OFFICE OF
INFORMATION TECHNOLOGY
STATE OF ALABAMA

2021

SERVICE CATALOG

oit.alabama.gov

Contents

OIT Service Portfolio 4

Access 4

Business Process Automation 4

Communication 4

Core Computing 4

Data Analytics 4

Governance 5

IT Professional Services 5

Security 5

Storage 5

Support 5

How To Order 6

Sub Unit, Allocation, Object Codes and Billing 7

OIT Service Catalog 8

Access 8

1. Network & Operations – State Capitol Network Access 8
2. Private Network Services for Wide Area Network (WAN) 8
3. Network Access Statewide or Non- Campus – Remotely Managed Switches 9
4. Network Access Statewide or Non-Campus – Technical Support 9
5. Wireless Access Point (WAP) 10

Business Process Automation 11

6. Application Development, Maintenance, and Support 11
7. Website Development, Maintenance, and Support 12
8. SQL Server Database Administration, Hosting and Support Services 13
9. Adobe Enterprise Software and Services - Subscription Licensing 14
10. Enterprise Content Management (ECM)-Laserfiche- Subscription Services, User Licensing and Software 16
11. Enterprise Content Management (ECM)-Laserfiche-Training Services 17
12. Enterprise Content Management (ECM)-Laserfiche-Implementation Services 18
13. Enterprise Content Management (ECM)-Grooper- Subscription Licensing 19
14. InfoTech Research Group Subscription Services 20

15. SharePoint Online Service 22
16. Office Productivity 24
17. Directory Administration/Office 365 OIT Administration 25
18. AvePoint Cloud Backup for Microsoft 365 – AlabamaGov 365 Tenant (only) Subscription Services 25
19. Mass Mailer – Campaign Intelligence 28
20. SCCM Server Management 28
21. SCCM Workstation Management 29
22. Secure Web Certificate 30
Communication 31
23. Network Access Statewide or Non-Campus TelComm 31
24. Voice Service – Digital Service 32
25. Voice Infrastructure 34
26. Voice Service – RightFax Service 35
27. Voice Services- Authorization Codes (Used with Digital Service not VoIP) 35
28. Unified Communications and Collaborative Services (UCCS) 36
Core Computing 38
29. Datacenter Services – Folsom Building (Legacy Service) 38
30. Datacenter Services – Dexter Avenue (RSA) 39
31. Datacenter Services – Tuscaloosa – University Data Center 40
32. Datacenter Services – Dexter Avenue (RSA) Access Control 41
33. Datacenter Services – Folsom Building Datacenter Access Management 41
34. Mainframe Software Applications- CPU Services 42
35. Primary Storage 42
36. Hosted Web Service 43
37. Virtual Server Hosting 44
Governance 45
38. IT Planning and Oversight 45
IT Professional Services 46
39. Direct Project Management 46
40. Business Analysis 48
41. Project Management Support/Consulting 49
42. Project Management Training 50

Security 51
43. Information Security Services 51
44. Continuous Vulnerability Scanning 52
45. Managed Firewall 52
46. SSL/VPN Access 53
47. IPSEC VPN 53
48. Information Security Consulting 54
49. Managed Desktop Antivirus 54
Storage 55
50. Mainframe Input/Output (I/O) 55
51. Mainframe Laser Printing 55
52. Storage Area Network (SAN) Storage 56
Support 57
53. Desktop Support 57
54. ServiceNow Support 57
OIT Price List 59

OIT Service Portfolio

The State of Alabama Office of Information Technology (OIT) is a service-oriented organization that ensures professional delivery and management of IT services. OIT offers ten (10) service categories to fit the unique IT needs of its customers. Within these service categories are multiple services and products. Our professional and knowledgeable staff are ready to serve you.

Access

OIT offers users linking, security, ability to access state resources, user's profiles, contact info, and privileges (credentials). OIT offers self-service availability for users, i.e. password reset for login credentials.

Business Process Automation

Strategic development procedures targeted at discovering the agency functions or employee abilities that could be increased to inspire streamlined methodologies, analyze and improve processes to meet metrics, and integrate workflows.

Communication

OIT offers a complete set of tools for users to communicate with one another.

Core Computing

The primary tasks needed to ensure routine services are continually provided. These fundamental services at OIT are those services that are central to IT organizations within Alabama state government. This service provides fundamental services, the power plant that drives the services OIT offers, and the central provider of commoditization of services.

Data Analytics

OIT is in the business of providing professional data services that influence and drive decision making. OIT is not the owner of all the data but provides data services that are efficient, scalable, holistic, and secures the information (confidentiality, integrity and availability – CIA).

Governance

IT Governance is a vital management structure that establishes policies, standards, guidelines, and procedures for IT departments to abide by, while incorporating the 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 of IT projects.

IT Professional Services

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

Security

Protecting the confidentiality, integrity, and availability of state technology assets, commensurate with the risks (infrastructure, communications, information, and information systems).

Storage

OIT provides logical storage of agency information in modern, state-of-the-art facilities, that follow regulatory and compliance guidelines insuring CIA, with guaranteed Alabama physical storage locations. Access to information is reliable and is regularly backed up and can be restored as required.

Support

The goal of the OIT Support Center is to get the customer back into production mode as soon as possible. The OIT Support Service Center offers single point-of-contact help with IT related services that are assured to be channeled through to the most appropriate OIT work group(s), understood, diagnosed, and resolved. The Support Center is available around the clock with 24/7 access. To accelerate response times, requests for assistance with an issue or modification to current services can be initiated directly to the Service desk. Clients can monitor the status of existing Requests and Incidents via the online ticketing application, ServiceNow.

