OFFICE OF
INFORMATION
TECHNOLOGY
STATE OF ALABAMA

2026

SERVICE CATALOG

oit.alabama.gov

Contents

OIT Service Portfolio

The State of Alabama Office of Information Technology (OIT) offers you, our executive branch agency customer, professional delivery and management of IT services. OIT groups IT offerings within 8 service categories, each designed to meet your IT needs and aligned with the State's strategic plan and paired with approved technical product roadmaps. Our professional and knowledgeable staff are ready to serve you.

Access

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

Business Process Automation

OIT offers enabling technologies designed to satisfy learning, creating, collaborating, sharing, storing, and managing information, supported by product teams empowered to configure, customize, leverage, and extend product features.
Jump to category, Business Process Automation

Communication

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

Core Computing

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

Governance

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

Jump to category, Governance

IT Professional Services

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

Jump to category, IT Professional Services

Security

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

Jump to category, Security

Support

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

Jump to category, Support

Service Request and Fulfillment Process

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

Billing

Agency receives a bill for the service/product around the 15th of every month.

Sub-Unit, Allocation, and Object Codes

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 included in the Service Catalog.

Sub-Unit, Allocation/Charge, and Object codes are included with the description of every catalog item. 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	Remote Access VPN	$27.50

Total Cybersecurity & IT Governance Administration - Revenue 0775:	**$27.50**
Total Unit 9200:	**$27.50**

OIT Service Catalog

Access

Local Area Network (Campus)

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

Sub-Unit	Object	Charge Code
9670	**0714**	**400T**

   Description:
   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.

Wide Area Network (non-campus)

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

Sub-Unit	Object	Charge Code
9670	**0714**	**340T**

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)
  - Private Line Ethernet Service
  - Enterprise Class Internet Service
  - Broadband/Business Internet Service
  - SD WAN Service
    - Legacy Services, such as DSL low-, mid-range, or high-speed with DSL modem, and other copper services, will be replaced by one of the products listed above
    - T1 AVPN - at various MPLS capacities - Legacy
- Bulk encryption is available per agency security requirements

Benefits:

Access to the State network and VoIP in a secure environment with 24/7/365 availability.

Dependencies:

Service selection based on availability, infrastructure, and facilities.

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

Sub-Unit	Object	Charge Code
9670	0605	410T

Features:
- Management of network connectivity
- Switch locations on premise or off campus
- OIT manages switches per customer requirements

Options:
- Switch capacity
- Switch speed
- Switch location

Benefits:
OIT manages and ensures security compliance.

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

Sub-Unit	Object	Charge Code
9670	0807	0101

Features:
- 24/7 access to technical support using a 3-tier service network:
  - 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.

Secure / Private Access

5. Remote Access VPN Service

Sub-Unit	Object	Charge Code
9210	0807	009F

Description:

Remote Access VPN (virtual private network) service provides secure, encrypted connectivity for authorized state government agency employees and contractors to access internal agency networks and resources from outside the traditional office environment. This service enables users to securely connect to the State's network infrastructure from CONUS remote locations (e.g., home, travel, field offices) using a state-issued or approved device. It establishes a secure tunnel over public internet connections, ensuring the confidentiality and integrity of data transmitted between the remote user's device and the State's internal systems, as if the user were physically present within the agency's office network. This service is essential for supporting remote work, business continuity, and secure access to critical applications and data while off-site.

Features:
- Secure, Encrypted Connectivity
- Multi-Factor Authentication (MFA)
- Client Software/Application: Provides a VPN client application for supported operating systems
- Centralized Management and Monitoring
- Policy Enforcement
- Technical Support: Provides VPN client licensing and installation package

6. IPSEC VPN

Sub-Unit	Object	Charge Code
9210	0807	009G

Description:

IPSEC VPN is a managed security service providing connectivity between two or more dissimilar networks across public networks (i.e., the Internet).

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

Wireless Access

7. *Wireless Access Point (WAP)*

Sub-Unit	Object	Charge Code
9670	0605	410T

Description:

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

Features:
- Wireless access survey
- Wireless access device
- OIT owns switch ports at all new sites

Options:
- WAN (Non-Campus), without Power over Ethernet (POE) Injector
- WAN (Non-Campus), with POE Injector
- Wireless Rate – User Pricing
- Wireless Rate – Block Pricing

Benefits:

Non-wired access to State network services and increased mobility.

Business Process Automation

Technology Solutions

8. Application Development, Maintenance, and Support

Sub-Unit	Object	Charge Code
9010	0807	00C4

Description:
OIT designs, builds, and maintains modern IT solutions to meet unique customer needs, add critical functionality, automate processes, and enhance communication. Our services leverage web-based architectures to deliver secure, scalable, and cost-effective solutions.

Features:
- Business analysis and solution design tailored to agency requirements
- Development using Agile and DevOps practices for faster delivery
- Integration with enterprise platforms (e.g., Microsoft Power Platform, Laserfiche, Tyler Technologies)
- Secure coding practices and compliance with government/industry standards (HIPAA, FedRAMP, etc.) for the protection of sensitive data
- Maintenance and lifecycle support of developed solutions
- Custom dashboards and reporting
- Streamlined and automated business processes

Options:
- Multi-platform support including cloud-native and web-based applications
- API development and system integration services
- Cloud hosting (Azure, OIT-hosted environments)
- Advanced security solutions including encryption and identity management
- Knowledge transfer and product owner training on the delivered solution
- Enterprise-wide and cross-agency solutions

Benefits:
- Deep organizational and governmental knowledge
- Ease of procurement with proven delivery processes
- Continuity of technical expertise and long-term support
- Cost-effective, scalable, and secure solutions
- Compatibility with State and enterprise IT infrastructure

9. *Website Development, Maintenance, and Support*

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

Description:
OIT designs, builds, and maintains public-facing websites and secure, internal-use web applications to give agencies effective, accessible, and compliant digital solutions. Our websites are optimized for usability, mobile devices, accessibility standards, and modern analytics — ensuring agencies, even those without dedicated IT staff, can present information clearly to the public.

