



OFFICE OF
**INFORMATION
TECHNOLOGY**
STATE OF ALABAMA



IT SERVICE CATALOG

oit.alabama.gov

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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 service disruption, OIT will return our customers to 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 from 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 for 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 with 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, 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

Sub-Unit, Allocation/Charge, and Object codes are included with the description of every catalog item. The Sub-Unit, Object, Allocation, and Description may be used to locate a charge in the price list included in the Service Catalog (see Price List) and posted on the [OIT website](#). Below, in figure 1, is a sample OIT invoice.

Figure 1: Sample Image of OIT Invoice

Account Name: Office of Information Technology

Invoice Date		Invoice Number	Invoice Amount
01/21/2026		OIT26001622	\$20,143.52
Unit: 9000			
1	Sub Unit:	9010	Application Development - Revenue 0775
			Charge Amount
00C4	0807	App Dev Consulting	\$150.00
Total Application Development - Revenue 0775:			\$150.00
2	Sub Unit:	9020	Mainframe Support - Revenue 0762
			Charge Amount
0007	0807	Disk EXCPs	\$48.18
0009	0807	CPU (Non-Prime)	\$2,535.10
0010	0807	CPU (Prime)	\$150.45
0032	0807	Tape EXCPs	\$0.14
0042	0807	Disk Storage (SMS)	\$2,210.89
Total Mainframe Support - Revenue 0762:			\$4,944.76
Total Unit 9000:			\$5,094.76

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
 - SD WAN Service
- Bulk encryption is available according to 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 premises 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 hardware 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 / 00M1

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. Ad-hoc requests or billable hours from SOWs will be charged under code 00C4. Monthly maintenance per SOWs will be charged under 00M1.

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 / 00M2 / 004P

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. Ad-hoc requests or billable hours from SOWs will be charged under code 00C4. Monthly maintenance per SOWs will be charged under 00M2. WordPress Hosting fees for websites will be charged under code 004P.

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. Ad-hoc requests or billable hours from SOWs will be charged under code 00C4. Monthly hosting will be charged under 0049.

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 Captivate**

Sub-Unit	Object	Charge Code
9450	0944	004A

Description:

Adobe Captivate is an eLearning authoring solution for creating engaging, interactive, and responsive digital learning experiences. Agencies can develop professional training courses, software simulations, assessments, interactive content, and multimedia learning experiences using ready-to-use templates, assets, widgets, and authoring tools. Courses are responsive across screen sizes and can be published to a learning management system (LMS) using industry-standard formats. OIT provides Adobe Captivate through the State of Alabama Adobe enterprise environment with centralized licensing, administration, and enterprise support.

Features:

- Professional eLearning Development
- Interactive Training and Assessments

- Software Simulations
- Responsive Learning Experiences
- Reusable Templates, Assets, and Widgets
- LMS-Compatible Publishing

Options:

- Agency-Managed Administration
- OIT-Managed Administration

Benefits:

- In-House eLearning Development
- Faster Training Development and Delivery
- Consistent, Reusable Training Content
- Flexible Administration
- Centralized Enterprise Licensing
- Adobe Expert Sessions – No Additional Cost
- OIT and Adobe Enterprise Support

13. Adobe Creative Cloud

Sub-Unit	Object	Charge Code
9450	0944	004A

Description:

Adobe Creative Cloud provides professional creative applications for graphic design, photography, video production, audio production, publishing, web design, and digital content creation. Agencies may license the complete Creative Cloud collection or select an individual application based on user and business requirements.

OIT provides Adobe Creative Cloud through the State of Alabama Adobe enterprise environment with centralized licensing, identity management, administration, and enterprise support.

Features:

- Professional Creative Applications
- Creative Asset and Content Tools
- Application Updates
- Enterprise Identity and Access
- Centralized Enterprise Licensing

Options:

- Adobe Creative Cloud All Apps
- Adobe Creative Cloud Single App
- Agency-Managed Administration
- OIT-Managed Administration

Benefits:

- Professional Creative Capabilities
- Lower Licensing Costs Through Pooled Enterprise Purchasing
- Flexible Licensing and Administration
- Centralized Enterprise Management
- Adobe Expert Sessions – No Additional Cost
- OIT and Adobe Enterprise Support

14. Adobe Document Cloud

Sub-Unit	Object	Charge Code
9450	0944	004A

Description:

Adobe Document Cloud provides enterprise document and electronic signature solutions that help agencies create, edit, manage, share, secure, and electronically sign digital documents. OIT provides centralized subscription licensing and administration for **Adobe Acrobat Studio** (formerly Adobe Acrobat Pro DC) and **Adobe Acrobat Sign**, with flexible administration options that allow agencies to manage routine user licensing directly or have OIT manage licensing on their behalf. Services are delivered through the State of Alabama Adobe enterprise environment with centralized identity, security, license management, and support.