How To Order

1. **Agency authorized personnel may** ***contact their OIT Agency Advocate, call the OIT Service desk (#334-242-2222), or email their request to*** help.desk@oit.alabama.gov
2. ***Be prepared to provide the following information:***
   Service Requestor: Name of requestor General Contact Information:
   i. ***Name/Title***
   ii. ***Email***
   iii. ***Phone***
   iv. ***Physical Address***
   b. ***Agency: Agency Name***
   c. ***Agency Account: OIT Account Number (can be found on an OIT bill)***
      i. ***First time customers will need to set up an agency account. Please fill out the OIT New Customer Form provided (Here)***
      ii. ***Once the OIT New Customer form is submitted, validated, and approved, you may proceed with your order.***
   d. ***Service/Product Requested (including quote request for service)***
   e. ***Quantity***
   f. ***Time Line: Due Date to receive service/product***

(If additional information is needed, an OIT Service desk professional will contact the requestor.)

3. ***Submit Ticket***
   a. ***Confirmation of ticket submission will be generated and sent to the customer.***
4. ***The ticket is then assigned to the appropriate OIT professional for fulfillment.***
   a. ***The OIT professional may request additional information pertinent to providing the customer the requested services.***
   b. ***Once the additional information is obtained, a SLA or SOW will be generated.***
   c. ***The SLA or SOW will need to be agreed upon and signed prior to providing services.***
5. ***Once the ticket has been fulfilled, a confirmation to close out the request will be emailed.***
6. ***If satisfied with the service/product received, confirm closure in the email.***
   a. ***If unsatisfied with a service/product, deny closure and list reasons why the ticket will need to remain open and what other actions are required prior to its completion.***
7. ***Agency will receive a bill for the service/product on the 15th of every 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:
  - Port – Add, Change, Disconnect, etc.
  - Additional wiring
  - Campus Fiber
  - Campus Fiber Installation
- Benefits:
  - 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 switch ports at all new sites.
- Options:
  - OIT offers a variety of 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 Speed, Mid-Range, High Speed with DSL Modem.
        - T1 AVPN-at various MPLS capacities
    - 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
    - Switch Capacity
    - Switch Speed
    - 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:
    - Tier 1 Support- Service desk – Customer support and problem reporting service
    - Tier 2 Support- First Level Analyst (Technician) – Hands-on troubleshooting, diagnostics, installation/repair services, network architecture and engineering, network diagnostics, and network systems services.

- 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 the 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 - Block Pricing
  - Wireless Rate – Event* Wi-Fi Pricing (Conference Room or classroom)
  - 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:
  - Business analysis and design of requested solution
  - Maintenance and support of developed solutions
  - Streamlined business processes
  - Custom reports
- Options:
  - Multiple platforms including web, client-server, and mainframe technologies
  - Cryptographic solution for sensitive data
  - OIT-hosting for applications and data
  - Application training
  - Enterprise-wide solutions
- Benefits:
  - Organizational knowledge
  - Governmental knowledge
  - Ease of procurement
  - Technical expertise and continuity
  - Cost-effective solutions
  - 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 also 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 art work
  - 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. We offer annual membership subscription for our *DBHAS (Database Hosting and Support) program on our shared SQL Servers.
If DBHAS subscription is not for you, we offer DBA support on an "As Needed" basis with a cost calculated on a per hour basis.

- 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
  - Manage database Security
  - Create, implement, manage and monitor data transfer (SSIS) packages
  - Database health monitoring 24/7 X 365 with alerts and notifications

- Options:
  - DBHAS subscription membership includes but not limited to execution of basic database administration utilities and monitoring, security administration, database health monitoring
  - Non DBHAS clients will receive support 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

- Features:
  - DBHAS is an annual subscription charged monthly based on the size of the database.
    - Database of 20 Gigabyte (GB) or less
    - Each additional 10 GB or less

      Ex. A database that is 0-20 GB
      A database that is 20-30 GB
      A database that is 30-40 GB
  - Non DBHAS support is charged on a per hour basis

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

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

Description: Get all of the best Adobe software and services in one stop. The State of Alabama has an Enterprise Licensing Agreement for software that 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. 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 the agency / 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:

- OIT Product Management services to help deliver value to the agencies and maximize the return on the state's technology investment
- OIT brokered services provide agencies 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. *Enterprise Content Management (ECM)-Laserfiche- Subscription Services, User Licensing and Software*

Sub-Unit	Object	Charge Code
9450	0842	004L

Description: Laserfiche is an enterprise content management (ECM) system with powerful business process management (BPM), security and auditing tools that provides flexibility to customize filing structures, repositories, views and workflows. Manage documents from start to finish and develop agency business processes that integrate with your current systems. Document imaging, collection, and records management tools provide functionality and automation for daily processes and archives. Feature-rich applications and clients provide a flexible users experience. OIT offers subscription licensing to provide scalable solutions.

The Laserfiche Subscription License introduces a straightforward monthly fee including software licenses, technical support and software updates. The Subscription Named Full User License bundles the following products/functionality with each named user.

More product information is available at https://www.laserfiche.com/products/.

- Features:
  - Laserfiche Subscription Bundled Functionality
  - Laserfiche Server, Web, Desktop, and Mobile Clients
  - Business Process Automation: Workflow and Forms
  - Business Process Library with over 200 ready to use example processes
  - Advance Audit Trail software
  - Microsoft Office Integration
  - Records Management
  - Application Connector software

- Digital Signatures
- Unlimited Installs document capture software
  - Quick Fields Complete
  - Quick Fields Agent
  - Import Agent

- Options:
  - Community User license bundle (multiple package offerings)
  - Participant User
  - Weblink – Public Portal (multiple hosting and package offerings)
  - Forms – Public Portal
  - Scan Connect – scanner support
  - Software Developers Kit (SDK)
  - Laserfiche integration with DocuSign

- Benefits:
  - Contract volume discount pricing
  - Monthly service options
  - Managed license provisioning and self-service portal
  - Unified Active Directory integration for user accounts
  - Hosted services to reduce administration, server, and staffing expenses

11. *Enterprise Content Management (ECM)-Laserfiche-Training Services*

Sub-Unit	Object	Charge Code
9450	**0916**	**004C**

Description: Agencies can procure Laserfiche Training Services through Laserfiche contracted services. This program provides e-learning courses and exams to certify users on installing, configuring, and managing Laserfiche solutions. Training ranges from beginner to advanced and supports multiple roles including administrator, records manager, process designer, and application users. More product information is available at: https://www.laserfiche.com/support-learn/certification.

