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**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 ten (10) service categories. The services and products are designed to meet your unique IT needs and align strategically and technically with priorities of the State. Our professional and knowledgeable staff is 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 broad and complete set of tools for users to communicate with one another, partners or customers. Communication may occur 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. 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 provides professional data services that influence and drive decision making. OIT leverages your data and data sources to provide data services that are efficient, scalable, holistic, and secures the information with confidentiality, integrity and availability – CIA.

**Governance**

OIT 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**

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 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**

OIT offers a single point-of-contact for IT related services help. Our customers can be assured that each task is channeled through to the most appropriate OIT work group(s) where the task will be understood, diagnosed, and resolved. In the event of a service disruption, we 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. To accelerate response times, requests for assistance with an issue or modification to current services can be initiated directly to the OIT Service desk. 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. contacting their OIT Agency Advocate,
      ii. calling the OIT Service desk (#334-242-2222), or
      iii. emailing their request to help.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 (can be found on an OIT bill)**
         1. First time customers will need to set up an agency account. Please fill out the OIT New Customer Form provided (Here).
         2. Once the OIT New Customer form is submitted, validated, and approved, you may proceed with your order.
      iv. **Service/Product Requested (including quote request for service)**
      v. **Quantity**
      vi. **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. **Assign Ticket**
   a. The appropriate OIT professional is assigned for fulfillment and may request additional information pertinent to providing the customer the requested services.
   b. Once the additional information is obtained, an SLA or SOW will be generated.
   c. The SLA or SOW will need to be agreed upon and signed prior to providing services.
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 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:

<table>
<thead>
<tr>
<th>SUB UNIT</th>
<th>ALLOCATION</th>
<th>OBJECT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account Name: Office of Information Technology</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Invoice Date</th>
<th>Invoice Number</th>
<th>Invoice Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/31/2018</td>
<td>OIT1903649</td>
<td>$11,105.97</td>
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</table>

| Unit: 9200 |

<table>
<thead>
<tr>
<th>Charge Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>$27.50</td>
</tr>
</tbody>
</table>

| Total Cybersecurity & IT Governance Administration - Revenue 0775: $27.50 |
| Total Unit 9200: $27.50 |
# OIT Service Catalog

## Access

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

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>9670</td>
<td>0714</td>
<td>420T</td>
</tr>
</tbody>
</table>

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)

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
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</thead>
<tbody>
<tr>
<td>9670</td>
<td>0714</td>
<td>420T</td>
</tr>
</tbody>
</table>

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:**
  - 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
  - Bulk encryption is available per agency security requirements
3. **Network Access Statewide or Non-Campus – Remotely Managed Switches**

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>9670</td>
<td>0605</td>
<td>410T</td>
</tr>
</tbody>
</table>

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**

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>9670</td>
<td>0807</td>
<td>0101</td>
</tr>
</tbody>
</table>

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)**

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>9670</td>
<td>0605</td>
<td>410T</td>
</tr>
</tbody>
</table>

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 – 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

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
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<tbody>
<tr>
<td>9010</td>
<td>0807</td>
<td>00C4</td>
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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 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**

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<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>9010</td>
<td>0807</td>
<td>00C4/0049</td>
</tr>
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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 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:
  o Organizational knowledge
  o Governmental knowledge
  o Ease of procurement
  o Technical expertise
  o Cost-effective solutions
  o Infrastructure compatibility
  o Client consultations

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

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>9450</td>
<td>0944</td>
<td>004A</td>
</tr>
</tbody>
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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](https://adobe.com)

• Features:
  o Adobe Acrobat DC
    ▪ Create, Edit, Share and Sign PDFs
    ▪ Convert documents
    ▪ Develop Easy to use fillable forms
    ▪ Optimize Documents
    ▪ Secure and Protect Documents
  o 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
- 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:
  - Adds value and maximizes the return on the state’s technology investment
  - 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

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>9450</td>
<td>0807</td>
<td>004L</td>
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</table>

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 user 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 - Implementation Services**