Features:
- Business analysis and website design tailored to agency goals
- Custom branding, layouts, and responsive design
- Device and browser compatibility (desktop, mobile)
- ADA/WCAG accessibility compliance
- Search Engine Optimization (SEO) and website analytics integration
- Maintenance, security monitoring, and support of developed websites
- Content management features for easy updates without IT staff involvement

Options:
- Platforms including WordPress, .NET, Power Platform
- Branding and graphic design services including logos, seals, and multimedia assets
- Secure hosting via OIT or cloud-based services
- Training for content editors and site managers
- Video and multimedia integration (embedded content)
- Role-based login and content workflows
- Social media and third-party service integration

Benefits:
- Proven organizational and governmental knowledge
- Secure, compliant, and cost-effective web solutions
- Easy procurement and streamlined onboarding
- Long-term continuity of technical expertise
- Professional design, accessibility, and user experience best practices

10. *Database Administration, Hosting, and Support Services*

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

Description:

OIT provides comprehensive Database Administration (DBA) services, offering both subscription-based and on-demand support. Our Database Hosting and Support (DBHAS) program delivers services on shared SQL Server instances, standalone Azure SQL Databases, or Dataverse, with 24/7 monitoring, performance tuning, and security management. We ensure organizational data — including sensitive information and PII — is secure, available, and optimized for performance.

Features:
- Managed SQL Server hosting on shared instances, standalone Azure SQL Databases, or Dataverse
- Database design, architecture, and planning services
- Proactive maintenance, patching, and upgrades
- Performance tuning for transactional and analytics workloads
- Comprehensive security including encryption, access control, auditing, and compliance with government/industry standards (HIPAA, FedRAMP, etc.) for the protection of sensitive data, including PII
- Development and monitoring of data transfer (SSIS, ETL) packages
- Continuous health monitoring with alerts and incident response
- DBHAS subscription: tiered pricing based on database size

Options:
- DBHAS subscription includes execution of basic database administration utilities and monitoring, security administration, and database health monitoring
- Ad hoc DBA support on an hourly basis
- Database consulting, design reviews, and best-practice guidance
- Data migration, import/export, and system integration support
- SQL Server Reporting Services (SSRS) administration
- Backup, disaster recovery, and business continuity planning

Benefits:
- Strong organizational and governmental knowledge base
- Simplified procurement with predictable cost models
- Trusted technical expertise and continuity of support

- Secure, cost-effective database hosting and management
- Infrastructure compatibility with agency and enterprise IT environments
- Expert consultation and architectural guidance

11. *Dedicated SQL Server Instance Administration, Hosting, and Support Services*

Sub-Unit   **Object**   **Charge Code**
9010   **0807**   **00Q1**

Description:

OIT provides hosting and full administration for dedicated SQL Server instances. This option is designed for organizations that require isolated performance, enhanced security, or specialized configurations not available in shared or Azure SQL Database environments. Dedicated instances provide exclusive access and maximum flexibility while still delivering OIT's proven expertise in database management.

Features:
- Exclusive SQL Server instance dedicated to the requesting organization
- Full DBA support including design, architecture, and planning services
- Proactive maintenance, patching, and upgrades
- Performance tuning tailored to the organization's specific workloads
- Advanced security management including encryption, access control, auditing, and compliance with government/industry standards (HIPAA, FedRAMP, etc.) for the protection of sensitive data, including PII
- Data migration support and custom integration with organizational applications
- Continuous health monitoring, alerts, and incident response
- Dedicated resource allocation for consistent performance
- DBHAS subscription: tiered pricing based on total size of all databases on the dedicated instance

Options:
- A DBHAS subscription includes execution of basic database administration utilities and monitoring, security administration, database health monitoring
- Ad hoc DBA support on an hourly basis
- Database consulting, design reviews, and best-practice guidance
- Data migration, import/export, and system integration support

- SQL Server Reporting Services (SSRS) administration
- Backup, disaster recovery, and business continuity planning

Benefits:
- Strong organizational and governmental knowledge base
- Simplified procurement with predictable cost models
- Trusted technical expertise and continuity of support
- Secure, cost-effective database hosting and management
- Infrastructure compatibility with agency and enterprise IT environments
- Expert consultation and architectural guidance

Product Management

12. Adobe Enterprise Software and Services - Subscription Licensing

Sub-Unit	Object	Charge Code
9450	0944	004A

Description:

Empower your organization with the industry-leading creative and document solutions from Adobe. Our subscription licensing model provides businesses of all sizes with the latest software, centralized management tools, and enterprise-grade security to streamline workflows and foster collaboration. More product information is available to agencies at: https://alabamagov.sharepoint.com/SitePages/Adobe.aspx

Features:
- **Adobe Creative Cloud All Apps**: The ultimate creative suite for your team. This comprehensive plan includes over 20+ desktop and mobile apps like Photoshop, Illustrator, InDesign, Premiere Pro, and more. It offers a single, unified platform for design, video, web, and photography, with features designed for business, including centralized license management, asset reclamation, and 1TB of cloud storage per user.
- **Adobe Creative Cloud Single App**: For teams that need access to a specific, best-in-class Adobe application. This subscription provides access to a single, full-featured Creative Cloud app of your choice (e.g., Photoshop, Illustrator, etc.), along with 1TB of cloud storage per user and business-specific features.

- **Adobe Acrobat Pro DC**: The complete PDF solution for a modern, multi-device workforce. Acrobat Pro DC allows your team to create, edit, sign, and manage PDFs from anywhere. It includes advanced features for document comparison, redaction, and integrations with OneDrive.
- **Adobe Acrobat Sign:** A leading e-signature solution that allows your business to collect legally binding electronic signatures quickly and securely. With Adobe Sign, you can send, sign, and track documents from any device, anytime. It integrates seamlessly with a variety of business applications, including Microsoft 365, to accelerate workflows and reduce manual processes.
- **Adobe Captivate**: A powerful and intuitive e-learning authoring tool for creating professional, interactive courses and simulations. Captivate enables instructional designers and training professionals to build responsive, visually stunning content that works across all devices. Subscription includes access to both the all-new Adobe Captivate and Captivate Classic for versatile course development.

Benefits of Enterprise Subscription Licensing:
- Simplified Management: A centralized Admin Console allows for easy license deployment, user management, and asset control across your organization.
- Always Up-to-Date: Users always have access to the latest software versions and features, ensuring your team is working with the most current tools.
- Enhanced Collaboration: Features like shared cloud storage, Creative Cloud Libraries, and commenting tools streamline teamwork and improve productivity.
- Predictable Budgeting: Subscription-based licensing provides financial predictability with a monthly payment based upon license quota.
- Enterprise-Grade Security: Advanced security features, including asset protection, single sign-on (SSO), and controlled user access, keep your company's data secure.
- Dedicated Support: Gain access to 24/7 self-supported agency technical support and expert help to assist with deployment, product usage, and troubleshooting

13. *Laserfiche Subscription Services, User Licensing, and Software*

Sub-Unit	Object	Charge Code
9450	0944	004L

Description:

Laserfiche is a leading enterprise content management (ECM) and business process automation (BPA) platform that helps organizations of all sizes digitize, manage, and automate their information. By combining powerful document management, intelligent automation, and secure records management, Laserfiche empowers your team to work more efficiently, reduce manual tasks, and ensure compliance. More product information is available to agencies at
https://alabamagov.sharepoint.com/SitePages/Laserfiche.aspx.