- Features:
    - Online Training Catalog
    - Comprehensive, step-by-step training
    - Software Professional Certified Professional Program (CPP)
    - Self-paced videos and training materials
    - Certification exams
- Options:
    - Laserfiche Gold Certified Professional Program (CPP)
    - Laserfiche Platinum Certified Professional Program (CPP)
    - ECM 101 (free)
    - Getting Started with Laserfiche
    - Document Capture
    - Creating/ Planning / Designing in Quick Fields
    - Using / Designing Laserfiche Forms
    - Building Laserfiche Workflows
    - Systems Administration
    - Records Management
- Benefits:
    - Training contracts are already in place
    - Courses are taught online at your own pace or onsite locally
    - Onsite training taught by a Laserfiche instructor
    - Eliminates need for travel

12. *Enterprise Content Management (ECM)-Laserfiche-Implementation Services*

Sub-Unit	Object	Charge Code
9450	**0842**	**004L**

Description: Agencies can procure Laserfiche Professional implementation services for customization/migration/integration/conversion. OIT can provide consulting support for the procurement of Laserfiche Professional Services.

- Features:
    - Laserfiche implementation services are bundled with OIT professional services to provide a complete solutions package.

- OIT supported services for complete Statements of Work (SOW) for hosted and non-hosted solutions.

- Options:
  - Integration
  - Document migration
  - Database conversion
  - Document scanning
  - Software Development Kit (SDK) development
  - Systems integration
  - Custom solutions

- Benefits:
  - Work directly with Laserfiche Consulting Professional Services.
  - Laserfiche professional services works with OIT and agencies to provide solutions and support.
  - OIT Hosted and separately hosted solutions supported
  - Services are billed through OIT on a monthly basis
  - OIT Laserfiche Professional Services ensure that the solution is delivered and configured

13. *Enterprise Content Management (ECM)-Grooper- Subscription Licensing*

Sub-Unit	Object	Charge Code
9450	0807	004G

Description: Grooper is a document capture tool that extends you enterprise content management platform and document management solutions. This software platform utilizes machine learning and advanced capture techniques to organize, understand, group, and collect information from documents easy, fast, and accurately. Use Grooper to Extract, Transform, and Load (ETL) your documents without writing code. More product information is available on https://grooper.com/.

- Features:
  - Document imaging and capture
  - Broad ISIS and TWAIN scanner support
  - Advanced image processing and enhancement

        - Rapid document review and flagging process
        - Pull or push documents and data anywhere across platforms
        - Content Management Interoperability Standards
        - Managed data migrations
        - Classify unstructured documents
        - Document routing
        - Data models and advanced extraction
            - Paragraph recognition
            - Table extraction
            - Data scoring and validation
            - Redaction
            - Natural language processing
    - Store once and reprocess
    - Unlimited installs of Grooper software

- Options:
    - Annual Subscription packages for page volumes
    - Grooper ACE Professional Training
    - Grooper As A Service – document capture and processing services
    - Grooper implementation services
    - Concurrent OCR Processing
- Benefits:
        - Provisioned licensing
        - Discounted subscription rates
        - Software that extends your document management systems and accelerates document capture processes
        - OIT Enterprise Content Management support

14. *InfoTech Research Group Subscription Services*

Sub-Unit	Object	Charge Code
9450	**0916**	**004I**

Description: Empower your IT department and systematically improve performance with a plan defined by you and geared to the size of your organization. InfoTech offers a variety of research membership packages to fit your business needs. Info-Tech Provides Best-Practice Research Across Five Key Areas: core IT process knowledge, technology project support, IT leadership team

training and development, data driven IT strategies, and step-by-step programs to systematically improve IT. Info-Tech Makes Your Job Easier by Providing:

- Tools & Templates
- Step-by-Step Methodologies
- Benchmarking & Diagnostic Programs
- Training & Executive Coaching
- Insights & Advice From 30,000+ Peers

https://infotech.com

Contact OIT to get started with InfoTech to schedule a meeting and evaluate features and service options.

- Features:
  - Executive Memberships
    - Dedicated Advisor
    - IT Employee Engagement Program
    - Unlimited Contract Review
    - Premium Coverage: Industry and Government research, and Software Reviews
    - Unlimited Advisory Calls, access to 100+ Research Analysts with deep subject matter expertise
    - Access to all Diagnostics (surveys)
    - Choice of 1 LIVE Event or 1 Training Course (transferable)
    - Complete web research access, including all tools and templates
    - Info-Tech Academy e-learning access
  - Add-on Manager Memberships
    - Web research access
    - Advisory Options
    - Access to all tools and templates
    - Info-Tech Academy e-learning access
    - Info-Tech LIVE Event ticket, a hands-on collaborative conference for CIO's and IT leaders
  - Team Seats (sold in bundles).
    - Full web research access, including Premium Industry and Government research coverage and Software Reviews
    - Access to all tools and templates
    - Info-Tech Academy e-learning access
    - Workshops and Workshop Memberships

- Options:
    - Each membership has additional options that will elevate access, tools, services and events provided
    - Onsite and online training workshops
    - Team Seats
    - Custom consultation
    - Promotions as available

- Benefits:
    - The OIT Master agreement provides a single price list and ensures that your agency gets the best price and options available.
    - Catalog request services minimizes the requirements for purchase requests. All the work has been done to provide easy access to a catalog of services and promotions.
    - Join membership services at any time.
    - Single point of contact to ensure that all stakeholders agencies have the same opportunity and current product information.
    - OIT Product Management services to help deliver value to the agencies and maximize the return on the state's technology investment.
    - OIT brokered services provide agencies faster delivery of services at a cost lower than agencies could get separately by leveraging combined volume purchasing power.