Features:

- PDF Creation, Editing, Conversion, and Redaction
- Cloud-Based PDF Services
- Electronic Signature Workflows
- Document Security and Permissions
- AI-Assisted Document Review
- Microsoft 365 Integration
- Enterprise Identity and License Management

Options:

- Adobe Acrobat Studio
- Acrobat Studio Profile Selection
 - Desktop Only
 - Cloud Enabled / AI Disabled.
 - Cloud Enabled / AI Enabled
- Adobe Acrobat Sign
- Administration Model
 - Agency-Managed Administration
 - OIT-Managed Administration

Benefits:

- Reduced Paper-Based Processes
- Faster Document and Approval Turnaround
- AI-Assisted Document Review Where Approved
- Improved Document Security
- Flexible Administration
- Centralized Enterprise Licensing
- Lower Licensing Costs Through Pooled Enterprise Purchasing
- Adobe Expert Sessions – No Additional Cost
- OIT and Adobe Enterprise Support

15. Enterprise Content Management (ECM) – Product Licensing and Hosted Services

Sub-Unit	Object	Charge Code
9450	0944	004L

Description:

Laserfiche is an enterprise content management and business process automation platform that helps agencies securely capture, manage, store, search, and automate documents, records, forms, and business processes.

OIT provides Laserfiche user licensing, hosted repository services, storage, backup, and optional platform services through a centrally managed enterprise environment. Agencies may select OIT-hosted services or use Laserfiche licensing for an agency-managed environment based on their business and technical requirements.

Features:

- Enterprise document and records management
- Business process automation and electronic forms
- Search, metadata, versioning, and auditing
- Role-based security
- OIT-managed repository hosting, storage, and backup
- Laserfiche technical support and updates

Options:

- OIT-Hosted Laserfiche
- Agency-Hosted / Self-Hosted Laserfiche
- Full User License
- Participant User License
- WebLink Public Portal
- Forms Public Portal
- ScanConnect
- Laserfiche Mobile
- Quick Fields

Benefits:

- Flexible hosted or agency-managed deployment
- Scalable user licensing and add-on services
- Reduced infrastructure and administration with OIT hosting
- Centralized enterprise licensing
- Integrated document management and process automation
- OIT and Laserfiche support

16. Enterprise Content Management (ECM) - Implementation Services

Sub-Unit	Object	Charge Code
9450	0807	004L

Description:

Laserfiche Professional and Implementation Services provide agencies with specialized consulting, implementation, development, migration, and configuration services to design, deploy, enhance, or modernize Laserfiche solutions.

OIT works with agencies and Laserfiche professional services resources to define business requirements and deliver solutions aligned with agency operational and information management needs. Services may include new implementations, system enhancements, document and data migrations, scanning and capture solutions, configuration, and custom development. Project scope, deliverables, estimated hours, responsibilities, and costs are defined through an approved Statement of Work (SOW) when applicable.

Features:

- Solution design and implementation
- Business process automation
- Document and data migration
- Document capture and scanning
- Repository and records management configuration
- Custom development and enhancements
- Technical consulting

Options:

- OIT-Hosted Implementation Services
- Laserfiche Corporation Professional Services
- Combined OIT and Laserfiche Professional Services
- Self-Hosted Implementation Services

Benefits:

- Access to OIT and Laserfiche expertise
- Solutions tailored to agency requirements
- Support for new implementations and existing solution enhancements
- Modernization of manual and legacy processes
- Flexible professional services based on project needs
- Defined scope, deliverables, and costs

17. IT Service Management (ITSM) – Product Licensing and Hosted Services

Sub-Unit	Object	Charge Code
9450	0807	

Description:

ServiceNow is a cloud-based platform for digital workflows and service management. OIT provides ITSM product licensing and OIT-hosted ITSM services through the State's ServiceNow contract.

Agencies may participate in the OIT-hosted ITSM environment or purchase a dedicated ServiceNow domain and available ServiceNow products through the State contract. OIT provides administration and configuration for agencies participating in the OIT-hosted ITSM environment; agency-managed domains are administered separately.