User Licensing

OIT offers subscription licensing to provide scalable solutions. The Laserfiche Subscription License introduces a straightforward monthly fee, including software licenses, technical support, and updates. The flexible licensing model fits the needs of your organization, ensuring everyone has the right level of access to the platform.

Full User: Provides complete access to all Laserfiche services and features, including document management, process automation, forms, and administration. This license type is ideal for users who will be actively creating, editing, and managing documents and processes.

Participant User: Designed for internal users within your organization who primarily need read-only access to the document repository and the ability to submit forms and complete tasks within automated processes.

Core Software Features:
- Intelligent Document Management: Digitize and centralize all your content in a secure repository. Features like full-text search, customizable metadata, and document versioning ensure that you can find and manage information instantly.
- Business Process Automation (BPA): Automate repetitive tasks and complex workflows with a no-code, drag-and-drop process designer. From invoice processing to employee onboarding, Laserfiche automates document routing, approvals, and notifications, saving time and reducing errors.

- Electronic Forms: Create custom, branded electronic forms and surveys to capture data from both internal and external users. Forms can be integrated directly into automated workflows to kickstart business processes instantly.
- Records Management: Ensure compliance and streamline information governance with certified records management functionality. Laserfiche automates the entire document lifecycle, including retention schedules, legal holds, and secure disposition.
- Enterprise Integrations: Connect Laserfiche with your existing line-of-business applications like Microsoft 365 and Adobe Sign to create a unified digital ecosystem. This allows your team to access relevant documents from a single location, eliminating the need to search across multiple platforms.
- Security and Auditing: Protect sensitive information with robust security controls, including granular access permissions, multi-factor authentication, and comprehensive audit trails that track all user actions and changes.

Options:
- Weblink – Public Portal
- Forms – Public Portal
- Scan Connect – scanner support
- Laserfiche Mobile Application

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

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

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

Description:

Agencies can procure Laserfiche Professional implementation services. Agencies receive a team of certified and experienced consultants dedicated to helping achieve its digital transformation goals. The team provides the expertise and guidance needed to design, build, and deploy a Laserfiche solution that is perfectly aligned with your business objectives 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 monthly
- OIT Laserfiche Professional Services ensure solution is delivered and configured

15. *Product Management Professional Services*

Sub-Unit **Object** **Charge Code**
9450   **0807**   **0018**

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:

- 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.
- 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.

Options:

- SharePoint Online services
- Portals & Intranets implementation services
- Document & Content management services
- Workflow Implementation & Development services
- Custom Solution development
- Microsoft 365 supported products:
  - SharePoint Online

- o OneDrive for Business
- o Microsoft Teams
- o Power Automate

Benefits:
- 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.

16. *AvePoint Cloud Backup for Microsoft 365 Subscription Services*

Sub-Unit	Object	Charge Code
9450	0944	004V

Description:

Microsoft 365 provides great availability, but it's essential to understand that it does not offer comprehensive data protection against all threats. Data loss can occur due to a variety of factors, including accidental deletion, malicious attacks like ransomware, or sync errors. This is where a dedicated backup solution is critical.

Microsoft's native backup and restore capabilities are often misunderstood. While they include features like the Recycle Bin and some retention policies, these are primarily for short-term recovery and have significant limitations. They don't provide a true, point-in-time backup for your entire environment, lack the ability for granular, item-level restores, and do not protect critical configuration settings or all forms of data, such as certain Teams conversations. This leaves organizations vulnerable to permanent data loss from ransomware, malicious insiders, and accidental deletions that occur outside of a limited retention window.

AvePoint M365 Backup Services provide a complete, automated, and secure cloud-to-cloud backup solution for your entire Microsoft 365 environment. This service goes beyond native M365 retention policies to ensure business continuity and minimize data loss.

Features:
- Purchase Storage Space in 250GB blocks.
- Exchange Online: Backup and restore mailboxes, calendars, contacts, and public folders.
- SharePoint Online: Protect site collections, sites, lists, libraries, and their metadata.
- OneDrive for Business: Securely back up all user files and folders.
- Microsoft Teams: Protect conversations, files, private channels, and other critical team data.
- Microsoft 365 Groups: Ensure all group-related content, including conversations, files, and notebooks, are protected.
- Other Workloads: Comprehensive coverage for other services like Planner, Project Online, Power BI, and more.

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. 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.

Availability:

AvePoint Cloud Backup is available only to accounts in the AlabamaGov 365 tenant.

17. *Percipio eLearning*

Sub-Unit	Object	Charge Code
9450	0944	00P1/00P2/00P3

Description:

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

Features:
- Skill benchmarking: Diagnostic assessment aligned to the most in-demand skills and vetted learning objectives. Give your employees a clear place to start and personalized recommendations for growth.
- Access, assign, and customize more than 1,000 expertly curated, role- and skill-based learning paths. Along the way, learners can test progress with assessments and hands-on practice labs.
- AI-driven recommendations: learners can watch, read, listen, and practice anytime, anywhere — even the flow of work — while celebrating accomplishments along the way.
- Customized experience: Design and assign live and on-demand learning programs with your or another provider's content. Measure impact along the way with dashboards and reports.

Options:
- Administrators save time with automated content updates and curation
- LMS setup & configuration and SSO within OIT portal

Benefits:
- Instructional Design, Compelling Content, Certification Enabled, Refreshed Content, Inclusive Learning, and Multiple Expertise Levels
- Accessible: Conforms to Section 508/WCAG 2.0 A and AA accessibility standards, with some exceptions noted in its VPAT (voluntary product accessibility template)

Server Administration

18. *Directory Administration/Office 365 OIT Administration*

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

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

Features:
- Security infrastructure
- Flexible administration
- Scalability
- High availability
- Extensibility
- Open standards support
- Simple programmatic access
- Identity and access management (IAM) controls

19. *Office Productivity*

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

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

Features:
- Office 365 Applications
- Business-class Email, Calendar, and Scheduling
- 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:
- Front Line Worker
  - M365 P2, F3, and F5
  - Web-based versions of Office 365 applications
- Information Worker
  - M365 G5 Security and Compliance
  - Desktop versions of Office 365 applications

Benefits:
- Office productivity
- Enhanced communications
- Security

20. *Azure WordPress Website Hosting*

Sub-Unit	Object	Charge Code
9750	0807	005A

Description:
Azure offers a robust and scalable environment for deploying and managing WordPress websites.