15. *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:
    - 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.

- 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.
- 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
  - FLOW

16. *Office Productivity*

Sub-Unit	Object	Charge Code
9750	**0807**	**005X/005U**

- Description: Microsoft Office 365 – A browser-based Office Web suite, integrating Microsoft's Office 365 cloud-based services with real-time communication services.
  - Features:
    - Office 365
    - Instant messaging (chat)
    - Presence Information
    - Video Conferencing
    - Desktop Sharing
    - Data sharing via web connected electronic interactive whiteboards (whiteboards not included)
    - Mobile Device Management (Device Remotely Wiped, Data Protection, Data Encryption EMM Policies, Device Enrollments, Enterprise Solution)
- Options:
  - P2 Plan
    - Business class email, calendar, and contacts
    - Outlook Web access
    - Mobile Phone Access
    - In-place archive
    - In-place hold
    - Data Loss Prevention

- G3 Plan
    - All the features of P2 Plan
    - Office 2016
    - Office on tablets and phones
    - OneDrive
    - Skype
    - SharePoint Online
    - Yammer
    - eDiscovery Center

- Benefits: Office Productivity and enhanced communications.

17. *Directory Administration/Office 365 OIT Administration*

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

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

- Features:
    - Security infrastructure
    - Flexible administration
    - Scalability
    - High availability
    - Extensibility
    - Open standards support
    - Simple programmatic access

18. *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 just decide how much to recover, and when. On-demand and granular, item-level restore provides anytime access for your 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.

The 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, and 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, and version history
    - Public Folders
        - Mailboxes, messages, files, contacts, forms, and postings, all protected
    - Project Online
        - Protect Project Online plans, jobs, tasks, and files
    - Planner
        - Backup Planner tasks, buckets, progress, labels, and assignments are kept safe for anytime access

- Options:
    - 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:
    - Granular restore for mail, files, collaboration
        - On-demand granular recovery manages conflicts to ensure the most authoritative copy is recovered.
    - Out-of-place restore
        - Restore content out of place, to another cloud site, mailbox, OneDrive, or Group. We make it easy to keep and restructure data as your organization evolves, or users join or leave.
    - Security rollback
        - Perform full security rollbacks to undo Microsoft 365 permissions changes.
    - Object-based restore
        - Directly locate Microsoft 365 Teams, files, emails, or other objects with full-text search for rapid discovery and recovery.
    - Point-in-time restore
        - Recover content to a specific point in time using a simple calendar-based interface.
    - Delegated restore
        - Delegate restores to trusted users based on roles. Security trim by AD properties, such as location, department or role.

19. *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 number of recipient lists and not number of email sent.

20. *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
    - Endpoint protection
- Options:
    - Administrators have access to the SCCM console to manage and report on all machines they are responsible for.
    - Administrators will be able to package and deploy custom software, patches, and operating systems
- Benefits: Included with the subscription -
    - Role based administration for separation of duties
    - Assistance establishing patch management
    - A customized secure (CIS) Windows Server 2016 image for network deployment
    - Network deployed bare metal/wipe and load of the custom OS
    - 600+ canned and custom reports

21. *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:
    - Unattended remote control with console level access and user interaction
    - Fully managed patch management
    - Operating system deployment/upgrade
    - Software deployment
    - Hardware inventory and reporting
    - Software inventory and reporting
    - Compliance configuration baselines
    - Endpoint protection
- Options:
    - Administrators have access to the SCCM console to manage and report on all machines they are responsible for.

    - Administrators will be able to package and deploy custom software, patches, and operating systems
- Benefits (Included with the subscription)
    - Role based administration for separation of duties
    - Assistance establishing patch management
    - 600+ canned and custom reports
    - ~20 pre-packaged standard applications that can be deployed/referenced
    - A customized secure (CIS) Windows 10 image based on the current Windows 10 release recommended by OIT
    - Network deployed In-place upgrade for Windows 7/8.1 to secured Windows 10 image
    - Network deployed bare metal/wipe and load of the custom OS

22. *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 a SSL certificate installed as "Not Secure".

- Features:
    - Make websites "secure"
    - All SSL certificate requests must be generated and updated from the webserver, which ensures that the SSL certificate cannot be used without your permission or knowledge.
- Options:
    - Initial SSL certificate valid for 12-months.
    - Wildcard certs and SAN's can be added for an additional charge.
    - 7-day refund available for cancellations.
- Benefits:
    - 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.
    - The "www." SAN can be added to a SSL cert for no additional charge.

Communication

23. *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)
    - Hunting, Call waiting, Call forwarding, 3-Way Calling, Caller ID, Voice mail, Long Distance, Directory Assistance, 800 numbers.
  - Primary Rate Interface Circuit (PRI)
    - 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 stand alone 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

24. *Voice Service – Digital Service*

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

Description: Telephone handsets with various features for voice communication.

