charge Code**
9750	**0807**	**005V/005W**

Description: Microsoft Office 365 – A browser-based Office Web suite, integrating Microsoft's Office 365 cloud-based services with real-time communication services.

- Features:
    - o Office 365 Applications
    - o Business-class Email, Calendar, and Scheduling
    - o Instant messaging (chat)
    - o Presence Information
    - o Video Conferencing
    - o Desktop Sharing
    - o Data sharing via web connected electronic interactive whiteboards (whiteboards not included)
    - o Mobile Device Management (Device Remotely Wiped, Data Protection, Data Encryption EMM Policies, Device Enrollments, Enterprise Solution)
- Options:
    - o Front Line Worker - M365 P2, F3, and F5
        - ▪ Web-based versions of Office 365 applications
    - o Information Worker – M365 G5 Security and Compliance
        - ▪ Desktop versions of Office 365 applications
- Benefits: Office productivity and enhanced communications and security.

14. *Directory Administration/Office 365 OIT Administration*

Sub-Unit	**Object**	**Charge Code**
9750	**0807**	**005V/005W**

Description: Microsoft Active Directory provides centralized user and resource management for the entire state network and domain.

- Features:
    - o Security infrastructure
    - o Flexible administration
    - o Scalable and extensible
    - o High availability
    - o Open standards support
    - o Simple programmatic access

15. *AvePoint Cloud Backup for Microsoft 365 – AlabamaGov 365 Tenant (only) Subscription Services*

Sub-Unit	Object	Charge Code
9450	**0944**	**004V**

Description: The current Microsoft 365 backup and restore capabilities are very limited and do not extend past 2 weeks for SharePoint, OneDrive, and Teams. In addition, Exchange restore time frame is only 30 days.

AvePoint Cloud Backup provides cloud-to-cloud backup solution for Microsoft 365. With automated backups and secure storage in AvePoint's Azure storage, you decide how much to recover and when. On-demand and granular, item-level restore provides anytime access for business-critical emails, files, conversations, projects, tasks, Groups, Teams, Planner, and sites. Help connect your users with their lost content by automating restores with AVA, AvePoint's Virtual Assistant.

AvePoint Cloud Backup subscription license introduces a straightforward monthly fee including software licenses, allocated backup storage, technical support and software updates. Content is stored in AvePoint's 256-bit encrypted storage located within the Microsoft's Government Community (GCC) services platform.

- Features:
    - Purchase Storage Space in 250GB blocks.
    - Exchange Online
        - Backup Outlook mailboxes, Archives, folders, chats, calendars, contacts, messages, permissions and more
    - SharePoint Online
        - Protect site collections or granular sites, lists, libraries, folders, items, metadata, security settings, version history
    - Microsoft 365 Groups
        - Backup Microsoft 365 Groups, including files, conversations, notebooks, sites, and more
    - Microsoft Teams
        - Teams channels, private channels, conversations, work files, meeting items, and more can be recovered with ease
    - OneDrive for Business
        - Backup OneDrive for Business lists, libraries, folders, items, metadata, security settings, version history
    - Public Folders

- - Protected mailboxes, messages, files, contacts, forms, postings
  - o Project Online
    - Protected Project Online plans, jobs, tasks, files
  - o Planner
    - Backup Planner tasks, buckets, progress, labels, and assignments are kept safe for anytime access
- Options:
  - o Customize your backup solution:
    - Explicitly tag mailboxes, SharePoint sites, Groups, Teams, etc. for backup. This option provides granular control of what content is being backed up.
    - Customize a scope-based backup solution. This option provides the ability to automatically tag agency specific mailboxes, SharePoint sites, Groups, Teams, etc. for backup. This option ensures current and future 365 content is automatically marked for backup.
    - Configuration for both options above is possible.
- Benefits:
  - o Granular restore for mail, files, collaboration
    - On-demand granular recovery manages conflicts to ensure the most authoritative copy is recovered.
  - o Out-of-place restore
    - Restore content out of place, to another cloud site, mailbox, OneDrive, or Group. Easy to keep and restructure data as your organization evolves, or users join or leave.
  - o Security rollback
    - Perform full security rollbacks to undo Microsoft 365 permissions changes.
  - o Object-based restore
    - Directly locate Microsoft 365 Teams, files, emails, or other objects with full-text search for rapid discovery and recovery.
  - o Point-in-time restore
    - Recover content to a specific point in time using a simple calendar-based interface.
  - o Delegated restore
    - Delegate restores to trusted users based on roles. Security trim by AD properties, such as location, department or role.

16. *Percipio eLearning*

Sub-Unit	Object	Charge Code
9450	0944	00P1

Description: An intelligent online learning experience platform for workforce development and compliance that delivers an immersive learning experience. Leverages highly engaging content, curated into nearly 700 learning paths (channels) that are continuously updated to ensure customers always have access to the latest information.

- Features:
  - Skill benchmarking: Diagnostic assessment aligned to the most in-demand skills and vetted learning objectives. Give your employees a clear place to start and personalized recommendations for growth.
  - Access, assign, and customize more than 1,000 expertly curated, role- and skill-based learning paths. Along the way, learners can test progress with assessments and hands-on practice labs.
  - AI-driven recommendations, learners can watch, read, listen, and practice anytime, anywhere — even the flow of work — while celebrating accomplishments along the way.
  - Customized experience: Design and assign live and on-demand learning programs with your or another provider's content. Measure impact along the way with dashboards and reports.
- Options: Administrators save time with automated content updates and curation. LMS setup & configuration and SSO within OIT portal.
- Benefits:
  - Instructional Design, Compelling Content, Certification Enabled, Refreshed Content, Inclusive Learning, and Multiple Expertise Levels
  - Accessible: Conforms to Section 508/WCAG 2.0 A and AA accessibility standards, with some exceptions noted in its VPAT (voluntary product accessibility template)

17. *Mass Mailer – Campaign Intelligence*

Sub-Unit	Object	Charge Code
9750	0807	005F

Description: Formerly listed as Listserve, Campaign Intelligence is a mass mailer. Because of Microsoft limitations, Office 365 Exchange Online cannot be used for to send emails in bulk. Campaign Intelligence can send to thousands of recipients locally and worldwide with relative ease.