Features:
- Simplified deployment, quickly deploy a new WordPress instance
- Scalable, to handle varying levels of traffic
- Consistent performance during peak loads

Options:
- Integration with other Azure services
- Web Application Firewall with Front Door Premium

Benefits:
- High availability with built in redundancy and failover
- Layer 7 DDoS protection

21. *Secure Web Certificate*

Sub-Unit	Object	Charge Code
9750	0807	005K

Description:

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

Features:
- Makes websites "secure"
- All SSL certificate requests must be generated and updated from the webserver, ensuring that the SSL certificate cannot be used without 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 SSL certificates 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 an SSL cert for no additional charge

22. *SCCM Server Management*

Sub-Unit	Object	Charge Code
9750	0807	

Description:

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

Features:
- Remote control with console level access
- Fully managed patch management

- Operating system deployment
- Software deployment and 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

23. *SCCM Workstation Management*

Sub-Unit	Object	Charge Code
9750	0807	

Description:

SCCM is a software management suite that allows users to manage many 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 11 image based on the current Windows 11 release recommended by OIT
- Network deployed In-place upgrade for Windows 7/8.1/10 to secured Windows 11 image
- Network deployed bare metal/wipe and load of the custom OS

Communication

Voice Services

24. *Network Access Statewide or Non-Campus TelComm - Legacy*

Sub-Unit	Object	Charge Code
9651	0714/0509	600T/860T

Description:
Telephone line connectivity to State network on-premises or non-campus utilizing a regular business line (1FB) and primary interface circuit (PRI).

Availability.
1FB and PRI services are being retired, and no new orders will be taken. Users of these services will be able to choose from other modern and sustainable services.

25. *Voice Service – Webex Cloud Calling*

Sub-Unit	Object	Charge Code
9651	0714	890T

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

Features:
- Cisco 7841 – IP 2-4 button set
  - Dial Tone
  - Display (Date and Time/Caller ID)
  - Handsfree
  - Transfer feature
  - Call forwarding feature
  - Voicemail
  - Do Not Disturb
  - Speed Dial
  - Long Distance Calling – Nationwide

- o Paging – less than 75 per group
  - o Webex Team
  - o Webex Calling
  - o Webex Meetings
  - o Call Recording
  - o Global Directory
- Cisco 8861 – Bluetooth – IP 5–10 button set
  - o Dial Tone
  - o Display (Date and Time/Caller ID)
  - o Handsfree
  - o Transfer feature
  - o Call forwarding feature
  - o Voicemail
  - o Do Not Disturb
  - o Speed Dial
  - o Long Distance Calling – Nationwide
  - o Paging – less than 75 per group
  - o Webex Team
  - o Webex Calling
  - o Webex Meetings
  - o Call Recording
  - o Global Directory
- Cisco 7811 – IP Single line
  - o Dial Tone

Options:
- 7841 and 8861
  - o Rollover Line (Phantom Dial Tone)
  - o Display (Date and Time/Caller ID)
  - o Call Park
  - o Webex Meetings
  - o Enhanced Call Recording
  - o Hunting
  - o Multiple Line Appearance
  - o Long Distance Calling – International
  - o Paging – over 75 in a group
- 7811
  - o Long Distance Calling
- A la carte Service and Upgrades

- o Webex w/o Knowledge Worker Voice Service
- o Dubber: Call Recording Services
- o CAC-Attendant Console
- o VEP-Video End Point
- o Expanded Conference Calling from Handset
- Handsets, Expansions, and Unified Communications Equipment
  - o Side Car for 8861 series Phones
  - o Cisco Wall Mount Kit (one-time charge)

Benefits:
- 7841 and 8861
  - o Digital phone service with an all-inclusive package providing users with feature flexibility modifiable to meet their needs
  - o All maintenance and Handsfree updates are included
- 7811: Basic desk set option providing features necessary for most users

26. *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
  - o Automatic Answering
  - o One touch option for call routing
- Calling Queues
  - o Agent login
  - o Automatic distribution of call traffic
  - o Call queuing

Options:
- Voice Menu
  - o Small menu – up to 6 options
  - o Level 1 menu – up to 9 options
  - o Level 2 menu – up to 9 options (additional sub menu)
- Announcements

- Time of day service
- Calling Queues
- Supervisor login
- Agent assist
- Force agent available
- Contact Center for Webex Calling
- Call Que monitoring
  - Night Service and Overflow routing
  - Call reports
  - End user training

Benefits:

Voice Menu provides automated answering services with one-touch options to route callers to the appropriate department.

Calling Queues provide 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.

Email and Fax Services

27. *Mass Mailer – Campaign Intelligence*

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

Description:

Microsoft Office 365 Exchange Online cannot be used to send email in bulk; however, Campaign Intelligence can send email to thousands of recipients.

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.

28. *Enterprise Fax Service*

Sub-Unit	Object	Charge Code
9651	0609	900T

Description:

OIT Fax 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.

Core Computing

Cloud Services

29. Amazon Web Service (AWS)

Sub-Unit	Object	Charge Code
9750	0944	

Description:

AWS (Amazon Web Services) is a cloud computing platform supported by the Office of Information Technology that provides on-demand delivery of scalable, flexible, reliable, and secure IT resources.

Features:
- AWS replaces the need for physical servers, storage, and data centers
- Access an array of services without managing physical infrastructure

Options:
- Virtual Compute
- Enterprise Storage
- Infrastructure Management
- Virtual Networking
- Centralized Identity Management

Benefits:
- OIT discounted pricing and onboarding support
- Accelerate Cloud Adoption
- Policy-as-Code Governance
- Reduced Operational Risk
- Faster Time to Mission & Innovation
- Designed for Regulated & Public Sector Environments
- Future-Ready Foundation
- Standardized, Scalable Architecture
- Built-In Security & Compliance

30. *Cloud Service Broker (CSB)*

Sub-Unit	Object	Charge Code
9750	0714	CSB1

Description:

Cloud Service Broker (CSB) is a platform, supported by OIT, offering Private Cloud connectivity from customer side data center to leading cloud service providers including AWS, Microsoft Azure, Google Cloud, and many others without relying on the public Internet.