- Features:
  - M2008DHF - 16 Button Digital Phone Set
    - Dial Tone
    - Display (Date and Time/Caller ID)
    - Handsfree
    - Transfer Feature
    - Call Forwarding Feature
  - M2616DHF - 8 Button Digital Phone Set
    - Dial Tone
    - Display (Date and Time/Caller ID)
    - Handsfree
    - Transfer Feature
    - Call Forwarding Feature
  - M8009 - Single Line Desk Set
    - Dial Tone
    - Transfer Feature
    - Call Forwarding Feature

- Options:
  - M2008DHF - 16 Button Digital Phone Set
    - Rollover Line (Phantom Dial Tone) Display (Date and Time/Caller ID)
    - Voicemail
    - Call Park
    - Conference Calling
    - Do Not Disturb
    - Group Intercom
    - Speed Dial
    - Hunting
    - Multiple Line Appearance
    - Ring Again
    - Long Distance Calling

- M2616DHF - 8 Button Digital Phone Set
  - Rollover Line (Phantom Dial Tone) Display (Date and Time/Caller ID)
  - Voicemail
  - Call Park
  - Conference Calling
  - Do Not Disturb
  - Group Intercom
  - Speed Dial
  - Hunting
  - Multiple Line Appearance
  - Ring Again
  - Long Distance Calling
- M8009 - Single Line Desk Set
  - Voicemail
  - Long Distance Calling

- Benefits:
  - M2008DHF - 16 Button Digital Phone Set
    - Digital phone service with an all inclusive package that provides users with feature flexibility that can be modified to meet their specific needs. All maintenance and Handsfree updates are included.
  - M2616DHF - 8 Button Digital Phone Set
    - Digital phone service with an all inclusive package that provides users with feature flexibility that can be modified to meet their specific needs. All maintenance and Handsfree updates are included.
  - M8009 - Single Line Desk Set
    - Provides a basic desk set option that still provides necessary features for most users.

25. *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:
  - Voice Menu
    - Automatic Answering
    - One touch option for call routing
  - Automatic Call Distribution (ACD)
    - Agent login
    - Automatic distribution of call traffic
    - Call queuing
- Options:
  - 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)
  - Announcements
  - Time of day service
  - Automatic Call Distribution (ACD)
  - Supervisor login
  - Agent assist
  - Force agent available
  - Call Que monitoring
    - Night Service routing
    - Call reports
    - Overflow routing
    - End user training
- Benefits:
  - Voice Menu
    - Provides automated answering services with one-touch options to route callers to the appropriate department.
  - Automatic Call Distribution (ACD)
    - 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.

26. *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.

27. *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.

28. *Unified Communications and Collaborative Services (UCCS)*

Sub-Unit	Object	Charge Code
9651	0714	890T

Description: OIT provides telephone service and other multimedia capabilities over the Internet. A complete description of telephone services and features is available in the Office of Information Technology Unified Communications and Collaboration Services Catalog.

- Features:
  - Knowledge Worker Standard - Phone 7841 - IP 2-4 button set
    - Knowledge Worker Phone Services
    - Long Distance Minutes
    - Price per phone:
  - Administrative - Bluetooth Phone 8861 - IP 5-10 button set
    - Knowledge Worker Phone Services
    - Long Distance Minutes
    - Price per phone:
  - WebEx Integrated - Phone 8865 - IP 2-4 button set (Special Order)
    - Knowledge Worker Phone Services
    - Phone 8865 with Camera and WebEx Integrated
    - Long Distance Minutes
    - Price per phone:
- Public Access - Phone 7811 - IP 5-10 button set
    - Basic Voice Services – Dial Tone Only
      - May not be employee assigned
    - Price per phone:
  - Analog gateway
    - Analog line
    - Basic Voice Services – Dial Tone Only
      - May not be employee assigned
    - Price per analog line:
  - Conference Room Phone – Phone 8831
    - Basic Voice Services – Dial Tone Only
      - May not be employee assigned
    - Price per phone:
  - Conference Room Phone – Phone 8832
    - Basic Voice Services – Dial Tone Only
      - May not be employee assigned

        - Price per phone:
    - Knowledge Worker Standard – Voice Service Only
        - Knowledge Worker Phone Services
        - Only available to legacy systems
        - Price per phone:
    - Basic Voice Service – Voice Service Only
        - Basic Voice Services – Dial Tone Only
            - May not be employee assigned
        - Only available to legacy systems
        - Price per phone:
    - WebEx without Knowledge Worker Voice Service
        - Price per License:
- Options:
    - 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
- Handsets, Expansions, and Unified Communications Equipment
        - Side Car for 8861 series Phones
        - Cisco Wall Mount Kit (one-time charge)
- Benefits:
    - Unified Communications and Collaboration capabilities
    - Improved productivity
    - Government Transparency of Phone Records

Core Computing

29. Datacenter Services – Folsom Building (Legacy Service)

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

Description: Facility to host the mainframe, 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 with 24/7/365 access availability
  - Secure area for telecommunications carriers and providers to hand off circuits.

- Options:
  - Rack space - per Rack
  - Power usage - Based upon comparative usage - (Pricing subject to change with current Alabama Power Company rates.)
  - Fiber connection
  - Copper connection
- Benefits:
  - Organizational knowledge
  - Governmental knowledge
  - Alignment with state policies and procedures
  - Security Compliance
  - Infrastructure compatibility
  - In-house subject matter expertise

30. *Datacenter Services – Dexter Avenue (RSA)*

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

Description: Facility to host the mainframe, 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

31. *Datacenter Services – Tuscaloosa – University Data Center*

Sub-Unit	Object	Charge Code
9770	0807	00D1

Description: Remote data center services.

- 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 -
  - Data connection

    Power usage –

    Access card –
- Benefits:
  - Organizational knowledge
  - Governmental knowledge
  - Alignment with state policies and procedures
  - Security Compliance
  - Infrastructure compatibility
  - In-house subject matter expertise

32. *Datacenter Services – Dexter Avenue (RSA) Access Control*

Sub-Unit	Object	Charge Code
9770	0807	00D1

Description: Card key access to RSA Dexter Avenue building and parking deck.

- Features:
  - Cardkey
- Options:
  - Parking only
  - Building only
  - Parking and Building
- Benefits:
  - Access capabilities to Dexter Avenue data center and parking facility.