- Features:
  - Create email templates, surveys, and customize sender profiles.
  - Supports HTML, embedded images, and attachments.
  - Send immediately or on a schedule
  - Graphical delivery reports and link tracking.
  - Tenant based. Setup one administrator or multiple administrators to manage email campaigns.
  - Build lists manually or connect to a SQL database or external data sources
  - Larger recipient lists can be split into Audiences to send to subsets of recipients.
- Options: Administrators have access to all Campaign Intelligence email features at no extra charge.
- Benefits: Pricing based on recipient lists count and not emails sent count.

18. *SCCM Server Management*

Sub-Unit	Object	Charge Code
9750	0807	005Y

Description: SCCM is a software management suite that allows users to manage large number of Windows based computers in a single console.

- Features:
  - Remote control with console level access
  - Fully managed patch management
  - Operating system deployment
  - Software deployment/ removal
  - Hardware inventory and reporting
  - Software inventory and reporting
  - Compliance configuration baselines

- o Endpoint protection
- Options:
  - o Administrators have access to the SCCM console to manage and report on all machines they are responsible for.
  - o Administrators will be able to package and deploy custom software, patches, and operating systems
- Benefits: Included with the subscription -
  - o Role based administration for separation of duties
  - o Assistance establishing patch management
  - o Customized secure (CIS) Windows Server 2016 image for network deployment
  - o Network deployed bare metal/wipe and load of the custom OS
  - o 600+ canned and custom reports

19. *SCCM Workstation Management*

Sub-Unit	Object	Charge Code
9750	0807	005Z

Description: SCCM is a software management suite that allows users to manage a large number of Windows based computers in a single console.
- Features:
  - o Unattended remote control with console level access and user interaction
  - o Fully managed patch management
  - o Operating system deployment/upgrade
  - o Software deployment
  - o Hardware inventory and reporting
  - o Software inventory and reporting
  - o Compliance configuration baselines
  - o Endpoint protection
- Options:
  - o Administrators have access to the SCCM console to manage and report on all machines they are responsible for.
  - o Administrators will be able to package and deploy custom software, patches, and operating systems
- Benefits: (Included with the subscription)
  - o Role based administration for separation of duties
  - o Assistance establishing patch management
  - o 600+ canned and custom reports

- o ~20 pre-packaged standard applications that can be deployed/referenced
- o A customized secure (CIS) Windows 10 image based on the current Windows 10 release recommended by OIT
- o Network deployed In-place upgrade for Windows 7/8.1 to secured Windows 10 image
- o Network deployed bare metal/wipe and load of the custom OS

20. *Secure Web Certificate*

Sub-Unit	Object	Charge Code
9750	**0807**	**005K**

Description: SSL certificates are installed on web servers and are used to create a secure session between a web server and a user's web browser. Web browsers, such as Google Chrome, now label sites without an SSL certificate installed as "Not Secure".

- Features:
    - o Make websites "secure"
    - o All SSL certificate requests must be generated and updated from the webserver, ensuring that the SSL certificate cannot be used without your permission or knowledge.
- Options:
    - o Initial SSL certificate valid for 12-months.
    - o Wildcard certs and SAN's can be added for an additional charge.
    - o 7-day refund available for cancellations.
- Benefits:
    - o OIT will manage and automatically update your SSL certificate on OIT-managed webservers and proxy servers. An email notification will be sent to the site's webmaster prior to expiration on non-OIT managed servers.
    - o The "www." SAN can be added to an SSL cert for no additional charge.

Communication

21. Network Access Statewide or Non-Campus TelComm

Sub-Unit	Object	Charge Code
9651	**0714/509**	**600T/860T**

Description: Telephone Line Connectivity to State Network On-Premise or Non-Campus utilizing a Regular Business Line (1FB) and Primary Interface Circuit (PRI).

- Features:
  - Regular Business Line – provides dial tone
  - Primary Rate Interface Circuit – provides 23 voice channels, one data channel which allows for delivery of call data, such as caller-ID
- Options:
  - Regular business line (1FB) – Legacy service *
    - Hunting, Call waiting, Call forwarding, 3-Way Calling, Caller ID, Voice mail, Long Distance, Directory Assistance, 800 numbers.
  - Primary Rate Interface Circuit (PRI) – Legacy service *
    - Caller ID, Long Distance, DID (direct inward dial) numbers, 800 numbers.
- Benefits:
  - Regular business line (1FB) Primary Rate Interface Circuit (PRI)Base
    - Flexibility – can be used as a standalone service or installed on a phone system
    - 800 number can be directed to a 1FB, providing toll free calling for customers
  - Primary Rate Interface Circuit (PRI)Base
    - Allows for 23 active calls to be going simultaneously
    - Total amount of phone numbers that can be put on 1 PRI is not limited to 23.
    - 800 numbers can be ported to a PRI, providing toll free calling for customers

* 1FB and PRI services are being retired. Users of these service will be able to choose from other modern and sustainable services.

22. *Voice Service – Webex Cloud Calling*

Sub-Unit	Object	Charge Code
9651	0714	890T

Description: OIT provides telephone service and other multimedia capabilities over the Internet. Complete descriptions of calling services and features are available in the Webex Training Resources site [SharePoint].

- Features:
    - Cisco 7841 – IP 2-4 button set
        - Dial Tone
        - Display (Date and Time/Caller ID)
        - Handsfree
        - Transfer feature
        - Call forwarding feature
        - Voicemail
        - Do Not Disturb
        - Speed Dial
        - Long Distance Calling – Nationwide
        - Paging – less than 75 per group
        - Webex Team
        - Webex Calling
        - Webex Meetings
        - Call Recording
        - Global Directory
    - Cisco 8861 – Bluetooth – IP 5 – 10 button set
        - Dial Tone
        - Display (Date and Time/Caller ID)
        - Handsfree
        - Transfer feature
        - Call forwarding feature
        - Voicemail
        - Do Not Disturb
        - Speed Dial
        - Long Distance Calling – Nationwide
        - Paging – less than 75 per group
        - Webex Team
        - Webex Calling
        - Webex Meetings
        - Call Recording

- - Global Directory
  - o Cisco 7811 – IP Single line
    - Dial Tone
- Options:
  - o 7841 and 8861
    - Rollover Line (Phantom Dial Tone)
    - Display (Date and Time/Caller ID)
    - Call Park
    - Webex Meetings
    - Enhanced Call Recording
    - Hunting
    - Multiple Line Appearance
    - Long Distance Calling – International
    - Paging – over 75 in a group
  - o 7811
    - Long Distance Calling
  - o A la carte Service and Upgrades
    - Unified Contact Center Express Enhanced
    - Unified Contact Center Express Premium
    - Webex w/o Knowledge Worker Voice Service
    - ZOOM: Call Recording Services
    - CAC-Attendant Console
    - VEP-Video End Point
    - Expanded Conference Calling from Handset
  - o Handsets, Expansions, and Unified Communications Equipment
    - Side Car for 8861 series Phones
    - Cisco Wall Mount Kit (one-time charge)
- Benefits:
  - o 7841 and 8861
    - Digital phone service with an all-inclusive package providing users with feature flexibility modifiable to meet their needs. All maintenance and Handsfree updates are included.
  - o 7811
    - Basic desk set option providing necessary features for most users.