Features:
- Express Route connection between managed service provider and agency
- On-ramp for private access to cloud service providers (Azure, AWS, etc.)
- Scalable: Avoid resource constraints with resilient elastic connectivity
- Localized: Keep regulatory compliance by creating localized datastores
- Flexible: Migrate data on demand with private connectivity
- Secure. Supported within secure, SOC 2, colocation data center

Options:
- Connect into existing tenant or a shared tenant
- Dedicated circuit (DCCT) or shared circuit (SCCT)
- Virtual Cross-Connect (VXC), dedicated or shared, various capacities
- Encryption services

Benefits:
- Exposes cloud service provisioning to end-users
- Enables users to consume cloud services more efficiently

Eligibility:

CSB is available as a managed service for any government entity within the State of Alabama.

Data Center Services

31. *Data Center Services*

Sub-Unit	Object	Charge Code
9770	0807/0823	00D0-00D9

Description:

Secure facility housing servers, data storage, and network communications equipment.

Features:
- Data center managed and regulated with UPS, cooling systems, and switchgear
- Fully supports standard rack equipment
- 24/7/365 management of all data center 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 – per Rack Unit
- Power usage – Pricing subject to change with current Alabama Power Company rates
- Fiber connection
- Copper connection
- Access card with or without parking

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

32. *Facility Escort*

Sub-Unit	Object	Charge Code
9020	0807	00C

Description:
Escorts provide access to physically secure locations (i.e., data centers, server rooms, facility communications closets, industrial/process control systems).

Features:
- Safeguards managed control and monitoring of facilities
- Maintains integrity of information security
- Ensures employee/personal safety

Options:
- Physical Security: Server rooms
- Physical Security: Communications closets
- Physical Security: Maintenance and control systems

Benefits:

Escort by cleared individuals is required for regulatory compliance.

Ordering:

Facility escort may be ordered directly from ServiceNow (for customers with required permissions) or may be requested by contacting the OIT Service Desk (334-242-2222 or service.desk@oit.alabama.gov).

Mainframe Services

33. *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, 24/7/365

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

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

Description:

Storage of files created using the mainframe.

Features:
- Read/write files on Direct Access Storage Devices (DASD)
- Read/write files on Virtual Tape (VTAPE)

Options:
- DASD I/O
- TAPE I/O

35. *Mainframe Laser Printing*

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

Description:

Provides laser print from mainframe files.

Features:
- Black and white print
- 8 ½" x 11" paper
- Front print

Options:
- 8 ½" x 14" paper
- Front and back print

36. *Primary Storage – Mainframe*

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, 24/7/365

Hosted Services

37. Hosted Storage

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

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

Features:
- NFS and NAS capabilities 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
- Meets compliance demands with data retention, access controls, logging, auditing, and discovery
- Data to be stored once and accessed many times

Options
- Custom storage administration
- Archival and content management options

38. *Backup Service*

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

Description:

Backup solutions focus on creating copies of data to protect against loss from hardware failure, cyberattack, accidental deletion, or natural disaster. OIT solutions are built with redundancy, automation, validation, and customer needs in mind.

Features:
- Discovery and Planning
  - Stakeholder interviews to determine business and operational requirements
  - Risk and technical analysis contribute to design of proposed solution
- Decision and Implementation
  - Solution selection and design approval
  - Pilot, testing (recovery drills), validation, and training
  - Transition to operations, monitoring usage, performance, and alerts

Options:
- Frequency (e.g., full, incremental, differential)
- Retention policy
- Recovery Time Objective (RTO) and Recovery Point Objective (RPO)
- Encryption
- Offsite replication

Benefits:
- Protect State data from loss due to disaster or accidental deletion
- Provides business continuity

39. *Hosted Web Service*

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

Features:
- Virtual Server Hosting in a secure state of the art data center
- Server Set-up by OIT on OIT servers

Options:
- WordPress Hosting
- Website Hosting site size
  - 20 MB
  - 100 MB
  - 500 MB
  - 1000MB

Benefits:
- Scalable for future growth
- Highly Available Environment
- Performance monitoring
- Depreciation savings
- Patch management performed by OIT
- Knowledge of and adherence to State policies

40. *Virtual Server Hosting*

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

Description:
Provide virtual serving hosting capability.

Features:
- Virtual MS Windows Server
- 4/2/40 base, bronze, siler, gold pricing tiers on server count
- Volume pricing, base sizing (4/2/40), (add in even numbers)
- 24/7 monitoring
- Patch Management (MS security patching)

Benefits:
- Secure state of the art data center with high performance & monitoring
- Scalable for future growth
- Highly Available Environment
- Depreciation savings
- Knowledge of and adherence to State policies

Governance

41. *IT Planning and Oversight*

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

Description:

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

- Examples of duties required of the Secretary of Information Technology:
  - Promulgate rules, regulations, and policies and establish procedures and standards for the management and operation of information technology by State agencies to carry out legislated duties.
  - Coordinate utilization of State information technology.
  - Provide technical assistance to State agency administrators on design and management of State information technology systems.
  - Evaluate the cost, system design, and suitability of information technology equipment and related services.
  - Establish standards and policies for project management and project methodologies.
  - Develop a unified and integrated structure and enterprise architecture for information technology systems for all State agencies.
- As part of the State's repayment negotiations, the IT Planning and Oversight charge has been approved by the U.S Department of Health and Human Services Division of Cost Allocation as being OMB circular A-87 compliant.

IT Professional Services

42. *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.

Features:
- Assessment
- Portfolio planning and/or management
- Project planning
- Competency/Capability/Maturity
- Auditing
- Project recovery
- Templates and best practices
- Knowledge management of project artifacts, documentation, and reporting

Options:
- Project Manager - on-site, remote, or hybrid
- Long- or Short-Term engagements
- Flexible, scaled consultations

Benefits:
- State IT project governance compliance
- State IT strategic plan alignment
- Industry best practices
- State government institutional knowledge

43. *Direct Project Management*

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

Description:

Full direct project management services for the IT project life cycle.

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

- o   Resource acquisition plan
- Project Communications
  - o   Communications management plan
- Project Risk Management
  - o   Risk management plan
  - o   Risk identification
  - o   Risk analysis
  - o   Risk response planning
  - o   Risk monitoring
  - o   Risk response implementation
- Project Procurement
  - o   Procurement management plan
- Project Stakeholder Management
  - o   Stakeholder identification
  - o   Stakeholder engagement plan

Options:
- Project Manager - on-site, remote, or hybrid

Benefits:
- State IT project governance compliance
- State strategic IT plan alignment
- Industry best practices
- State government institutional knowledge

44. *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.