33. *Datacenter Services – Folsom Building Datacenter Access Management*

Sub-Unit	Object	Charge Code
9770	0807	00D8

Description: Provides restricted access to Folsom Building datacenter.

- Features:
  - Access credentialing and card key access.
  - Unescorted access requires ALEA security background check and card key access.
- Options:
  - Escorted datacenter access
  - Card key access (See #50 Physical Security: Card Keys)
- Benefits:
  - Access capabilities to Folsom Building and datacenter.

34. *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

35. *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

36. *Hosted Web Service*

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

Description: Website hosting by OIT on OIT server in the Dexter Avenue RSA 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
  - Depreciations savings
  - Patch management performed by OIT
  - Knowledge and adherence of state policies

37. *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

- Hosting Services:

- Benefits:
  - In a secure state of art data center with high performance & monitoring
  - Scalable for future growth
  - Highly Available Environment
  - Depreciations savings
  - Knowledge and adherence of state policies

Governance

38. *IT Planning and Oversight*

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

Description: The IT Planning and Oversight charge assessed an agency covers expenses experienced by the Office of Information Technology (OIT) while performing duties required of the Secretary of Information Technology by Act 2013-68, that are required, but 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

39. *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
    - Scope Validation
    - Scope Control
  - Project Schedule Management
    - Schedule Management Plan
    - Activity definition
    - Sequence activities
    - Activity Duration Estimate
    - Schedule Development
    - Project Schedule Control
  - Project Cost Management
    - Cost Management Plan
    - Estimate Costs
    - Determine Budget
  - Project Quality Management
    - Quality Management Plan
    - Quality Management
    - Quality Control
  - Project Resource Management

        - Resource Management Plan
        - Activity Resource Estimation
        - 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 Procurements
    - Project Stakeholder Management
        - Stakeholder Identification
        - Stakeholder Engagement Plan
        - Stakeholder Engagement Management
- Options:
    - Project Manager on-site
    - Direct Project manager Remote status; on - site as needed
    - Contract Personnel- skill level match proportionately to project
- Benefits:
    - Ensured State IT Project Governance Compliance
    - Ensured strategic alignment
    - Industry best practices
    - Cost effectiveness / best value
    - State government institutional knowledge

40. *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 Knowledge of state government industry knowledge
  - Certified Business Analysts
  - Strategic Planning
  - Policy Development
  - EPMS
- Options:
  - Long Term Engagement (Multiple Process Areas)
  - Short Term Engagement (Select Process Areas) Onsite or remote - Contract BA resources are available
- Benefits:
  - Ensured State IT Project Governance Compliance
  - Ensured 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

41. *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 limited term 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
  - Direct Project manager Remote status; on - site as needed
  - Contract Personnel- skill level match proportionately to project
  - Long Term Engagement
  - Short Term Engagement
  - Any or All Project Phases
- Benefits:
  - Ensured State IT Project Governance Compliance
  - Ensured strategic alignment
  - Industry best practices
  - Cost effectiveness / best value
  - State government institutional knowledge

42. *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
    - PMO Training
    - Contract PM Trainers available
- Benefits:
    - Ensured compliance
    - Ensured strategic alignment
    - Industry best practices
    - Cost effectiveness / best value

Security

43. *Information Security Services*

Sub-Unit	Object	Charge Code
9240	0807	009R

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

- Features:
    - Prevention, Detection, and Analysis: Perimeter firewall, Cloud Access Security Broker, Software defined network analysis, and Intrusion detection system
    - Security Information and Event Management (SIEM): Real-time analysis of security alerts generated by applications and network hardware
    - Vulnerability Assessments: Annual website vulnerability scans and on-demand website and endpoint vulnerability scans; with vulnerability reports that include mitigation recommendations
    - 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
    - IT Governance: Policies, standards, guidelines, and procedures for the management and operation of information technology
    - IT Audit Support and Compliance: Support with Federal audits and remediation of findings
    - 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
    - Emergency Services: Emergency threat and incident response and remediation

44. *Continuous Vulnerability Scanning*

Sub-Unit	Object	Charge Code
9240	**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

45. *Managed Firewall*

Sub-Unit	Object	Charge Code
9240	**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

46. *SSL/VPN Access*

Sub-Unit	Object	Charge Code
9240	**0807**	**009F**

Description: SSL/VPN Access is a managed security service which provides end-user access to servers and systems remotely across public networks, (i.e. the Internet).

- Features:
  - Secure remote access
  - Access reports and monitoring
  - Connectivity troubleshooting

47. *IPSEC VPN*

Sub-Unit	Object	Charge Code
9240	**0807**	**009G**

Description: IPSEC VPN is a managed security service which provides connectivity between two or more dissimilar networks across public networks (i.e. the Internet).

- Features:
  - Secure site-to-site secure VPN tunneling
  - Reporting and monitoring
  - Connectivity troubleshooting

48. *Information Security Consulting*

Sub-Unit	Object	Charge Code
9240	**0807**	**00C2**

Description: Services to help assess IT operations or eDiscovery services.

- Features:
  - IT assessment engagements for the production of compliance reports and corrective action plans.
  - eDiscovery for the production of electronically stored information (ESI) from Office 365 for open-records requests, internal agency investigations, and litigation requirements

49. *Managed Desktop Antivirus*

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

Description: Management and administration of desktop antivirus software for devices connected to the state network or used for conducting state business.

- Features:
  - Provided license, software maintenance and server infrastructure.

Storage

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

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

Description: Storage of files created using the mainframe.