23. *Voice Infrastructure*

Sub-Unit   **Object**   **Charge Code**
9651   **0609/0509**   **900T/860T**

Description: Automatic call distribution with voice menu provides the functionality that makes the concept of a call center possible.
- Features:
  - o Voice Menu
    - ▪ Automatic Answering
    - ▪ One touch option for call routing
  - o Calling Queues
    - ▪ Agent login
    - ▪ Automatic distribution of call traffic
    - ▪ Call queuing
- Options:
  - o Voice Menu
    - ▪ Small menu – up to 6 options
    - ▪ Level 1 menu – up to 9 options
    - ▪ Level 2 menu – up to 9 options (additional sub menu)
  - o Announcements
  - o Time of day service
  - o Calling Queues
  - o Supervisor login
  - o Agent assist
  - o Force agent available
  - o Call Que monitoring
    - ▪ Night Service and Overflow routing
    - ▪ Call reports
    - ▪ End user training
- Benefits:
  - o Voice Menu
    - ▪ Provides automated answering services with one-touch options to route callers to the appropriate department.
  - o Calling Queues
    - ▪ Provides automatic distribution of calls to logged in agents to evenly distribute incoming calls. Provides call records to show number of calls presented to the group, number of calls answered, number of calls abandoned, and number of calls overflowed.

24. *Voice Service – RightFax Service*

Sub-Unit   **Object**   **Charge Code**
9651   **0609**   **900T**

Description: OIT RightFax Service enables customers to send, from their personal computer, FAX images directly to FAX machines or directly to email accounts.

- Features: Basic service package provides unlimited sending or receiving of FAX transactions per month.
- Options: Distribution option to receive fax via email
- Benefits: Allows users to send and receive faxes on the LAN without the need for a traditional FAX machine.

25. *Voice Services- Authorization Codes (Used with Digital Service not VoIP)*

Sub-Unit   **Object**   **Charge Code**
9651   **0714**   **030T**

Description: OIT provides identification codes that authorize long distance calling.

- Features:
  - Authorization codes to override toll restrictions on calling long distance
  - Sold in blocks of 100 codes
- Options: Additional codes may be purchased in blocks of 100
- Benefits: Allows phones to be toll restricted and provides users with codes for authorized personnel to override toll restrictions.

Core Computing

26. Datacenter Services – RSA Dexter Avenue

Sub-Unit   Object   Charge Code
9770   0807/0823   00D1/00D4

Description: Facility to host servers and disk arrays.
- Features:
    - Datacenter is managed and regulated with UPS, cooling systems, and switchgear
    - Fully supports standard rack equipment
    - 24/7/365 management of all datacenter critical component systems, infrastructure, and access control
    - Secure area for telecommunications carriers and providers to hand off circuits.
- Options:
    - Rack space - Full Rack
    - Shared Rack -
        - 1 - 5 Us
        - 6 -10 Us
        - 11-15 Us
        - 16-20 Us
        - 21-30 Us
    - Power usage (Pricing subject to change with current Alabama Power Company rates.)
    - Fiber connection
    - Copper connection
    - Access card with no parking
    - Access card with parking
- Benefits:
    - Organizational knowledge
    - Governmental knowledge
    - Alignment with state policies and procedures
    - Security Compliance
    - Infrastructure compatibility
    - In-house subject matter expertise

27. *Datacenter Services – RSA Dexter Avenue Access Control*

Sub-Unit	Object	Charge Code
9770	**0807**	**00D1**

Description: Card key access to RSA Dexter Avenue building and parking deck.
- Features:
  - o   Cardkey
- Options:
  - o   Parking only
  - o   Building only
  - o   Parking and Building
- Benefits: Access capabilities to Dexter Avenue data center and parking facility.

28. *Facility Escort*

Sub-Unit	Object	Charge Code
9020	**0807**	**00E1/00E2/00E3**

Description: Access to physically secure locations (i.e., data centers, server rooms, facility communications closets, industrial/process control systems).
- Features:
  - o   Safeguards managed control and monitoring of facilities.
  - o   Maintains integrity of information security.
  - o   Ensures employee/personal safety.
- Options:
  - o   Physical Security: Data Center.
  - o   Physical Security: Network Closet.
  - o   Physical Security: Maintenance.
- Benefits: 99.999% availability 24 hours per day/365 days per year with advance notice and compliance according to OIT Policy 671 and Procedure.

29. *Mainframe Software Applications - CPU Services*

Sub-Unit   **Object**   **Charge Code**
9020   **0807**   **0010/0009/0011/0015/0014/0016**

Description: CPU software applications and services.

- Features:
    - Execute Job Control Language (JCL).
    - Run applications online.
    - Store data in tables.
    - Create interactive sessions with z/OS.
- Options:
    - Central Processing Unit (CPU).
    - Central Processing Unit (CPU) Non-prime Batch.
    - Customer Information Control System (CICS).
    - Time Sharing Option/Extended (TSO).
    - ROSCOE
    - DB2
- Benefits: 99.999% availability 24 hours per day/365 days per year

30. *Primary Storage*

Sub-Unit	Object	Charge Code
9020	**0807**	**0006/0042**

Description: Additional storage capability on a physical storage device that has a distinct location and exclusive address.