Features:

- IT Service Management – Incident, Request, Problem, and Change
- Agency Service Portal
- Service catalog and dashboards
- Secure agency access and separation within the OIT-hosted environment
- OIT platform administration for hosted ITSM agencies
- Access to ServiceNow products and licensing through State contract

Options:

- OIT-Hosted ServiceNow ITSM
- Dedicated Agency ServiceNow Domain
- ServiceNow Product Licensing
- ServiceNow upgrade, clone, and post-upgrade support
- Agency Service Portal
- Additional Products or Licenses
- License or Subscription Changes

Benefits:

- Flexible hosted or dedicated-domain options
- Lower entry requirement for dedicated ServiceNow domains
- Direct procurement through the State contract
- Reduced platform administration for OIT-hosted ITSM agencies
- Scalable products and licensing
- Access to OIT ServiceNow expertise

18. *IT Service Management (ITSM) – Professional & Development Services*

Sub-Unit	Object	Charge Code
9050	0807	

Description:

OIT provides ServiceNow professional and application development services for agencies that operate their own ServiceNow environment or need development assistance outside the OIT-hosted ITSM service. Services may include application development, service catalog and workflow development, forms, reporting, enhancements, technical consulting, testing, and implementation support.

Services may be provided as targeted assistance or through a defined project or Statement of Work (SOW). This service does not include ongoing platform administration of agency-managed ServiceNow environments.

Features:

- ServiceNow application development
- Service catalog, forms, and workflow development
- Reporting and Dashboards
- Existing solution enhancements
- Technical consulting and requirements analysis
- Testing and implementation support
- Documentation and Knowledge Transfer

Options:

- Targeted Professional Services
- New Solution Development
- Existing Solution Enhancement
- Technical Consulting and Assessment
- Project-Based Development

Benefits:

- Access to ServiceNow expertise
- Improved and automated business processes
- Extends existing ServiceNow investments
- Additional development capacity
- Flexible project or targeted assistance
- Knowledge Transfer

19. *Product Management Professional Services*

Sub-Unit	Object	Charge Code
9450	0807	0018

Description:

OIT Department of Product Management (DPM) provides professional services to help agencies design, configure, enhance, automate, and optimize business solutions using OIT-supported enterprise products and platforms. Services include solution design, configuration, process automation, content development, system integration, and implementation support using technologies such as Microsoft Power Platform, Laserfiche, Adobe Acrobat, and Adobe Captivate.

DPM works with agencies to understand business requirements and develop secure, scalable, and supportable solutions that improve business processes, reduce manual effort, enhance digital services, and maximize the value of the State's enterprise technology investments. Services may be provided as targeted professional assistance or as part of a defined project or Statement of Work (SOW), depending on scope and complexity.

Features:

- Business Analysis and Solution Design
- Digital Forms Development
- Workflow and Business Process Automation
- Microsoft Power Platform Solution Development
- Laserfiche Solution Development
- Adobe Document Solutions
- eLearning Content Development
- Solution Configuration and Enhancement
- Testing and Implementation Support
- Documentation and Knowledge Transfer.
- Project-Based Delivery

Options:

- Business Analysis and Solution Design
- Digital Forms Development
- Workflow and Process Automation
- Microsoft Power Platform Solutions
- Laserfiche Solutions

- Adobe Document Solutions
- Custom eLearning Content
- Existing Solution Enhancement
- Consulting and Technical Assistance
- Project Implementation

Benefits:

- Access to Specialized Expertise
- Solutions Tailored to Agency Needs
- Business Process Improvement
- Maximize Existing Technology Investments
- Improved Digital Services
- Reduced Need for Specialized Internal Resources
- Scalable and Supportable Solutions
- Defined Scope and Costs
- Knowledge Transfer and Ongoing Partnership

20.Skillsoft Percipio eLearning

Sub-Unit	Object	Charge Code
9450	0807	00P1/00P2/00P3

Description:

Skillsoft Percipio is an online learning experience platform that supports workforce development, professional growth, and continuous learning. Percipio provides access to a broad library of curated learning content covering technology, business, leadership, productivity, and other professional skills through courses, videos, books, audiobooks, learning paths, assessments, and hands-on learning experiences.

OIT provides Percipio as a centrally managed enterprise learning service for participating agencies. Agencies can select the appropriate licensing option based on their workforce development needs and may use Percipio to provide employees with self-directed learning, assigned training, skill development, and structured learning programs.