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

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

**Sub-Unit** 9450  
**Object** 0807  
**Charge Code** 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:
  o Document imaging and capture
  o Broad ISIS and TWAIN scanner support
  o Advanced image processing and enhancement
  o Rapid document review and flagging process
  o Pull or push documents and data anywhere across platforms
  o Content Management Interoperability Standards
  o Managed data migrations
  o Classify unstructured documents
  o Document routing
  o Data models and advanced extraction
    ▪ Paragraph recognition
    ▪ Table extraction
    ▪ Data scoring and validation
    ▪ Redaction
    ▪ Natural language processing
  o Store once and reprocess
  o Unlimited installs of Grooper software

• Options:
  o Annual Subscription packages for page volumes
  o Grooper ACE Professional Training
  o Grooper As A Service – document capture and processing services
  o Grooper implementation services
  o Concurrent OCR Processing

• Benefits:
  o Provisioned licensing
  o Discounted subscription rates
  o Software that extends your document management systems and accelerates document capture processes
  o OIT Enterprise Content Management support
13. *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. InfoTech 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. InfoTech makes your job easier by providing:

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

More information is available at: [https://infotech.com](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
• InfoTech Academy e-learning access
• InfoTech LIVE Event ticket, a hands-on collaborative conference for CIO’s and IT leaders
  o 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
    ▪ InfoTech Academy e-learning access
    ▪ Workshops and Workshop Memberships

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

• Benefits:
  o The OIT Master agreement provides a single price list and ensures that your agency gets the best price and options available.
  o Catalog request services minimizes the requirements for purchase requests. You have easy access to a catalog of services and promotions.
  o Join membership services at any time.
  o Single point of contact to ensure that all stakeholders agencies have the same opportunity and current product information.
  o Adds value and maximizes the return on the state’s technology investment.
  o Faster service delivery at a cost lower than agencies could get separately by leveraging combined volume purchasing power.

14. **SharePoint Online Service**

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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
    - FLOW

### 15. Office Productivity

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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.

16. **Directory Administration/Office 365 OIT Administration**

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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

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

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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:
  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. We make it 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.
18. **Mass Mailer – Campaign Intelligence**

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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.

19. **SCCM Server Management**

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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
- 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

20. **SCCM Workstation Management**

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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
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


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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

22. 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 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
23. Voice Service – Digital Service

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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
    - 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 modifiable 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 modifiable 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.

24. 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:
  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 Automatic Call Distribution (ACD)
  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 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.

25. Voice Service – RightFax Service

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

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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.

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

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Description: OIT provides telephone service and other multimedia capabilities over the Internet. A complete description of telephone services and features is available in the [OIT 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
    - Price per phone
o Analog gateway
  ▪ Analog line
  ▪ Basic Voice Services* – Dial Tone Only
  ▪ Price per analog line
o Conference Room Phone – Phone 8831
  ▪ Basic Voice Services* – Dial Tone Only
  ▪ Price per phone
o Conference Room Phone – Phone 8832
  ▪ Basic Voice Services* – Dial Tone Only
  ▪ Price per phone
o Knowledge Worker Standard – Voice Service Only
  ▪ Knowledge Worker Phone Services
  ▪ Only available to legacy systems
  ▪ Price per phone
o Basic Voice Service – Voice Service Only
  ▪ Basic Voice Services* – Dial Tone Only
  ▪ Only available to legacy systems
  ▪ Price per phone
o WebEx without Knowledge Worker Voice Service
  ▪ Price per License
*May not be employee assigned

• Options:
  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 Unified Communications and Collaboration capabilities
  o Improved productivity
  o Government Transparency of Phone Records
### 28. Datacenter Services – Folsom Building (Legacy Service)

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

### 29. Datacenter Services – Dexter Avenue (RSA)

**Sub-Unit** 9770  **Object** 0807/0823  **Charge Code** 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

30. Datacenter Services – Tuscaloosa – University Data Center

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</table>

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:
  o Rack space - Full Rack
  o Shared Rack -
  o Data connection
    Power usage –
    Access card –

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

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

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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.

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

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Description: Provides restricted access to Folsom Building datacenter.

• Features:
  o Access credentialing and card key access.
  o Unescorted access requires ALEA security background check and card key access.