- Features: Protected by Resource Access Control Facility (RACF).
                 Managed by System Manage Storage (SMS).
- Options: Main storage Direct Access Storage Devices (DASD)
                 Secondary storage Virtual Tape (VTAPE)
- Benefits: 99.999% availability 24 hours per day/365 days per year

31. *Hosted Web Service*

Sub-Unit	Object	Charge Code
9750	**0807**	**005A**

Description: Website hosting by OIT on OIT server in the RSA Dexter Avenue Data Center.

- Features:
  - Virtual Server Hosting
  - Server Set-up
- Options:
  - WordPress Hosting
  - Website Hosting site size
    - 20 MB
    - 100 MB
    - 500 MB
    - 1000MB
- Benefits:
  - In a secure state of art data center with high performance & monitoring
  - Scalable for future growth
  - Highly Available Environment
  - Depreciation savings
  - Patch management performed by OIT
  - Knowledge and adherence of state policies

32. *Virtual Server Hosting*

Sub-Unit   **Object**   **Charge Code**
9750   **0807**   **005B**

Description: Provide virtual serving hosting capability.

- Features:
  - Virtual MS Windows Server
  - 4 Gigabyte (GB) RAM, 2 processors/cores
  - 40 GB storage
  - 24/7 monitoring
- Options:
  - Managed system and data backup
  - Patch Management
  - Add 1GB RAM
  - Add processor/core
  - Add storage Per GB – added in 10 GB increments
- Benefits:
  - Secure state of the art data center with high performance & monitoring
  - Scalable for future growth
  - Highly Available Environment
  - Depreciation savings
  - Knowledge and adherence of state policies

Governance

33. *IT Planning and Oversight*

Sub-Unit	Object	Charge Code
9110	**0849**	**0004**

Description: IT Planning and Oversight agency charge covers expenses incurred by OIT while performing required duties of the Secretary of Information Technology according to Act 2013-68 but are not allocated to the shared services provided by OIT.

- Examples of duties required of the Secretary of Information Technology:
    - Promulgate rules, regulations, and policies and establish procedures and standards for the management and operation of information technology by state agencies to carry out legislated duties.
    - Coordinate utilization of state information technology.
    - Provide technical assistance to state agency administrators on design and management of state information technology systems.
    - Evaluate the cost, system design, and suitability of information technology equipment and related services.
    - Establish standards and policies for project management and project methodologies.
    - Develop a unified and integrated structure and enterprise architecture for information technology systems for all state agencies.

- As part of the State's repayment negotiations, the IT Planning and Oversight charge has been approved by the U.S Department of Health and Human Services Division of Cost Allocation as being OMB circular A-87 compliant.

IT Professional Services

34. *Direct Project Management*

Sub-Unit	Object	Charge Code
8310	0807	00C3

Description: Full direct project management services for the full life cycle of the IT project.

- Features:
  - Project Integration Management
    - Project charter development
    - Project plan development
    - Project work management
    - Manage change control
    - Project closure
  - Project Scope Management
    - Scope management plan
    - Collect requirements
    - Define project scope
    - Develop work breakdown structure (WBS)
    - Scope validation
    - Scope control
  - Project Schedule Management
    - Schedule management plan
    - Activity definition
    - Activity sequence
    - Activity duration estimate
    - Schedule development
    - Project schedule control
  - Project Cost Management
    - Cost management plan
    - Cost estimate
    - Determine budget and baseline
  - Project Quality Management
    - Quality management plan
    - Quality management
    - Quality control
  - Project Resource Management
    - Resource management plan

- - - Activity resource estimate
      - Resource acquisition
      - Team management
      - Resource control
    - Project Communications Management
      - Communications management plan
      - Communications management
    - Project Risk Management
      - Risk management plan
      - Risk identification
      - Risk analysis
      - Risk response planning
      - Risk monitoring
      - Risk response implementation
    - Project Procurement Management
      - Procurement management plan
      - Conduct Procurement
    - Project Stakeholder Management
      - Stakeholder identification
      - Stakeholder engagement plan
      - Stakeholder engagement management
- Options:
  - Project Manager - on-site
  - Project Manager - remote
  - Contract Personnel- match skill level proportionately to project
- Benefits:
  - State IT project governance compliance
  - State strategic IT plan alignment
  - Industry best practices
  - Cost effectiveness / best value
  - State government institutional knowledge

35. *Business Analysis*

Sub-Unit	Object	Charge Code
8310	**0807**	**00C3**

Description: Business Analysis investigates business situations, identifies, and evaluates options for improving business systems, defining requirements, and ensuring the effective use of information systems in meeting the needs of the business. Solutions often include a software-systems development component, but may also consist of process improvement, organizational change or strategic planning and policy development.

- Features:
    - Business Analysis and/or process analysis
    - Business Requirements / Traceability
    - Benefit Determination and Tracking
    - Root Cause Analysis
    - Analysis Documentation and Reporting
    - Transformational/ Implementation Support
    - Extensive state government institutional knowledge
    - Certified Business Analysts
    - Strategic Planning
    - Policy Development
    - EPMS
- Options:
    - Long Term engagement (multiple process areas)
    - Short Term engagement (select process areas) on-site or remote - Contract BA resources are available
- Benefits:
    - State IT Project Governance Compliance
    - State IT strategic alignment
    - Industry best practices
    - Impartial Analysis
    - Cost Effectiveness
    - Time Sensitive / readily available
    - State government institutional knowledge
    - On-site (local)
    - Reduced implementation cost by ensuring right solution

36. *Project Management Support/Consulting*

Sub-Unit   **Object**   **Charge Code**
8310   **0807**   **00C3**

Description: IT Project Management support services to agencies, boards, and commissions. Consultation and assistance to develop custom project management standards, processes, templates, and metrics to address unique agency requirements. Help agencies, boards and commissions meet external reporting/management requirements. Term and scale-limited consultations, to full scale, long-term project management engagements.

- Features:
    - Assessment
    - Competency/Capability/Maturity
    - Auditing
    - Project recovery
    - Portfolio planning and/or management
    - Project planning
    - Templates and best practices
    - Knowledge management of project artifacts, documentation, and reporting
- Options:
    - Project Manager - on-site
    - Project Manager - remote
    - Contract personnel - match skill level proportionately to project
    - Long Term engagement
    - Short Term engagement
    - Any or all project phases
- Benefits:
    - State IT project governance compliance
    - State IT strategic plan alignment
    - Industry best practices
    - Cost effectiveness / best value
    - State government institutional knowledge

37. *Project Management Training*

Sub-Unit	Object	Charge Code
8310	**0807**	**00C3**

Description: Statewide Project Management training on standards, policies, best practices, career development, and continued education. Note: Hours can be used towards Professional Development Units to stay current on certifications.