Features:
- Access to templates and project materials
- Career development

Options:
- On-site or Remote
- Certified trainers
- Professional Development Unit certification hours

Benefits:
- Improve compliance
- Improve strategic alignment
- Industry best practices

45. *Business Analysis*

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

Description:

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

Features:
- Business Analysis and/or process analysis
- Business Requirements / Traceability
- Benefit Determination and Tracking
- Root Cause Analysis

- Analysis Documentation and Reporting
- Transformational/ Implementation Support
- Extensive state government institutional knowledge
- Certified Business Analysts
- Strategic Planning
- Policy Development
- Enterprise Performance Management System (EPMS)

Options:
- Long Term engagement (multiple process areas)
- Short Term engagement (select process areas)
- On-site, remote, or hybrid
- Contract BA resources are available

Benefits:
- State IT Project Governance Compliance
- State IT strategic alignment
- Industry best practices
- Impartial Analysis
- State government institutional knowledge

Security

46. *Information Security Services*

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

Description:
Selected, managed cybersecurity operations, governance, risk, and compliance as connected to Active Directory (AD) accounts.

Features:
- Prevention, Detection, and Analysis: Cloud Access Security Broker, Software defined network analysis, and Intrusion detection system
- Boundary security: Configuration, monitoring, and maintenance of perimeter firewall to block unauthorized access and filter network traffic
- Security Information and Event Management (SIEM): Real-time security alerts and 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 Risk Assessments: For agency IT systems and deployments to assist with proactive security postures, compliance with Federal standards, and industry best practices are implemented
- IT Governance: Statewide IT 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 connected to service offerings provided
- 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

47. *Continuous Vulnerability Scanning*

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

Description:

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

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

48. *Managed Firewall*

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

Description:

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

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

49. *Endpoint Security Software*

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

Description:

Workstation and server software license support for next generation antivirus (NGAV) and Domain Name System (DNS) based web filtering. Agency access to cloud hosted management portal for administration of NGAV and DNS security configuration. Note that DNS security is uniformly installed on laptops and desktops and will not be installed on servers.

Features:
- NGAV
  https://www.cisco.com/site/us/en/products/security/endpoint-security/secure-endpoint/index.html
- DNS Filtering
  https://umbrella.cisco.com/products/dns-layer-network-security

Benefits:
- Significantly improves technical data available during cyber event forensic investigations
- Provides sophisticated security protection and event reporting for endpoints regardless of their physical or logical location
- Provides simplified administration, centralized management, and cloud native enterprise level control of NGAV and DNS policy configuration

50. *Information Security Consulting*

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

Description:

Services to help assess IT operations or eDiscovery services.

Features:
- IT assessment engagements (e.g., Web application assessment) to produce compliance reports and corrective action plans.

- eDiscovery to produce electronically stored information (ESI) from Office 365 for open-records requests, internal agency investigations, and litigation requirements

Support

51. *Desktop Support*

Sub-Unit	Object	Charge Code
9320	**0510**	**0003**

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

52. *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	FY26 RATES	FY27 RATES
00C	**OIT CONSULTING**	PER HOUR	$150.00	$150.00
	MAINFRAME PROCESSING SERVICES *See footnote			
0010	CPU (PRIME BATCH)	CPU SECOND	$0.2338	*See below note
0009	CPU (NON-PRIME BATCH)	CPU SECOND	$0.2045	*See below note
0011	CICS	CICS SECOND	$0.4380	*See below note
0015	ROSCOE	CPU SECOND	$1.3663	*See below note
0014	TSO	CPU SECOND	$0.3503	*See below note
0016	DB2	CPU SECOND	$1.0730	*See below note
	*OIT's mainframe cost forecast extends through 12/31/2026 with a goal to end the current mainframe contract due to anticipated, significant price increases beginning in 2027. Discovery planning and alternate hosting solutions are underway based on agency specific mainframe needs.			
	MAINFRAME PERIPHERAL SERVICES *See footnote			
	DASD STORAGE			
0006	DISK STORAGE (Triple Density Vol's)	PER VOLUME	$261.38	*See above note
0042	DISK CHARGES (SMS)	PER 1,000 BYTES	$0.000090	*See above note
0007	DISK EXCPS	1,000 EXCP'S	$0.0373	*See above note
0032	TAPE EXCPS	1,000 EXCP'S	$0.5988	*See above note
0022	LASER PRINT (Varies - average listed)	PAGES	$0.130	$0.130
0022	Laser Print One-Sided		$0.087	$0.087
0022	Laser Print Two-Sided		$0.158	$0.158
0022	Laser Print Legal One-Sided		$0.097	$0.097
0022	Laser Print Legal Two-Sided		$0.194	$0.194
	SERVER ADMINISTRATION			
005V	MICROSOFT INFORMATION WORKER: M365 G5 SECURITY & COMPLIANCE	PER LICENSE	$51.06	$53.61
005W	MICROSOFT FRONT LINE WORKER: M365 P2, F3 AND F5	PER LICENSE	$24.34	$25.56
005V/ 005W	OFFICE 365 OIT ADMINISTRATION *charged to all agencies in addition to above rates	PER LICENSED USER	$8.50	$8.50
0053	OFFICE 365 OIT COLLABORATION " TEAMS & SHAREPOINT SITES, SHARED & RESOURCE MAILBOXES"	PER RESOURCE	$3.25	$3.25