• Options:
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- Escorted datacenter access
- Card key access (See #50 Physical Security: Card Keys)

**Benefits:** Access capabilities to Folsom Building and datacenter.

### 33. Mainframe Software Applications - CPU Services

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>9020</td>
<td>0807</td>
<td>0010/0009/0011/0015/0014/0016</td>
</tr>
</tbody>
</table>

**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

### 34. Primary Storage

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>9020</td>
<td>0807</td>
<td>0006/0042</td>
</tr>
</tbody>
</table>

**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
### 35. Hosted Web Service

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>9750</td>
<td>0807</td>
<td>005A</td>
</tr>
</tbody>
</table>

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
  - Depreciation savings
  - Patch management performed by OIT
  - Knowledge and adherence of state policies
36. **Virtual Server Hosting**

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>9750</td>
<td>0807</td>
<td>005B</td>
</tr>
</tbody>
</table>

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

#### 37. IT Planning and Oversight

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>9110</td>
<td>0849</td>
<td>0004</td>
</tr>
</tbody>
</table>

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**

**38. Direct Project Management**

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>8310</td>
<td>0807</td>
<td>00C3</td>
</tr>
</tbody>
</table>

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
39. 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
## 40. Project Management Support/Consulting

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>8310</td>
<td>0807</td>
<td>00C3</td>
</tr>
</tbody>
</table>

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
41. Project Management Training

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>8310</td>
<td>0807</td>
<td>00C3</td>
</tr>
</tbody>
</table>

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
42. Information Security Services

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>9240</td>
<td>0807</td>
<td>009R</td>
</tr>
</tbody>
</table>

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 security alerts analysis 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
43. **Continuous Vulnerability Scanning**

<table>
<thead>
<tr>
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<th>Object</th>
<th>Charge Code</th>
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<tbody>
<tr>
<td>9240</td>
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<td>009N</td>
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</tbody>
</table>

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

44. **Managed Firewall**

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
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</thead>
<tbody>
<tr>
<td>9240</td>
<td>0807</td>
<td>009E</td>
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</tbody>
</table>

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
45. **SSL/VPN Access**

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
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<tbody>
<tr>
<td>9240</td>
<td>0807</td>
<td>009F</td>
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</tbody>
</table>

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

46. **IPSEC VPN**

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
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<tbody>
<tr>
<td>9240</td>
<td>0807</td>
<td>009G</td>
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</tbody>
</table>

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

47. **Information Security Consulting**

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
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</thead>
<tbody>
<tr>
<td>9240</td>
<td>0807</td>
<td>00C2</td>
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</tbody>
</table>

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
48. Managed Desktop Antivirus

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
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</thead>
<tbody>
<tr>
<td>9750</td>
<td>0807</td>
<td>0051</td>
</tr>
</tbody>
</table>

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

- Features: Provides license, software maintenance and server infrastructure.
Storage

49. Mainframe Input/Output (I/O)

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
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</thead>
<tbody>
<tr>
<td>9020</td>
<td>0807</td>
<td>0007/0032</td>
</tr>
</tbody>
</table>

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

50. Mainframe Laser Printing

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
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</thead>
<tbody>
<tr>
<td>9020</td>
<td>0807</td>
<td>0022</td>
</tr>
</tbody>
</table>

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
## 51. Storage Area Network (SAN) Storage

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>9750</td>
<td>0807</td>
<td>005G/005H</td>
</tr>
</tbody>
</table>

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

52. Desktop Support

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
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</thead>
<tbody>
<tr>
<td>9320</td>
<td>0510</td>
<td>0017</td>
</tr>
</tbody>
</table>

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

53. ServiceNow Support

<table>
<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Charge Code</th>
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</thead>
<tbody>
<tr>
<td>9010</td>
<td>0807</td>
<td>00C4</td>
</tr>
</tbody>
</table>

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
- **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