- Features:
    - Training/ education
    - Access to templates and project materials
    - Career development
- Options:
    - On-site or Remote
    - Project management training
    - PM training
    - Contract PM trainers available
- Benefits:
    - Ensured compliance
    - Ensured strategic alignment
    - Industry best practices
    - Cost effectiveness / best value

Security

38. *Information Security Services*

Sub-Unit	Object	Charge Code
9210	**0807**	**009R**

Description: Per Active Directory account fee to cover the cost of cybersecurity operations, governance, risk, and compliance.

- Features:
    - o Prevention, Detection, and Analysis: Perimeter firewall, Cloud Access Security Broker, Software defined network analysis, and Intrusion detection system
    - o Security Information and Event Management (SIEM): Real-time security alerts analysis generated by applications and network hardware
    - o Vulnerability Assessments: Annual website vulnerability scans and on-demand website and endpoint vulnerability scans; with vulnerability reports that include mitigation recommendations
    - o Security Architecture Assessments: Risk assessment for agency deployments of systems to assist with ensuring a proactive security posture, compliance with Federal standards, and industry best practices are implemented
    - o IT Governance: Policies, standards, guidelines, and procedures for the management and operation of information technology
    - o IT Audit Support and Compliance: Support with Federal audits and remediation of findings
    - o Security awareness training: employee training, and customized learning paths, quarterly phishing simulations, individual employee risk level scorecard, audit reporting, threat plan, policies and procedures library, external website scans
    - o Emergency Services: Emergency threat and incident response and remediation

39. *Continuous Vulnerability Scanning*

Sub-Unit	Object	Charge Code
9210	**0807**	**009N**

Description: Continuous vulnerability scanning to automate scans for vulnerabilities on client networks. The scanning software detects and classifies system weaknesses in computers, networks, and communications equipment. The client will be provided with a login to view the vulnerabilities via a dashboard view and will have the ability to run reports ad-hoc.

- Features:
    - Network vulnerability scan based on industry standards
    - Dashboards allow viewing of vulnerabilities daily
    - Vulnerability Reports

40. *Managed Firewall*

Sub-Unit	Object	Charge Code
9210	**0807**	**009E**

Description: Managed firewall is a managed security service that provides firewall configuration, administration, monitoring, report generation, support, and on-site installation.

- Features:
    - Firewall hardware lease
    - Firewall management
    - Segmentation
    - Intrusion Prevention System
    - Gateway Anti-Virus
    - Content filtering
    - Log Monitoring
    - Alerting

41. *SSL/VPN Access*

Sub-Unit   **Object**   **Charge Code**
9210   **0807**   **009F**

Description: SSL/VPN Access is a managed security service providing end-user access to servers and systems remotely across public networks, (i.e., the Internet).
- Features:
    - o   Secure remote access
    - o   Access reports and monitoring
    - o   Connectivity troubleshooting

42. *IPSEC VPN*

Sub-Unit   **Object**   **Charge Code**
9210   **0807**   **009G**

Description: IPSEC VPN is a managed security service providing connectivity between two or more dissimilar networks across public networks (i.e., the Internet).
- Features:
    - o   Secure site-to-site VPN tunneling
    - o   Reporting and monitoring
    - o   Connectivity troubleshooting

43. *Information Security Consulting*

Sub-Unit   **Object**   **Charge Code**
9210   **0807**   **00C2**

Description: Services to help assess IT operations or eDiscovery services.
- Features:
    - o   IT assessment engagements to produce compliance reports and corrective action plans.
    - o   eDiscovery to produce electronically stored information (ESI) from Office 365 for open-records requests, internal agency investigations, and litigation requirements

44. *Endpoint Security Software*

Sub-Unit   **Object**   **Charge Code**
9210   **0807**   **005I**

Description: Workstation and server software license support for next generation antivirus (NGAV) and Domain Name System (DNS) based web filtering. Agency access to cloud hosted management portal for administration of NGAV and DNS security configuration.

Note: DNS security is uniformly installed on laptops and desktops and will not be installed on servers.

- Features:
  - NGAV
    https://www.cisco.com/site/us/en/products/security/endpoint-security/secure-endpoint/index.html
  - DNS Filtering
    https://umbrella.cisco.com/products/dns-layer-network-security
- Benefits:
  - Significantly improves technical data available during cyber event forensic investigations
  - Provides sophisticated security protection and event reporting for endpoints regardless of their physical or logical location
  - Provides simplified administration, centralized management, and cloud native enterprise level control of NGAV and DNS policy configuration

45. *Mainframe Input/Output (I/O)*

Sub-Unit	Object	Charge Code
9020	**0807**	**0007/0032**

Description: Storage of files created using the mainframe.
- Features:
    - Read/write files on Direct Access Storage Devices (DASD)
    - Read/write files on Virtual Tape (VTAPE)
- Options:
    - DASD I/O
    - TAPE I/O

46. *Mainframe Laser Printing*

Sub-Unit	Object	Charge Code
9020	**0807**	**0022**

Description: Provides laser print from mainframe files.
- Features:
    - Black and white print
    - 8 ½" x 11" paper
    - Front print
- Options:
    - 8 ½" x 14" paper
    - Front and back print

47. *Storage Area Network (SAN) Storage*

Sub-Unit   **Object**   **Charge Code**
9750   **0807**   **005G/005H**

Description: Provide SAN storage hosting capability.
- Features:
    - Supports mixed workloads for structured and unstructured data with metadata and search capabilities.
    - Reduces risk of improper data access by securely segregating data and limiting access in a multitenant environment.
    - Tamper-proof data with write-once, read-many (WORM) technology.
    - Meets compliance demands with data retention, access controls, logging, auditing, and discovery.
    - Data to be stored once and accessed many times in use with archival or content management options.
- Options:
    - Backup services are available
    - Custom storage administration
    - Backup service

Support

48. *Desktop Support*

Sub-Unit   **Object**   **Charge Code**
9320   **0510**   **0017**

Description: Provide end user support with technical support and customer service.