Features:

- Professional Development Plans
- Extensive and Continuously Updated Learning Library
- Curated and Personalized Learning Paths
- Skill assessments and benchmarking

- Hands-On Learning and Practice
- Self-Directed and Assigned Learning
- Multiple Learning Formats with Web and Mobile Access
- Learning Administration and Reporting

Options:

- OIT-Managed Percipio Tenant
- Agency Percipio Domain
- Percipio Expert License
- Percipio Advanced License
- Percipio Individual License

Benefits:

- Workforce Development
- Targeted Employee Development
- Flexible, On-Demand Learning
- Broad Professional and Technical Learning Content
- Reduced Administrative Burden
- Scalable Licensing
- Enterprise Support

Server Administration**21. *Directory Administration/Office 365 OIT Administration***

Sub-Unit	Object	Charge Code
9750	0944	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

22. Office Productivity

Sub-Unit	Object	Charge Code
9750	0944	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 F3, P2, and F5 Security and Compliance
 - Web-based versions of Office 365 applications
- Information Worker
 - M365 G5
 - Desktop versions of Office 365 applications

Benefits:

- Office productivity
- Enhanced communications
- Security

23. AvePoint Cloud Backup for Microsoft 365 Subscription Services

Sub-Unit	Object	Charge Code
9750	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: Restore to delegated 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.

24. 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 webserver 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

25. 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 on 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 custom OS
- 600+ canned and custom reports

26. 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 on 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 secure Windows 11 image
- Network deployed bare metal/wipe and load of custom OS

Communication

Voice Services

27. 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.

28. Voice Service – Webex Cloud Calling

Sub-Unit	Object	Charge Code
9651	0714	890T

Description:

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

Features:

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

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

Options:

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

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

Benefits:

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

29. 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
- Calling Queues
 - Agent login
 - Automatic distribution of call traffic
 - Call queuing

Options:

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

- Time of day service
- Calling Queues
- Supervisor login
- Agent assist
- Force agent available
- Contact Center for Webex Calling
- Call Queue 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***30.Mass Mailer Service***

Sub-Unit	Object	Charge Code
9750	0944	005F

Description:

Microsoft Office 365 Exchange Online cannot be used to send email in bulk and will result in messages being flagged as spam. However, OIT mass-mailer service enables agencies to send mass messages and avoid issues often encountered with traditional email solutions.

Features:

- Email Template & Survey Builder. Create reusable email templates and surveys with customizable sender profiles.
- Rich Content Support. Supports HTML formatting, embedded images, and file attachments for dynamic messaging.
- Multi-Channel Messaging Options. Provides a unified solution for sending messages across email, SMS, voice calls, and optional mobile app alerts.

- Flexible Scheduling. Send messages immediately or schedule delivery for a future date and time.
- Advanced Reporting & Tracking. Access graphical delivery reports, monitor open rates, and track link engagement.
- Multi-Tenant Administration. Tenant-based system allowing one or multiple administrators to manage campaigns efficiently.
- Dynamic List Management. Build recipient lists manually or integrate with SQL databases and external data sources.
- Audience Segmentation. Divide large recipient lists into targeted audiences for more precise and effective communication.

Options:

- Administrator Access Included. All administrators have access to the full suite of mass mailer features at no additional cost.
- Organization-Based Configuration. Configure the system to align with organizational structures such as departments, agencies, or divisions.
- Role-Based Access Control. Assign user roles and permissions to control access to campaign management and system settings.
- Custom Branding. Apply organization-specific branding elements such as logos and visual identity within communications.
- Single Sign-On (SSO). Support for SSO integration (e.g., SAML, Azure AD) for streamlined and secure authentication.
- API Access. Optional API capabilities for integration with other enterprise systems.
- Compliance Management. Tools to support email compliance requirements, including unsubscribe management and regulatory adherence.
- Bounce & Suppression Handling. Manage undeliverable emails and maintain suppression lists to improve deliverability.
- Audit & Activity Logs. Track administrative actions and campaign-related activities for accountability.
- Support & Training. Availability of onboarding assistance, documentation, and technical support resources.

Benefits:

Cost of enterprise mass communication service is included in the IT Planning & Oversight fee. Additional cost for specialized features may be billed separately when those features are activated or provided.

31. 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

32. 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

33. 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 to existing tenants 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

34. 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

35. 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
- Ensure employees' 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**36. 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

37. 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

38. 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

39. 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***40. 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 support 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

41. 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

42. 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:

- 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

43. 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, silver, 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

44. IT Planning and Oversight

Sub-Unit	Object	Charge Code
9110	0849	0004

Description:

IT Planning and Oversight agency charge covers OIT expenses incurred while performing a set of required duties according to Act 2013-68 not recaptured through OIT interagency SOW or provided shared services. As part of the State's repayment negotiations, the U.S. Department of Health and Human Services Division of Cost Allocation approved the charge as OMB circular A-87 compliant.

Features:

- State IT policy, rules, procedures, and standards
- Enterprise IT services coordination
- State IT systems and related services evaluation, inventory, and technical assistance on cost, design, suitability, and management
- State IT systems unified enterprise architecture and integration
- Mass-mailer service, Regroup

IT Professional Services

45. 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

46. 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

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

47. 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

48. 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

49. 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

50. Governance, Risk & Compliance (GRC)

Sub-Unit	Object	Charge Code
9210	0807	009R

Description:

Provide enterprise cybersecurity governance, risk management, policy development, and compliance support enabling agencies to manage cyber risk and meet State, Federal, and statewide requirements.