<table>
<thead>
<tr>
<th>CHARGE CODE</th>
<th>SERVICE</th>
<th>UNIT OF MEASURE</th>
<th>FY22 RATES</th>
<th>FY23 RATES</th>
</tr>
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<tbody>
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<td>00C</td>
<td>OIT CONSULTING</td>
<td>PER HOUR</td>
<td>$125.00</td>
<td>$125.00</td>
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<td></td>
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</tr>
<tr>
<td></td>
<td><strong>MAINFRAME PROCESSING SERVICES</strong></td>
<td></td>
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<td>0010</td>
<td>CPU (PRIME BATCH)</td>
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<td><strong>MAINFRAME PERIPHERAL SERVICES</strong></td>
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<td>0006</td>
<td>DISK STORAGE (Triple Density Vol's)</td>
<td>PER VOLUME</td>
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<tr>
<td>005K</td>
<td>SSL CERTIFICATE</td>
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<td>DOMAIN SAN (requires SSL or wildcard cert)</td>
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<td>SUBDOMAIN SAN (requires SSL or wildcard cert)</td>
<td>$3.09</td>
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<td>005J</td>
<td>WEBSITE STATISTICS</td>
<td>$11.55</td>
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<td>005N</td>
<td>FTP HOST SERVICE</td>
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<td>SCCM WORKSTATION MANAGEMENT</td>
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**SECURITY SERVICES**

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<td>009R</td>
<td>STATEWIDE IT SECURITY SERVICES</td>
<td>$10.00</td>
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<td></td>
<td>THREAT ADVICE</td>
<td>PER USER</td>
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<td>PHISHING</td>
<td>PER USER</td>
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<td>WEB APPLICATION ASSESSMENT</td>
<td>PER WEBSITE</td>
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<td>009F</td>
<td>SSL VPN ACCESS (Tiered)</td>
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<td>009G</td>
<td>IPSEC VPN</td>
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<td>009E</td>
<td>MANAGED FIREWALL</td>
<td>UP TO/OVER 240GBPS CIRCUIT</td>
<td>$750 / $1,000</td>
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**CLIENT SERVICES**

**IT PLANNING/OVERSIGHT TOTAL**

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<tr>
<td>0004</td>
<td>IT PLANNING/OVERSIGHT (1-250 FTEs)</td>
<td>$5.72</td>
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<td>0004</td>
<td>IT PLANNING/OVERSIGHT (NEXT 251-750 FTEs)</td>
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<td>IT PLANNING/OVERSIGHT (NEXT 751-2000 FTEs)</td>
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<td>0004</td>
<td>IT PLANNING/OVERSIGHT (ANY FTEs OVER 2000)</td>
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<tr>
<td>0003</td>
<td>PC/DESKTOP SUPPORT (MONTHLY)</td>
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<td>0017</td>
<td>PC/DESKTOP SUPPORT (HOURLY)</td>
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**BROKERED SERVICES**

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<td>004A</td>
<td>ADOBE ACROBAT DC</td>
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<td>004A</td>
<td>ADOBE CREATIVE CLOUD- ALL APPS</td>
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<td>004A</td>
<td>ADOBE CREATIVE CLOUD- SINGLE APPS</td>
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<tr>
<td>004A</td>
<td>ADOBE SIGN (100 TRANSACTION SUBSCRIPTION/USER/YR)</td>
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<tr>
<td>004A</td>
<td>ADOBE SIGN (1000 TRANSACTION SUBSCRIPTION/USER/YR)</td>
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<tr>
<td>004I</td>
<td>INFOTECH SERVICES</td>
<td>Various</td>
<td>Various</td>
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<tr>
<td>004L</td>
<td>LASERFICHE USER LICENSE</td>
<td>$20.25</td>
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<td>004L</td>
<td>LASERFICHE BACKUP COST</td>
<td>PER GB, 100GB MIN</td>
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<tr>
<td>004L</td>
<td>LASERFICHE HOSTED STORAGE</td>
<td>PER 100GB BLOCK</td>
<td>$12.00 $25.00</td>
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<td>004L</td>
<td>LASERFICHE PARTICIPANT USER</td>
<td>PER USER</td>
<td>$3.18 $3.34</td>
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<td>004L</td>
<td>LASERFICHE HOSTED REPOSITORY CHARGE</td>
<td>PER REPOSITORY</td>
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<td>004L</td>
<td>LASERFICHE SCAN CONNECT</td>
<td>PER USER</td>
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<td>004L</td>
<td>LASERFICHE PUBLIC PORTAL</td>
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<td>$2,340.00</td>
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<td>004L</td>
<td>ADD ON: WEBLINK (25 CONCURRENT USERS)</td>
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<td>004L</td>
<td>ADD ON: WEBLINK (50 CONCURRENT USERS)</td>
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<td>004L</td>
<td>LASERFICHE FORMS PUBLIC PORTAL</td>
<td>PER USER</td>
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<td>004L</td>
<td>LASERFICHE MOBILE</td>
<td>PER USER</td>
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<td>004L</td>
<td>LASERFICHE PROFESSIONAL SERVICES: PS</td>
<td>PER HOUR</td>
<td>$192.66</td>
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<td>004L</td>
<td>LASERFICHE PROFESSIONAL SERVICES: PG</td>
<td>PER HOUR</td>
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<td>004G</td>
<td>GROOPER - DATA CAPTURE 200K ANNUAL PAGE VOL. W/8 OCR</td>
<td>ANNUAL SUBSCRIPTION</td>
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<td>004G</td>
<td>GROOPER BIS PROFESSIONAL SERVICES</td>
<td>PER HOUR</td>
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<td>004V</td>
<td>AVEPOINT CLOUD BACKUP POLICY CONFIGURATION</td>
<td>INITIATION COST- ONE TIME FEE</td>
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<td>004V</td>
<td>AVEPOINT CLOUD BACKUP- 250GB STORAGE</td>
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**APPLICATION DEVELOPMENT**