- Features:
  - The capability to read and write files on Direct Access Storage Devices (DASD).
  - The capability to read and write files on Virtual Tape (VTAPE).
- Options:
  - DASD I/O
  - TAPE I/O

51. *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:
  - Front and back print
  - 8 ½" x 14" paper

52. *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

53. *Desktop Support*

Sub-Unit	Object	Charge Code
9320	0510	0017

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

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

- Options:
  - Desktop Support Subscription
  - Desktop Support

54. *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*	FY 2021 RATES
00C	**OIT CONSULTING**	PER HOUR	$125.00
	MAINFRAME PROCESSING SERVICES		
0010	CPU (PRIME BATCH)	CPU SECOND	$0.0935
0009	CPU (NON-PRIME BATCH)	CPU SECOND	$0.0818
0011	CICS	CICS SECOND	$0.1752
0015	ROSCOE	CPU SECOND	$0.5465
0014	TSO	CPU SECOND	$0.1401
0016	DB2	CPU SECOND	$0.4292
	MAINFRAME PERIPHERAL SERVICES		
	DASD STORAGE		
0006	DISK STORAGE (Dedicated DASD)	PER VOLUME	$104.55
0042	DISK STORAGE (SMS)	PER 1,000 BYTES	$0.000036
0007	DISK I/O	1,000 EXCP'S	$0.0149
0032	TAPE I/O	1,000 EXCP'S	$0.2395
0022	LASER PRINT (Varies - average listed)	PAGES	$0.130
0022	Laser Print One-Sided		$0.087
0022	Laser Print Two-Sided		$0.158
0022	Laser Print Legal One-Sided		$0.097
0022	Laser Print Legal Two-Sided		$0.194
	SERVER ADMINISTRATION		
005X	OFFICE 365 EXCHANGE PLAN 2 (P2)	PER LICENSE	$20.85
005U	OFFICE 365 GOVERNMENT PLAN 3 (G3)	PER LICENSE	$31.67
005V	OFFICE 365 OIT ADMINISTRATION	P2 & G3 PER LICENSE	$4.15
005G	SAN STORAGE	PER GB	$0.565
005H	SERVER BACKUP	PER GB	$0.10
005A	WEB HOSTING (Tiered)	PER MBs STORAGE	$0.76
005B	VIRTUAL SERVER HOSTING	PER SERVER	*Various*
005M	SERVER HOSTING - CUSTOM	PER SERVER	*Various*
005D	DOMAIN USER HOSTING	PER USER	$3.82
005F	LISTSERV HOSTING	PER LIST	$17.99
005I	MANAGED ANTI-VIRUS	PER EMAIL ADDRESS	$4.00
005K	SECURE WEB CERTS	PER CERTIFICATE	
005K	WILDCARD SSL CERTIFICATE		$30.47
005K	SSL CERTIFICATE		$16.14

005K	DOMAIN SAN (requires SSL or wildcard cert)		$4.40
005K	SUBDOMAIN SAN (requires SSL or wildcard cert)		$3.09
005J	WEBSITE STATISTICS	PER WEBSITE	$11.55
005N	FTP HOST SERVICE	PER ACCOUNT	$110.00
005Y	SCCM SERVER MANAGEMENT	PER ACCOUNT	$3.00
005Z	SCCM WORKSTATION MANAGEMENT	PER ACCOUNT	$1.00
	SECURITY SERVICES		
009R	STATEWIDE IT SECURITY SERVICES	PER AD ACCOUNT	$10.00
	THREAT ADVICE	*PER USER*	
	PHISHING	*PER USER*	
	WEB APPLICATION ASSESSMENT	*PER WEBSITE*	
009F	SSL VPN ACCESS (Tiered)	PER CONCURRENT USER	$27.50
009G	IPSEC VPN	PER RESOURCE	$195.00
009E	MANAGED FIREWALL	UP TO/OVER 240GBPS CIRCUIT	$750 / $1,000
	CLIENT SERVICES		
	IT PLANNING/OVERSIGHT TOTAL		
0004	IT PLANNING/OVERSIGHT (1-250 FTEs)	PER AGENCY FTE	$5.72
0004	IT PLANNING/OVERSIGHT (NEXT 251-750 FTEs)	PER AGENCY FTE	$4.00
0004	IT PLANNING/OVERSIGHT (NEXT 751-2000 FTEs)	PER AGENCY FTE	$2.30
0004	IT PLANNING/OVERSIGHT (ANY FTEs OVER 2000)	PER AGENCY FTE	$1.15
0003	PC/DESKTOP SUPPORT (MONTHLY)	PER DEVICE	$73.80
0017	PC/DESKTOP SUPPORT (HOURLY)	PER HOUR	$105.00
	BROKERED SERVICES		
0018	PRODUCT MANGEMENT PROFESSIONAL SERVICES	PER HOUR	$160.00
004A	ADOBE ACROBAT DC	SUBSCRIPTION	$6.74
004A	ADOBE CREATIVE CLOUD- ALL APPS	SUBSCRIPTION	$56.29
004A	ADOBE CREATIVE CLOUD- SINGLE APPS	SUBSCRIPTION	$23.92
004A	ADOBE SIGN (100 TRANSACTION SUBSCRIPTION/USER/YR)	SUBSCRIPTION	$18.20
004A	ADOBE SIGN (1000 TRANSACTION SUBSCRIPTION/USER/YR)	SUBSCRIPTION	$182.00
004I	INFOTECH SERVICES- CLICK BELOW FOR MORE INFO:	ANNUAL SUBSCRIPTION	
	https://oit.alabama.gov/service-catalog/products/infotech		
004L	LASERFICHE USER LICENSE	PER USER	$20.25
004L	LASERFICHE HOSTED STORAGE	PER 100 GB BLOCK	$12.00
004L	LASERFICHE PARTICIPANT USER	PER USER	$3.18
004L	LASERFICHE HOSTED REPOSITORY CHARGE	PER REPOSITORY	$600.00