Features:

- Enterprise security policies, standards, and guidelines
- Cybersecurity governance and program reporting
- Security risk assessments and advisory services
- IT audit coordination and evidence support
- Compliance guidance and control interpretation
- Corrective action planning, tracking, and consultation

Options:

No optional add-on services defined; all listed capabilities are standard.

Benefits:

- Promotes consistent security practice
- Improves executive visibility
- Supports audit readiness
- Enables risk-informed decisions

51. Security Operations Center (SOC)

Sub-Unit	Object	Charge Code
9210	0807	009R

Description:

Provide centralized monitoring, detection, analysis, investigation, and escalation of cybersecurity events.

Features:

- Continuous monitoring of enterprise security telemetry
- SIEM tooling
- Threat detection, analysis, and alert validation
- Threat intelligence enrichment
- Security event investigation and documentation
- Severity-based incident escalation

Options:

- After-hours monitoring via Managed Security Service Provider (MSSP)
- Multiple enabling platforms: Splunk, Sentinel, Recorded Future

Benefits:

- Reduced time to identify threats
- Centralized enterprise visibility
- Improved coordinated response
- Strengthened situational awareness

52. Vulnerability Management

Sub-Unit	Object	Charge Code
9210	0807	009R

Description:

Continuously scanning to identify, prioritize, and report vulnerabilities affecting enterprise systems and supported agency environments.

Features:

- Continuous scanning
- Web application & endpoint assessments
- Risk-based prioritization
- Reporting & dashboards
- Remediation recommendations
- Integration with enterprise workflows

Options:

- Standard service only; no add-on options
- Remediation is agency responsibility unless otherwise defined

Benefits:

- Proactive identification of weaknesses
- Improved remediation planning
- Enterprise & agency-level posture visibility
- Supports compliance & risk reporting

53. *Cybersecurity Incident Response*

Sub-Unit	Object	Charge Code
9210	0807	009R

Description:

Coordinate enterprise response activities for cybersecurity incidents, enabling timely investigation, containment, recovery, and executive decision-making.

Features:

- Incident coordination and case management
- Security investigations and analysis
- Threat containment and eradication coordination
- Recovery coordination
- Security Incident Response workflow management
- Executive communications, reporting, and lessons learned

Options:

All capabilities listed are part of standard service; no add-on options.

Benefits:

- Reduces operational disruption
- Provides consistent response structure
- Improves recovery coordination
- Drives continual improvement

54. *Identity & Access Management (IAM)*

Sub-Unit	Object	Charge Code
9210	0807	009R

Description:

Provide centralized identity administration, lifecycle management, and secure authentication services.

Features:

- Active Directory & Entra ID administration
- Multi-Factor Authentication (MFA) services
- Identity provisioning, modification, deprovisioning
- Privileged Access Management
- Directory synchronization
- Identity security monitoring and investigation support

Benefits:

- Protects enterprise identities
- Reduces unauthorized and excessive access
- Supports Zero Trust
- Simplifies secure access to enterprise services

55. Security Awareness & Training

Sub-Unit	Object	Charge Code
9210	0807	009R

Description:

Reduce human-related cybersecurity risk through education, phishing testing, risk reporting, and awareness activities.

Features:

- Security awareness training
- Phishing simulations
- User risk scorecards
- Policy acknowledgements
- Awareness campaigns & communications
- Program reporting for stakeholders

Benefits:

- Reduces likelihood of successful phishing
- Improves threat recognition
- Supports compliance
- Strengthens security culture

56. Enterprise Network Security

Sub-Unit	Object	Charge Code
9210	0807	009E/009F

Description:

Protect enterprise network communications through boundary security, secure remote connectivity, segmentation, and Zero Trust network access.

Features:

- Enterprise Internet Gateway Protection
- Firewall policy & configuration management

- Virtual Private Network (VPN) services
- Security Service Edge (SSE)
- Network segmentation & intrusion prevention
- DNS-layer security

Options:

- Secure remote access options (VPN, SSE)
- Changes requiring coordination with boundary service owners

Benefits:

- Protects agency networks from external threats
- Provides consistent enterprise boundary controls
- Enables secure remote and cloud access
- Supports modernization while reducing exposure

57. 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

58. Security Service Edge (SSE)

Sub-Unit	Object	Charge Code
9210	0944	SSE001

Description:

Cisco Secure Access is a cloud-delivered Security Service Edge (SSE) solution that combines multiple security services, formerly associated with Cisco Umbrella, into a unified platform for securing user access to internet, SaaS, and private applications from any location.