CHARGE CODE	SERVICE	UNIT OF MEASURE PER MONTH, UNLESS OTHERWISE STATED	FY26 RATES	FY27 RATES
005L	OFFICE 365 PROJECT PLAN 3	PER LICENSE	$22.84	$23.98
005L	OFFICE 365 VISIO 2	PER LICENSE	$11.42	$11.99
005L	OFFICE 365 POWER BI PRO (INCLUDED IN THE SUITE)	PER LICENSE	$0.00	$0.00
005L	POWER APPS PER APP	PER LICENSE	$4.48	$4.70
005L	POWER APPS PREMIUM PER USER	PER LICENSE	$10.75	$11.29
005L	POWER AUTOMATE PER USER	PER LICENSE	$13.44	$14.11
005L	OFFICE 365 PROJECT PLAN 1	PER LICENSE	$5.42	$5.69
005L	OFFICE 365 PROJECT ONLINE ESSENTIALS	PER LICENSE	$5.33	$5.60
005L	OFFICE 365 PROJECT PLAN 5	PER LICENSE	$41.88	$43.97
005H	SERVER BACKUP	PER GB	$0.10	$0.10
005A	WEB HOSTING (Tiered)	PER MBs STORAGE	$0.76	$0.76
005B	VIRTUAL SERVER HOSTING	PER SERVER	*Various*	*Various*
005M	SERVER HOSTING – CUSTOM	PER SERVER	*Various*	*Various*
005D	DOMAIN USER HOSTING	PER USER	$3.82	$3.82
005F	LISTSERV HOSTING	PER LIST	$17.99	$17.99
005K	SECURE WEB CERTS			
005K	WILDCARD SSL CERTIFICATE	PER CERTIFICATE	$30.47	$30.47
005K	SSL CERTIFICATE	PER CERTIFICATE	$16.14	$16.14
005K	DOMAIN SAN (requires SSL or wildcard cert)	PER CERTIFICATE	$4.40	$4.40
005K	SUBDOMAIN SAN (requires SSL or wildcard cert)	PER CERTIFICATE	$3.09	$3.09
005J	WEBSITE STATISTICS	PER WEBSITE	$11.55	$11.55
005N	FTP HOST SERVICE	PER ACCOUNT	$110.00	$110.00
	AMAZON WEB SERVICES (AWS)		**Call for Discounted Pricing**	
	SECURITY SERVICES			
009R	STATEWIDE IT SECURITY SERVICES	PER AD ACCOUNT	$15.00	$15.00
	SEE CATALOG FOR INCLUDED SERVICES			
009f	REMOTE ACCESS VPN (Tiered)			
	1-9 users	PER CONCURRENT USER	$27.50	$27.50
	10-49 users	PER CONCURRENT USER	$22.00	$22.00
	50-99 users	PER CONCURRENT USER	$16.50	$16.50
	100 or more users	PER CONCURRENT USER	$13.20	$13.20
009G	IPSEC VPN	PER RESOURCE	$195.00	$195.00
009E	MANAGED FIREWALL	UP TO/OVER 240GBPS CIRCUIT	$750 / $1,000	$750 / $1,000
005I	ENDPOINT SECURITY SOFTWARE	PER INSTALL	$5.00	$5.00

CHARGE CODE	SERVICE	UNIT OF MEASURE PER MONTH, UNLESS OTHERWISE STATED	FY26 RATES	FY27 RATES
	CLIENT SERVICES			
	IT PLANNING/OVERSIGHT TOTAL			
0004	IT PLANNING/OVERSIGHT (1-250 FTEs)	PER AGENCY FTE	$7.44	$8.55
0004	IT PLANNING/OVERSIGHT (NEXT 251-750 FTEs)	PER AGENCY FTE	$5.20	$5.98
0004	IT PLANNING/OVERSIGHT (NEXT 751-2000 FTEs)	PER AGENCY FTE	$2.99	$3.44
0004	IT PLANNING/OVERSIGHT (ANY FTEs OVER 2000)	PER AGENCY FTE	$1.50	$1.72
0003	PC/DESKTOP SUPPORT (MONTHLY)	PER DEVICE	$125.00	$125.00
	PRODUCT MANAGEMENT			
0018	PRODUCT MANAGEMENT PROFESSIONAL SERVICES	PER HOUR	$150.00	$150.00
004A	ADOBE ACROBAT DC	SUBSCRIPTION	$9.81	$10.79
004A	ADOBE CREATIVE CLOUD- ALL APPS	SUBSCRIPTION	$81.89	$90.08
004A	ADOBE CREATIVE CLOUD- SINGLE APPS	SUBSCRIPTION	$34.80	$38.28
004A	ADOBE SIGN (100 TRANSACTION SUBSCRIPTION/USER/YR)	SUBSCRIPTION	$26.48	$29.13
004A	ADOBE SIGN (1000 TRANSACTION SUBSCRIPTION/USER/YR)	SUBSCRIPTION	$264.76	$291.24
004L	LASERFICHE USER LICENSE	PER USER	$30.39	$30.39
004L	LASERFICHE BACKUP COST	PER GB, 100GB MIN	$0.10	$0.10
004L	LASERFICHE HOSTED STORAGE	PER 100GB BLOCK	$25.00	$25.00
004L	LASERFICHE PARTICIPANT USER	PER USER	$4.34	$4.34
004L	LASERFICHE HOSTED REPOSITORY CHARGE	PER REPOSITORY	$900.00	$900.00
004L	LASERFICHE SCAN CONNECT	PER USER	$13.46	$13.46
004L	LASERFICHE PUBLIC PORTAL		$3,108.11	$3,108.11
004L	ADD ON: WEBLINK (UNLTD CONCURRENT USERS)	SUBSCRIPTION	$3,915.02	$3,915.02
004L	LASERFICHE FORMS PUBLIC PORTAL	PER USER	$332.06	$332.06
004L	LASERFICHE MOBILE	PER USER	$199.24	$199.24
004V	AVEPOINT CLOUD BACKUP POLICY CONFIGURATION	INITIATION COST ONE-TIME FEE	$1,696.00	$1,696.00
004V	AVEPOINT CLOUD BACKUP- 250GB STORAGE		$196.76	$196.76
00P1	PERCIPIO EXPERT LICENSE	ANNUAL SUBSCRIPTION	$325.00	$325.00
00P2	PERCIPIO ADVANCED LICENSE	ANNUAL SUBSCRIPTION	$78.00	$78.00
00P3	PERCIPIO INDIVIDUAL LICENSE	ANNUAL SUBSCRIPTION	$21.50	$21.50
	PERCIPIO ONBOARDING, AGENCY DOMAIN	ONE-TIME, PER INSTANCE	$2150.00	$2150.00
	PERCIPIO ONBOARDING, OIT TENANT	ONE-TIME, PER INSTANCE	$400.00	$400.00