- Features:
    - o Computer and software installation
    - o Email configuration
    - o Support for Microsoft Windows
    - o Microsoft Office
    - o Software drivers
    - o Printer drivers
- Options:
    - o Desktop Support Subscription
    - o Desktop Support

ServiceNow Support

Sub-Unit	Object	Charge Code
9010	**0807**	**00C4**

Description: Support for ServiceNow products and various components of the cloud-based solution.

- Features:
    - IT Service Management (ITSM) – Incident, Request, Problem, Change
    - IT Operations Management (ITOM) – Discovery, Service Mapping, Event Management, Operational Intelligence, Orchestration
    - IT Business Management (ITBM) – IT Financials, Cost Center Management, Idea, Demand, Resource, Project/Portfolio Management
    - Governance, Risk and Compliance – Policy and Compliance, Risk, Audit
    - Security Operations – Security Incident Response, Vulnerability Response, Threat Intelligence, Configuration Compliance
- Options:
    - Consultation (pre- and/or post-deployment)
    - License Planning
    - Design and Implementation (professional services)
    - Augment Support for contracted professional services/project teams
    - Deployment support
    - Post-deployment administration and development support
    - Build custom ServiceNow applications
    - System integrations
- Benefits:
    - Reduce costs with scalable support to fit your needs
    - Obtain ServiceNow expertise with State experience
    - Statement of Work (SOW) to clearly define scope and deliverables for long-term projects

OIT Price List

CHARGE CODE	SERVICE	UNIT OF MEASURE PER MONTH, UNLESS OTHERWISE STATED	FY25 RATES	FY26 RATES
00C	**OIT CONSULTING**	PER HOUR	$150.00	$150.00
	MAINFRAME PROCESSING SERVICES [1]	-	-	-
0010	CPU (PRIME BATCH)	CPU SECOND	$0.1169	$0.2338
0009	CPU (NON-PRIME BATCH)	CPU SECOND	$0.1023	$0.2045
0011	CICS	CICS SECOND	$0.2190	$0.4380
0015	ROSCOE	CPU SECOND	$0.6831	$1.3663
0014	TSO	CPU SECOND	$0.1751	$0.3503
0016	DB2	CPU SECOND	$0.5365	$1.0730
	MAINFRAME PERIPHERAL SERVICES [1]			
	DASD STORAGE			
0006	DISK STORAGE (Triple Density Vol's)	PER VOLUME	$130.69	$261.38
0042	DISK CHARGES (SMS)	PER 1,000 BYTES	$0.000045	$0.000090
0007	DISK EXCPS	1,000 EXCP'S	$0.0186	$0.0373
0032	TAPE EXCPS	1,000 EXCP'S	$0.2994	$0.5988
0022	LASER PRINT (Varies - average listed)	PAGES	$0.130	$0.130
0022	Laser Print One-Sided		$0.087	$0.087
0022	Laser Print Two-Sided		$0.158	$0.158
0022	Laser Print Legal One-Sided		$0.097	$0.097
0022	Laser Print Legal Two-Sided		$0.194	$0.194
	SERVER ADMINISTRATION			
	MICROSOFT OFFICE 365 [2]			
005V	MICROSOFT INFORMATION WORKER (IW)	PER LICENSE	$43.92	$51.06
005W	MICROSOFT FRONT LINE WORKER (FLW)	PER LICENSE	$23.80	$24.34
005V/ 005W	OFFICE 365 OIT ADMINISTRATION *Charged to all agencies in addition to above rates	PER LICENSED USER	$7.50	$8.50
0053	OFFICE 365 OIT COLLABORATION "Teams & SharePoint Sites, Shared & Resource Mailboxes"	PER RESOURCE	$3.25	$3.25
005L	OFFICE 365 PROJECT PLAN 3	PER LICENSE	$22.84	$22.84
005L	OFFICE 365 VISIO P2	PER LICENSE	$11.42	$11.42
005L	OFFICE 365 POWER BI PRO (INCLUDED IN SUITE)	PER LICENSE	$0.00	$0.00
005L	POWER APPS PER APP	PER LICENSE	$4.48	$4.48
005L	POWER APPS PREMIUM PER USER	PER LICENSE	$10.75	$10.75
005L	POWER AUTOMATE PER USER	PER LICENSE	$13.44	$13.44
005L	OFFICE 365 PROJECT PLAN 1	PER LICENSE	$5.42	$5.42

CHARGE CODE	SERVICE	UNIT OF MEASURE PER MONTH, UNLESS OTHERWISE STATED	FY25 RATES	FY26 RATES
005L	OFFICE 365 PROJECT ONLINE ESSENTIALS	PER LICENSE	$5.33	$5.33
005L	OFFICE 365 PROJECT PLAN 5	PER LICENSE	$41.88	$41.88
005G	SAN STORAGE	PER GB	$0.565	$0.565
005H	SERVER BACKUP	PER GB	$0.10	$0.10
005A	WEB HOSTING (Tiered)	PER MBs STORAGE	$0.76	$0.76
005B	VIRTUAL SERVER HOSTING	PER SERVER	*Various*	*Various*
005M	SERVER HOSTING - CUSTOM	PER SERVER	*Various*	*Various*
005D	DOMAIN USER HOSTING	PER USER	$3.82	$3.82
005F	LISTSERV HOSTING	PER LIST	$17.99	$17.99
005K	SECURE WEB CERTS			
005K	WILDCARD SSL CERTIFICATE	PER CERTIFICATE	$30.47	$30.47
005K	SSL CERTIFICATE	PER CERTIFICATE	$16.14	$16.14
005K	DOMAIN SAN (requires SSL or wildcard cert)	PER CERTIFICATE	$4.40	$4.40
005K	SUBDOMAIN SAN (requires SSL or wildcard cert)	PER CERTIFICATE	$3.09	$3.09
005J	WEBSITE STATISTICS	PER WEBSITE	$11.55	$11.55
005N	FTP HOST SERVICE	PER ACCOUNT	$110.00	$110.00
005Y	SCCM SERVER MANAGEMENT	PER ACCOUNT	$3.00	$3.00
005Z	SCCM WORKSTATION MANAGEMENT	PER ACCOUNT	$1.00	$1.00
	SECURITY SERVICES			
009R	STATEWIDE IT SECURITY SERVICES * SEE CATALOG FOR INCLUDED SERVICES	PER AD ACCOUNT	$15.00	$15.00
009F	SSL VPN ACCESS (Tiered)			
	1-9 users	PER CONCURRENT USER	$27.50	$27.50
	10-49 users	PER CONCURRENT USER	$22.00	$22.00
	50-99 users	PER CONCURRENT USER	$16.50	$16.50
	100 or more users	PER CONCURRENT USER	$13.20	$13.20
009G	IPSEC VPN	PER RESOURCE	$195.00	$195.00
009E	MANAGED FIREWALL	UP TO/OVER 240GBPS CIRCUIT	$750 / $1,000	$750 / $1,000
005I	ENDPOINT SECURITY SOFTWARE	PER INSTALL	$4.00	$5.00
	GOVERNANCE			
	IT PLANNING/OVERSIGHT TOTAL			
0004	IT PLANNING/OVERSIGHT (1-250 FTEs)	PER AGENCY FTE	$7.44	$7.44
0004	IT PLANNING/OVERSIGHT (NEXT 251-750 FTEs)	PER AGENCY FTE	$5.20	$5.20
0004	IT PLANNING/OVERSIGHT (NEXT 751-2000 FTEs)	PER AGENCY FTE	$2.99	$2.99