Features:

- DNS-Layer Security: Blocks malicious domains before connections are established
- Secure Web Gateway (SWG): Enforces web filtering, acceptable use, and threat protection
- Cloud Access Security Broker (CASB): Provides visibility and control over SaaS application usage
- Zero Trust Network Access (ZTNA): Secure, identity-based access to private applications
- Firewall-as-a-Service (FWaaS): Cloud-delivered network traffic inspection and policy enforcement
- Centralized Cloud Management: Unified dashboard for policy, reporting, and administration
- Roaming User Protection: Extends security to users on and off the corporate network

Options:

- DNS Security Only: Lightweight protection via DNS-layer enforcement
- Full SSE Stack: SWG, CASB, ZTNA, and FWaaS bundled for comprehensive protection
- Remote User Protection: Coverage for laptops and mobile users outside the network
- On-Network Integration: Integration with existing network infrastructure for consistent policy enforcement
- Policy-Based Access Controls: Customizable security and access rules by user, group, or device
- Administrative Access: Role-based access to cloud management portal

Benefits:

- Provides consistent security for users regardless of location or network
- Reduces risk by blocking threats before they reach endpoints or applications
- Simplifies security architecture by consolidating multiple controls into one platform

- Enhances visibility into user activity and SaaS application usage
- Supports Zero Trust principles with identity-based access controls
- Lowers operational overhead through centralized, cloud-native management

59. *Endpoint Protection*

Sub-Unit	Object	Charge Code
9210	0944	0051

Description:

Provide enterprise endpoint security to prevent, detect, investigate, and respond to threats affecting managed devices.

Features:

- Malware prevention & policy management
- Endpoint Detection & Response (EDR)
- Behavioral threat detection
- Endpoint monitoring
- Threat investigation and response support
- Forensic evidence collection support

Options:

- Desktop, Laptop, and Server endpoint protection
- Centralized and organization based administrative access to the management console
- Policy tuning, exclusions, and alert management
- Incident review and endpoint forensic support

Benefits:

- Protection against malware, ransomware, and advanced endpoint threats
- Improves endpoint visibility
- Accelerates investigation and containment
- Supports consistent enterprise standards

60. *Cisco Secure Endpoint (AMP)*

Sub-Unit	Object	Charge Code
9210	0944	EPP001

Description:

Cisco Secure Endpoint (AMP) is a dedicated endpoint protection service under which provides advanced malware prevention, detection, visibility, and response capabilities for agency-managed endpoints.

Features:

- Advanced malware protection for endpoints
- Next generation antivirus and behavioral detection
- Continuous endpoint monitoring and alerting
- File trajectory and device trajectory visibility
- Retrospective detection of previously unknown malicious activity
- Centralized through organization cloud-based management and reporting
- Threat investigation support with endpoint telemetry
- Policy-based protection for managed endpoint populations

Options:

- Desktop, Laptop, and Server endpoint protection
- Centralized and organization based administrative access to the AMP management console
- Policy tuning, exclusions, and alert management
- Incident review and endpoint forensic support

Benefits:

- Improves protection against malware, ransomware, and advanced endpoint threats
- Enhances investigation and response capabilities during cyber incidents
- Provides deeper technical telemetry for forensic analysis
- Supports centralized enterprise administration and policy enforcement
- Extends protection to endpoints regardless of user location

61. Security Architecture & Integration

Sub-Unit	Object	Charge Code
9210	0807	00C2

Description:

Provide security architecture, engineering, and integration guidance to ensure new and modernized systems are securely designed and implemented.

Features:

- Architecture & design reviews
- Secure solution design

- Engineering consultation
- Standards implementation guidance
- Security recommendations & risk identification
- Cloud & modernization security support

Options:

Early engagement recommended for new systems, major changes, or cloud adoption.

Benefits:

- Promotes secure modernization
- Identifies risk early
- Improves enterprise consistency
- Reduces rework and implementation risk

62. 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**63. 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