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<tbody>
<tr>
<td>002A</td>
<td>ANNUAL APPLICATION MAINTENANCE</td>
<td>PER APPLICATION, PER YEAR</td>
<td>20% of Dev</td>
<td>20% of Dev</td>
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<tr>
<td>002B</td>
<td>ANNUAL WEBSITE MAINTENANCE (Incl. Hosting)</td>
<td>PER WEBSITE, PER YEAR</td>
<td>20% of Dev</td>
<td>20% of Dev</td>
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<tr>
<td>004P</td>
<td>WORDPRESS HOSTING (Legacy Sites Only)</td>
<td>PER WEBSITE, PER MONTH</td>
<td>$115.00</td>
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<td>0049</td>
<td>SQL SERVER - DATABASE HOSTING</td>
<td>UP TO 20 GB - ONE DATABASE</td>
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<td>SQL SERVER - DATABASE HOSTING</td>
<td>EACH ADD'L 10 GB OVER 20 GB</td>
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**NETWORK SERVICES**

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<th>Unit</th>
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<td>610T</td>
<td>CAMPUS NETWORK LAN PORT CHARGERS</td>
<td>PER &quot;PORT&quot;</td>
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<td>400T</td>
<td>CAMPUS FIBER (Varies - average listed)</td>
<td>PER PAIR</td>
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<tr>
<td>420T</td>
<td>WAN / ETHERNET</td>
<td>PER CIRCUIT</td>
<td>Various</td>
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<tr>
<td>340T</td>
<td>DATA CIRCUITS</td>
<td>PER CIRCUIT</td>
<td>Various</td>
<td>Various</td>
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<tr>
<td>350T</td>
<td>T-1 CIRCUITS</td>
<td>PER CIRCUIT</td>
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<tr>
<td>410T</td>
<td>WIRELESS LANS (Tiered)</td>
<td>PER USER</td>
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<tr>
<td>410T</td>
<td>MERAKI ROUTERS &amp; SWITCHES</td>
<td>PER DEVICE</td>
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<td>410T</td>
<td>WIRELESS ACCESS POINTS</td>
<td>PER DEVICE</td>
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<td>860T</td>
<td>NETWORK ENGINEERING TECH FEE</td>
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<td>SWITCH EQUIPMENT RENTAL</td>
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<td>460T</td>
<td>VIDEO CONFERENCING</td>
<td>PER CIRCUIT</td>
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<td>MODEM/DSU</td>
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<td>VOICE SERVICES</td>
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<td>600T CIRCUIT CHARGES</td>
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<td>090T VOIP INTRASTATE LONG DISTANCE</td>
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