CHARGE CODE	SERVICE	UNIT OF MEASURE PER MONTH, UNLESS OTHERWISE STATED	FY25 RATES	FY26 RATES
0004	IT PLANNING/OVERSIGHT (ANY FTEs OVER 2000)	PER AGENCY FTE	$1.50	$1.50
	BROKERED SERVICES			
0018	BROKERED SERVICES PROFESSIONAL SERVICES	PER HOUR	$150.00	$150.00
	ADOBE [3]			
004A	ADOBE ACROBAT DC	SUBSCRIPTION	$8.53	$9.81
004A	ADOBE CREATIVE CLOUD- ALL APPS	SUBSCRIPTION	$71.21	$81.89
004A	ADOBE CREATIVE CLOUD- SINGLE APPS	SUBSCRIPTION	$30.26	$34.80
004A	ADOBE SIGN (100 TRANSACTION SUBSCRIPTION/USER/YR)	SUBSCRIPTION	$23.02	$26.48
004A	ADOBE SIGN (1000 TRANSACTION SUBSCRIPTION/USER/YR)	SUBSCRIPTION	$230.23	$264.76
	LASERFICHE [4]			
004L	LASERFICHE USER LICENSE	PER USER	$30.39	$30.39
004L	LASERFICHE BACKUP COST	PER GB, 100GB MIN	$0.10	$0.10
004L	LASERFICHE HOSTED STORAGE	PER 100GB BLOCK	$25.00	$25.00
004L	LASERFICHE PARTICIPANT USER	PER USER	$4.34	$4.34
004L	LASERFICHE HOSTED REPOSITORY CHARGE	PER REPOSITORY	$900.00	$900.00
004L	LASERFICHE SCAN CONNECT	PER USER	$13.46	$13.46
004L	LASERFICHE PUBLIC PORTAL		$3,108.11	$3,108.11
004L	ADD ON: WEBLINK (UNLTD CONCURRENT USERS)	SUBSCRIPTION	$3,915.02	$3,915.02
004L	LASERFICHE FORMS PUBLIC PORTAL	PER USER	$332.06	$332.06
004L	LASERFICHE MOBILE	PER USER	$199.24	$199.24
004V	AVEPOINT CLOUD BACKUP POLICY CONFIGURATION	INITIATION COST- ONE TIME FEE	$1,696.00	$1,696.00
004V	AVEPOINT CLOUD BACKUP- 250GB STORAGE		$196.76	$196.76
00P1	PERCIPIO EXPERT LICENSE	ANNUAL SUBSCRIPTION	$309.52	$309.52
	PERCIPIO ADVANCED LICENSE	ANNUAL SUBSCRIPTION	$99.56	$99.56
	APPLICATION DEVELOPMENT			
00M1	ANNUAL APPLICATION MAINTENANCE	PER APPLICATION, PER YEAR	20% of Dev	20% of Dev
00M2	ANNUAL WEBSITE MAINTENANCE (Incl. Hosting)	PER WEBSITE, PER YEAR	20% of Dev	20% of Dev
004P	WORDPRESS HOSTING (Legacy Sites Only)	PER WEBSITE, PER MONTH	$115.00	$115.00

CHARGE CODE	SERVICE	UNIT OF MEASURE PER MONTH, UNLESS OTHERWISE STATED	FY25 RATES	FY26 RATES
0049	SQL SERVER - DATABASE HOSTING	UP TO 20 GB - ONE DATABASE	$150.00	$150.00
0049	SQL SERVER - DATABASE HOSTING	EACH ADD'L 10 GB OVER 20 GB	$25.00	$25.00
00Q1	DEDICATED SQL SERVER INSTANCE	PER DEDICATED SQL SERVER INSTANCE	$250.00	$350.00
	NETWORK SERVICES			
610T	CAMPUS NETWORK LAN PORT	PER "PORT"	$25.16	$25.16
400T	CAMPUS FIBER	PER PAIR	$1,180.00	$1,180.00
420T	WAN / ETHERNET	PER CIRCUIT	*Various*	*Various*
340T	DATA CIRCUITS	PER CIRCUIT	*Various*	*Various*
350T	T-1 CIRCUITS	PER CIRCUIT	*Various*	*Various*
410T	WIRELESS LANS (Tiered)	PER USER	*Various*	*Various*
410T	MERAKI ROUTERS & SWITCHES	PER DEVICE	*Increasing 20%*	*Various*
410T	WIRELESS ACCESS POINTS	PER DEVICE	$18.00	$18.00
860T	NETWORK ENGINEERING TECH FEE	PER HOUR	$150.00	$150.00
410T	SWITCH EQUIPMENT RENTAL	VARIOUS	*Various*	*Various*
460T	VIDEO CONFERENCING	PER CIRCUIT	$55.00	$55.00
360T	MODEM/DSU		$27.50	$27.50
	VOICE SERVICES			
030T	AUTHORIZATION CODES	PER 100 CODES	$50.36	$50.36
030T	AUTHORIZATION CODES INSTALLATION	PER 100 CODES	$62.35	$62.35
890T	FAX SERVER	PER BOX	$35.00	$35.00
600T	CIRCUIT CHARGES	PER CIRCUIT	*Various*	*Various*
601T	1FB [5]	PER LINE	$70.20	$91.26
601T	PRI- 23 channels [5]	PER CIRCUIT	$919.10	$1,194.83
320T	DATA ESSX CIRCUIT	PER CIRCUIT	*Various*	*Various*
890T	LEGACY VoIP SERVICES	*VARIOUS*	*Various*	*Various*
890T	CISCO VOIP			
890T	C7841 KNOWLEDGE WORKER STANDARD	PER LINE	$46.99	$46.99
890T	C8861 ADMINISTRATIVE	PER LINE	$50.61	$50.61
890T	C8865 WEBEX INTEGRATED	PER LINE	$52.13	$52.13
890T	C7811 PUBLIC ACCESS PHONES	PER LINE	$30.77	$30.77
890T	ANALOG GATEWAY	PER LINE	$44.61	$44.61
890T	CONFERENCE ROOM PHONES (8831 MODEL)	PER LINE	$44.34	$44.34