004L	LASERFICHE SCAN CONNECT	PER USER	$10.13
004L	LASERFICHE PUBLIC PORTAL		$2,340.00
004L	ADD ON: WEBLINK (25 CONCURRENT USERS)		$1,364.63
004L	ADD ON: WEBLINK (50 CONCURRENT USERS)		$1,822.50
004L	ADD ON: WEBLINK (100 CONCURRENT USERS)		$2,340.00
004L	ADD ON: WEBLINK (UNLTD CONCURRENT USERS)		$2,947.50
004L	LASERFICHE FORMS PUBLIC PORTAL	PER USER	$250.00
004L	LASERFICHE MOBILE	PER USER	$150.00
004L	LASERFICHE PROFESSIONAL SERVICES: PS	PER HOUR	$192.66
004L	LASERFICHE PROFESSIONAL SERVICES: PG	PER HOUR	$260.00
004G	GROOPER - DATA CAPTURE 200K ANNUAL PAGE VOL. W/8 OCR	ANNUAL SUBSCRIPTION	$10,842.00
	*OTHER PAGE VOLUME AVAILABLE		
004G	GROOPER BIS PROFESSIONAL SERVICES	PER HOUR	$241.00
004V	AVEPOINT CLOUD BACKUP POLICY CONFIGURATION	INITIATION COST- ONE TIME FEE	$1,696.00
004V	AVEPOINT CLOUD BACKUP- 250GB STORAGE		$196.76
	APPLICATION DEVELOPMENT		
002A	ANNUAL APPLICATION MAINTENANCE	PER APPLICATION, PER YEAR	20% of Dev
002B	ANNUAL WEBSITE MAINTENANCE (Incl. Hosting)	PER WEBSITE, PER YEAR	20% of Dev
004P	WORDPRESS HOSTING (Legacy Sites Only)	PER WEBSITE, PER MONTH	$115.00
0049	SQL SERVER - DATABASE HOSTING	UP TO 20 GB - ONE DATABASE	$115.00
0049	SQL SERVER - DATABASE HOSTING	EACH ADD'L 10 GB OVER 20 GB	$20.00
	NETWORK SERVICES		
610T	CAMPUS NETWORK LAN PORT CHARGERS	PER "PORT"	$25.16
400T	CAMPUS FIBER (Varies - average listed)	PER PAIR	$1,180.30
420T	WAN / ETHERNET	PER CIRCUIT	*Various*
410T	WIRELESS LANS (Tiered)	PER USER	*Various*
410T	MERAKI ROUTERS & SWITCHES	PER DEVICE	*Various*
860T	I&M WORK ORDERS	PER HOUR	$148.50
410T	SWITCH EQUIPMENT RENTAL	VARIOUS	*Various*
460T	VIDEO CONFERENCING	PER CIRCUIT	$55.00
910T	MEET ME CONFERENCE	PER LINE	$29.98
910T	MEET ME CONFERENCE	PER MINUTE	$0.15
360T	MODEM/DSU		$27.50
	VOICE SERVICES		
030T	AUTHORIZATION CODES	PER 100 CODES	$50.36
030T	AUTHORIZATION CODES INSTALLATION	PER 100 CODES	$62.35
900T	SET RENTAL (Varies - average listed)	PER SET	$3.19

900T	LOCAL SERVICE (INCL GRF) (Set Rentals/Options)	PER LINE	*Various*
900T	FAX SERVER	PER BOX	$35.00
600T	CIRCUIT CHARGES	PER CIRCUIT	*Various*
340T	DATA CIRCUITS	PER CIRCUIT	*Various*
320T	DATA ESSX CIRCUIT	PER CIRCUIT	*Various*
350T	FRAME RELAY	PER CIRCUIT	*Various*
890T	LEGACY VoIP SERVICES	*VARIOUS*	*Plus 5%*
890T	CISCO VOIP		
890T	C7841 KNOWLEDGE WORKER STANDARD	PER LINE	$46.99
890T	C8861 ADMINISTRATIVE	PER LINE	$50.61
890T	C8865 WEBEX INTEGRATED	PER LINE	$52.13
890T	C7811 PUBLIC ACCESS PHONES	PER LINE	$30.77
890T	ANALOG GATEWAY	PER LINE	$44.61
890T	CONFERENCE ROOM PHONES (8831 MODEL)	PER LINE	$44.34
890T	CONFERENCE ROOM PHONES (8832 MODEL)	PER LINE	$47.64
890T	VOIP À LA CARTE SERVICES AND UPGRADES	*VARIOUS*	*Various*
890T	WEBEX LICENSE	PER LINE	$14.32
090T	VOIP INTRASTATE LONG DISTANCE	PER MINUTE	$0.03
100T	VOIP INTERSTATE LONG DISTANCE	PER MINUTE	$0.03
090T	INTRASTATE LONG DISTANCE (Varies - avg listed)	PER MINUTE	$0.068
100T	INTERSTATE LONG DISTANCE (Varies - avg listed)	PER MINUTE	$0.068
110T	INTERNATIONAL CALLING (Varies - avg listed)	PER MINUTE	$1.97
200T	INFORMATION CALLS	PER CALL	$2.49
040T	DIRECTORY LISTING	PER MONTH	*Various*
240T	MISCELLANEOUS CALLS	PER CALL	*Various*
810T	800 SVC (Varies - average listed)	PER MINUTE	$0.059
810T	VOIP 800 SVC	PER MINUTE	$0.03
660T	VOICE MESSAGING		
660T	VOICE MAIL (Varies - average listed)	PER MAIL BOX	$8.23
660T	AUTO ANNOUNCEMENT (Varies - average listed)	PER ANNOUNCEMENT	$24.97
660T	VOICE MENUS (Varies - average listed)	PER MENU	$97.92
660T	OTHER VM SERVICES (Varies - average listed)	PER MENU	$49.86
670T	STATEWIDE VOICE MAIL	MONTHLY SERVICE	$2.40
800T	WEB CONFERENCING	PER LICENSE	$49.50