CHARGE CODE	SERVICE	UNIT OF MEASURE PER MONTH, UNLESS OTHERWISE STATED	FY26 RATES	FY27 RATES
	APPLICATION DEVELOPMENT			
00M1	ANNUAL APPLICATION MAINTENANCE	PER APPLICATION, PER YEAR	20% of Dev	20% of Dev
00M2	ANNUAL WEBSITE MAINTENANCE (Incl. Hosting)	PER WEBSITE, PER YEAR	20% of Dev	20% of Dev
004P	WORDPRESS HOSTING (Legacy Sites Only)	PER WEBSITE, PER MONTH	$115.00	$115.00
0049	SQL SERVER - DATABASE HOSTING	UP TO 20 GB - ONE DATABASE	$150.00	$150.00
0049	SQL SERVER - DATABASE HOSTING	EACH ADD'L 10 GB OVER 20 GB	$25.00	$25.00
00Q1	DEDICATED SQL SERVER INSTANCE	PER DEDICATED SQL SERVER INSTANCE	$350.00	$350.00
	NETWORK SERVICES			
610T	CAMPUS NETWORK LAN PORT	PER "PORT"	$25.16	$25.16
400T	CAMPUS FIBER	PER PAIR	$1,180.00	$1,180.00
340T	BUSINESS INTERNET (CALL FOR PRICING)			
340T	DATA CIRCUITS	PER CIRCUIT	*Various*	*Various*
410T	WIRELESS LANS (Tiered)	PER USER	*Various*	*Various*
410T	MERAKI ROUTERS & SWITCHES	PER DEVICE	*Various*	*Increasing 20%*
410T	WIRELESS ACCESS POINTS	PER DEVICE	$18.00	$18.00
860T	NETWORK ENGINEERING TECH FEE	PER HOUR	$150.00	$150.00
410T	SWITCH EQUIPMENT RENTAL	VARIOUS	*Various*	*Various*
460T	VIDEO CONFERENCING	PER CIRCUIT	$55.00	$55.00
360T	MODEM/DSU		$27.50	$27.50
	VOICE SERVICES			
030T	AUTHORIZATION CODES	PER 100 CODES	$50.36	Obsolete
030T	AUTHORIZATION CODES INSTALLATION	PER 100 CODES	$62.35	Obsolete
890T	FAX SERVER	PER BOX	$35.00	$35.00
600T	CIRCUIT CHARGES	PER CIRCUIT	*Various*	*Various*
601T	1FB	PER LINE	$91.26	$118.64
601T	PRI- 23 channels	PER CIRCUIT	$1,194.83	$1,553.28
890T	LEGACY VoIP SERVICES	*VARIOUS*	*Various*	Obsolete
890T	CISCO VOIP			
890T	C7841 KNOWLEDGE WORKER STANDARD	PER LINE	$46.99	Obsolete
890T	C8861 ADMINISTRATIVE	PER LINE	$50.61	Obsolete
890T	C8865 WEBEX INTEGRATED	PER LINE	$52.13	Obsolete

CHARGE CODE	SERVICE	UNIT OF MEASURE PER MONTH, UNLESS OTHERWISE STATED	FY26 RATES	FY27 RATES
890T	C7811 PUBLIC ACCESS PHONES	PER LINE	$30.77	Obsolete
890T	ANALOG GATEWAY	PER LINE	$44.61	$44.61
890T	CONFERENCE ROOM PHONES (8831 MODEL)	PER LINE	$44.34	Obsolete
890T	CONFERENCE ROOM PHONES (8832 MODEL)	PER LINE	$47.64	Obsolete
890T	VOIP À LA CARTE SERVICES AND UPGRADES	*VARIOUS*	*Various*	*Various*
890T	WEBEX MEETING LICENSE	PER LINE	$14.32	$14.32
890T	WEBEX CLOUD CALLING			
890T	WEBEX CLOUD KNOWLEDGE WORKER	PER LICENSE	$30.00	$30.00
890T	WEBEX DUBBER TEAMS	PER LICENSE	$20.02	$20.02
890T	WEBEX DUBBER PREMIER	PER LICENSE	$50.12	$50.12
890T	WEBEX CLOUD COMMON AREA	PER LICENSE	$5.00	$5.00
890T	WEBEX CLOUD ANALOG DEVICE	PER LICENSE	$5.00	$5.00
890T	WEBEX CLOUD ADDITIONAL LINE	PER LICENSE	$5.00	$5.00
890T	WEBEX CLOUD CALL RECORDING	PER LICENSE	$1.50	$1.50
890T	WEBEX CLOUD CALL HANDLING	PER LICENSE	$5.00	$5.00
890T	WEBEX CLOUD CONTROL HUB	PER HUB	$7,500.00	$7,500.00
890T	WEBEX CONTACT CENTER (CALL FOR PRICING)			
090T	VOIP INTRASTATE LONG DISTANCE	PER MINUTE	$0.03	Obsolete
100T	VOIP INTERSTATE LONG DISTANCE	PER MINUTE	$0.03	Obsolete
090T	INTRASTATE LONG DISTANCE (Varies - avg listed)	PER MINUTE	$0.068	Obsolete
100T	INTERSTATE LONG DISTANCE (Varies - avg listed)	PER MINUTE	$0.068	Obsolete
110T	INTERNATIONAL CALLING (Varies - avg listed)	PER MINUTE	$1.97	$1.97
200T	INFORMATION CALLS	PER CALL	$2.49	$2.49
040T	DIRECTORY LISTING	PER MONTH	*Various*	*Various*
240T	MISCELLANEOUS CALLS	PER CALL	*Various*	*Various*
810T	800 SVC (Varies - average listed)	PER MINUTE	$0.059	$0.059
910T	MEET ME CONFERENCE	PER LINE	$29.98	Obsolete
910T	MEET ME CONFERENCE	PER MINUTE	$0.15	Obsolete
	DATA CENTER SERVICES			
00D1	RACK SPACE (FULL RACK)	PER RACK/PER MONTH	$977.50	$977.50
00D1	RACK SPACE (SHARED)	PER RACK UNIT, PER MONTH	$57.50	$57.50
00D2	POWER (AS BILLED BY ALABAMA POWER)	PER MONTH	*Actual use + 10%*	*Actual use + 10%*
00D3	NETWORK CONNECTION – COPPER	PER CABLE/PER MONTH	$28.75	$28.75
00D3	NETWORK CONNECTION - FIBER	PER CABLE/PER MONTH	$63.25	$63.25

CHARGE CODE	SERVICE	UNIT OF MEASURE PER MONTH, UNLESS OTHERWISE STATED	FY26 RATES	FY27 RATES
00D4	ACCESS CARDKEY – WITH PARKING	PER USER/PER MONTH	$19.00	$19.00
00D4	ACCESS CARDKEY – WITHOUT PARKING	PER USER/PER MONTH	$10.00	$10.00
00D6	DATA CENTER SECURITY FEE	PER USER/ONE-TIME	$40.00	$40.00
CSB1	CLOUD SERVICE BROKER	PER ACCESS	$1,688.00	$1,688.00
CSB2	CLOUD SERVICE BROKER PHYSICAL TRANSPORT	PER GB	$439.82	$439.82
	CLOUD SERVICE BROKER CONNECTION			
CSB3	VxC_Azure-1GB_East-2-Atlanta	PER CONNECTION	$340.00	$340.00
CSB4	VxC_Azure-5GB_East-2-Atlanta	PER CONNECTION	$523.00	$523.00