CHARGE CODE	SERVICE	UNIT OF MEASURE PER MONTH, UNLESS OTHERWISE STATED	FY25 RATES	FY26 RATES
890T	CONFERENCE ROOM PHONES (8832 MODEL)	PER LINE	$47.64	$47.64
890T	VOIP À LA CARTE SERVICES AND UPGRADES	*VARIOUS*	*Various*	*Various*
890T	WEBEX MEETING LICENSE	PER LINE	$14.32	$14.32
890T	WEBEX CLOUD CALLING			
890T	WEBEX CLOUD KNOWLEDGE WORKER	PER LICENSE	$30.00	$30.00
890T	WEBEX DUBBER TEAMS	PER LICENSE	$20.02	$20.02
890T	WEBEX DUBBER PREMIER	PER LICENSE	$50.12	$50.12
890T	WEBEX CLOUD COMMON AREA	PER LICENSE	$5.00	$5.00
890T	WEBEX CLOUD ANALOG DEVICE	PER LICENSE	$5.00	$5.00
890T	WEBEX CLOUD ADDITIONAL LINE	PER LICENSE	$5.00	$5.00
890T	WEBEX CLOUD CALL RECORDING	PER LICENSE	$1.50	$1.50
890T	WEBEX CLOUD CALL HANDLING	PER LICENSE	$5.00	$5.00
890T	WEBEX CLOUD CONTROL HUB	PER HUB	$7,500.00	$7,500.00
090T	VOIP INTRASTATE LONG DISTANCE	PER MINUTE	$0.03	$0.03
100T	VOIP INTERSTATE LONG DISTANCE	PER MINUTE	$0.03	$0.03
090T	INTRASTATE LONG DISTANCE (Varies - avg listed)	PER MINUTE	$0.068	$0.068
100T	INTERSTATE LONG DISTANCE (Varies - avg listed)	PER MINUTE	$0.068	$0.068
110T	INTERNATIONAL CALLING (Varies - avg listed)	PER MINUTE	$1.97	$1.97
200T	INFORMATION CALLS	PER CALL	$2.49	$2.49
040T	DIRECTORY LISTING	PER MONTH	*Various*	*Various*
240T	MISCELLANEOUS CALLS	PER CALL	*Various*	*Various*
810T	800 SVC (Varies - average listed)	PER MINUTE	$0.059	$0.059
910T	MEET ME CONFERENCE	PER LINE	$29.98	$29.98
910T	MEET ME CONFERENCE	PER MINUTE	$0.15	$0.15
	DATACENTER SERVICES			
	DEXTER AVENUE (NTT DATA) DATACENTER			
00D1	RACK SPACE (FULL RACK)		$977.50	$977.50
00D1	RACK SPACE (SHARED, PER RACK UNIT)		$57.50	$57.50
00D2	POWER (BASED ON ACTUAL USE)		*Rate set by Alabama Power + 4%*	*Rate set by Alabama Power + 4%*
00D3	NETWORK CONNECTION – FIBER		$63.25	$63.25
00D3	NETWORK CONNECTION - COPPER		$28.75	$28.75
00D4	ACCESS CARDKEY		$10.00	$10.00
00D4	ACCESS CARDKEY – WITH PARKING		$19.00	$19.00
00E1	FACILITY ESCORT – DATACENTER ACCESS	PER HOUR	$150.00	$150.00
00E2	FACILITY ESCORT – NETWORK CLOSET ACCESS	PER HOUR	$150.00	$150.00
00E3	FACILITY ESCORT – SECURITY PERSONNEL	PER HOUR	$150.00	$150.00

CHARGE CODE	SERVICE	UNIT OF MEASURE PER MONTH, UNLESS OTHERWISE STATED	FY25 RATES	FY26 RATES
	SUPPORT SERVICES			
00C5	PC/DESKTOP CONSULTING	PER HOUR	$150.00	$150.00
0003	PC/DESKTOP SUPPORT (MONTHLY)	PER DEVICE	$95.00	$125.00
00C4	SERVICENOW SUPPORT	PER HOUR	$150.00	$150.00

Endnotes:

1. Mainframe Rates - Mainframe rates and supplemental billings will adjust based on mainframe utilization. FY26 mainframe rate increase reflects substantial multi-year vendor cost increases and a planned customer mainframe utilization and participation decline.

2. M365 Rates - Microsoft G5 implementation consolidated and structured all M365 and GCC shared tenant licensing into a single Enterprise Agreement (EA) with two profiles: "Information Worker" and "Front-Line Worker." Licensing requirements and structure are standardized to meet agency expectations, address solutions for security and compliance, and remove conflicting hybrid/mixed solutions. OIT negotiated reduced rates for FY24 and FY25, FY26 prices carry no additional OIT charges.

3. Adobe - Adobe Stock will be a new feature with cost included in Creative Cloud licenses in FY26.

4. Laserfiche - FY26 pricing negotiated to remain same as FY25.

5. 1FB and PRIs - New service requests will be fulfilled with, or existing service will retire or convert to, sustainable transport methods. Copper service prices continue to increase as legacy facilities and support infrastructure are operating beyond their end-of-life and maintenance is no longer supported.