64. 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		FY27 RATES	FY28 RATES
00C	OIT CONSULTING	PER HOUR		\$150.00	\$150.00
	MAINFRAME PROCESSING & PERIPHERAL SERVICES				
	Significant vendor price increases beginning in 2027. Pricing will be established as pass-thru pricing from vendor via agency SOWs for any agencies remaining on the mainframe.				
	LASER PRINT				
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	PER LICENSE		\$54.38	\$54.38
005W	MICROSOFT FRONT LINE WORKER: M365 F3, P2 AND F5 SECURITY & COMPLIANCE	PER LICENSE		\$25.33	\$25.33
005V/005 W	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
005L	OFFICE 365 PROJECT PLAN 3	PER LICENSE		\$23.11	\$23.11
005L	OFFICE 365 VISIO 2	PER LICENSE		\$11.56	\$11.56
005L	OFFICE 365 POWER BI PRO (INCLUDED IN THE SUITE)	PER LICENSE		\$0.00	\$0.00
005L	POWER APPS PER APP	PER LICENSE		\$4.53	\$4.53
005L	POWER APPS PREMIUM PER USER	PER LICENSE		\$10.88	\$10.88
005L	POWER AUTOMATE PER USER	PER LICENSE		\$13.60	\$13.60
005L	OFFICE 365 PROJECT ONLINE ESSENTIALS	PER LICENSE		\$5.40	\$5.40
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

CHARGE CODE	SERVICE	UNIT OF MEASURE PER MONTH, UNLESS OTHERWISE STATED		FY27 RATES	FY28 RATES
005M	SERVER HOSTING - CUSTOM	PER SERVER		<i>Various</i>	<i>Various</i>
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			**CALL FOR DISCOUNTED PRICING**	
OA1001	OPENAI/CHATGPT	PER LICENSE		\$29.00	\$29.00
	SECURITY SERVICES				
009R	STATEWIDE IT SECURITY SERVICES- SEE CATALOG FOR	PER AD ACCOUNT		\$15.00	\$15.00
	INCLUDED SERVICES				
009F	SSL VPN ACCESS (Tiered)				
	1-9 users	PER CONCURRENT USER		\$27.50	\$27.50
	10-49 users	PER CONCURRENT USER		\$22.00	\$22.00
	50-99 users	PER CONCURRENT USER		\$16.50	\$16.50
	100 or more users	PER CONCURRENT USER		\$13.20	\$13.20
009G	IPSEC VPN	PER RESOURCE		\$195.00	\$195.00
009E	MANAGED FIREWALL	UP TO/OVER 240GBPS CIRCUIT		\$750 / \$1,000	\$750 / \$1,000
SSE001	SECURE ACCESS	PER INSTALL		\$3.60	\$3.60
EPP001	AMP	PER INSTALL		\$1.95	\$1.95
	CLIENT SERVICES				
	IT PLANNING/OVERSIGHT TOTAL				
0004	IT PLANNING/OVERSIGHT (1-250 FTEs)	PER AGENCY FTE		\$9.38	\$9.38
0004	IT PLANNING/OVERSIGHT (NEXT 251-750 FTEs)	PER AGENCY FTE		\$6.56	\$6.56

CHARGE CODE	SERVICE	UNIT OF MEASURE PER MONTH, UNLESS OTHERWISE STATED		FY27 RATES	FY28 RATES
0004	IT PLANNING/OVERSIGHT (NEXT 751-2000 FTEs)	PER AGENCY FTE		\$3.77	\$3.77
0004	IT PLANNING/OVERSIGHT (ANY FTEs OVER 2000)	PER AGENCY FTE		\$1.89	\$1.89
0003	PC/DESKTOP SUPPORT (MONTHLY)	PER DEVICE		\$125.00	\$125.00
	BROKERED SERVICES				
0018	BROKERED SERVICES PROFESSIONAL SERVICES	PER HOUR		\$150.00	\$150.00
004A	ADOBE ACROBAT DC	SUBSCRIPTION		\$10.79	\$11.02
004A	ADOBE CREATIVE CLOUD- ALL APPS (INCLUDES ADOBE STOCK)	SUBSCRIPTION		\$105.09	\$116.37
004A	ADOBE CREATIVE CLOUD- SINGLE APPS (INCLUDES ADOBE STOCK)	SUBSCRIPTION		\$49.81	\$53.99
004A	ADOBE SIGN (100 TRANSACTION SUBSCRIPTION/USER/YR)	SUBSCRIPTION		\$29.13	\$29.13
004A	ADOBE SIGN (1000 TRANSACTION SUBSCRIPTION/USER/YR)	SUBSCRIPTION		\$291.24	\$291.24
004A	ADOBE SIGN (100 TRANSACTION SET)	TRANSACTION SET		317.68	349.45
004A	ADOBE CAPTIVATE	SUBSCRIPTION		\$48.96	\$53.86
004L	LASERFICHE USER LICENSE	PER USER		\$30.39	\$33.13
004L	LASERFICHE BACKUP COST	PER GB, 100GB MIN		\$0.10	\$0.10
004L	LASERFICHE HOSTED STORAGE	PER 100GB BLOCK		\$25.00	\$27.25
004L	LASERFICHE PARTICIPANT USER	PER USER		\$4.34	\$4.73
004L	LASERFICHE HOSTED REPOSITORY CHARGE	PER REPOSITORY		\$900.00	\$1,080.00
004L	LASERFICHE SCAN CONNECT	PER USER		\$13.46	\$14.67
004L	LASERFICHE PUBLIC PORTAL			\$3,108.11	\$3,387.84
004L	ADD ON: WEBLINK (UNLTD CONCURRENT USERS)	SUBSCRIPTION		\$3,915.02	\$4,267.37
004L	LASERFICHE FORMS PUBLIC PORTAL	PER USER		\$332.06	\$361.95
004L	LASERFICHE MOBILE	PER USER		\$199.24	\$217.17
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

CHARGE CODE	SERVICE	UNIT OF MEASURE PER MONTH, UNLESS OTHERWISE STATED		FY27 RATES	FY28 RATES
00P3	PERCIOPIO INDIVIDUAL LICENSE	ANNUAL SUBSCRIPTION		\$21.50	\$21.50
	PERCIOPIO ONBOARDING, AGENCY DOMAIN	ONE-TIME, PER INSTANCE		\$2,150.00	\$2,150.00
	PERCIOPIO ONBOARDING, OIT TENANT	ONE-TIME, PER INSTANCE		\$400.00	\$400.00
	APPLICATION DEVELOPMENT				
00M1	ANNUAL APPLICATION MAINTENANCE	PER APPLICATION, PER YEAR		20% of Dev	20% of Dev
00M2	ANNUAL WEBSITE MAINTENANCE	PER WEBSITE, PER YEAR		20% of Dev	20% of Dev
004P	WORDPRESS HOSTING	PER WEBSITE, PER MONTH		Tiered Pricing	Tiered Pricing
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	\$31.45
400T	CAMPUS FIBER	PER PAIR		\$1,180.00	\$1,180.00
340T	BUSINESS INTERNET (CALL FOR PRICING)				
340T	DATA CIRCUITS	PER CIRCUIT		<i>Various</i>	<i>Various</i>
410T	WIRELESS LANS (Tiered)	PER USER		<i>Various</i>	<i>Various</i>
410T	MERAKI ROUTERS & SWITCHES	PER DEVICE		<i>Various</i>	<i>Various</i>
410T	WIRELESS ACCESS POINTS	PER DEVICE		\$18.00	\$24.00
860T	NETWORK ENGINEERING TECH FEE	PER HOUR		\$150.00	\$150.00
410T	SWITCH EQUIPMENT RENTAL	VARIOUS		<i>Various</i>	<i>Various</i>
460T	VIDEO CONFERENCING	PER CIRCUIT		\$55.00	\$55.00
360T	MODEM/DSU			\$27.50	\$27.50
	VOICE SERVICES				
890T	FAX SERVER	PER BOX		\$35.00	\$35.00
600T	CIRCUIT CHARGES	PER CIRCUIT		<i>Various</i>	<i>Various</i>
601T	1FB	PER LINE		\$118.64	\$154.23

CHARGE CODE	SERVICE	UNIT OF MEASURE PER MONTH, UNLESS OTHERWISE STATED		FY27 RATES	FY28 RATES
601T	PRI- 23 channels	PER CIRCUIT		\$1,553.28	\$2,019.26
890T	CISCO VOIP				
890T	ANALOG GATEWAY	PER LINE		\$44.61	\$44.61
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 DUBBER UNIFIED CAPTURE	PER LICENSE		\$18.39	\$18.39
890T	WEBEX DUBBER RECORDING	PER LICENSE		\$9.17	\$9.17
890T	WEBEX DUBBER RECORDING ADD'L 100G STORAGE	PER CONTROL HUB/PER MONTH		\$502.74	\$502.74
890T	WEBEX DUBBER RECORDING ADD'L 500G STORAGE	PER CONTROL HUB/PER MONTH		\$1,571.07	\$1,571.07
890T	WEBEX DUBBER INSIGHTS	PER LICENSE		\$52.32	\$52.32
890T	WEBEX DUBBER RECORDING TRENDS	PER LICENSE		\$15.66	\$15.66
890T	WEBEX DUBBER UNIFIED CAPTURE +	PER LICENSE		\$31.37	\$31.37
890T	WEBEX IMAGICLE	PER LICENSE		\$123.16	\$123.16
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 (250 LICENSES)		\$7,500.00	\$7,500.00
890T	WEBEX CONTACT CENTER (CALL FOR PRICING)				
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
	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

CHARGE CODE	SERVICE	UNIT OF MEASURE PER MONTH, UNLESS OTHERWISE STATED		FY27 RATES	FY28 RATES
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
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