2019 OIT Service Catalog Updates

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OIT Service Portfolio

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

Access

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

Business Process Automation

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

Communication

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

Core Computing

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

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

**Governance**

IT Governance is a vital management structure that establishes policies, standards, guidelines, and procedures for IT departments to abide by, while incorporating the state IT strategy and overall business objectives. OIT governance promotes best practices, lowers risks, aids in improving ROI, affects long term change, and implements statutory requirements of IT projects.

**IT Professional Services**

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

**Security**

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

**Storage**

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

**Support**

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

1. Agency authorized personnel may contact their OIT Agency Advocate, call the OIT Service desk (#334-242-2222), or email their request to help.desk@oit.alabama.gov

2. Be prepared to provide the following information:
   - **Service Requestor:** Name of requestor
   - **General Contact Information:**
     - i. Name/Title
     - ii. Email
     - iii. Phone
     - iv. Physical Address
   - **Agency:** Agency Name
   - **Agency Account:** OIT Account Number (can be found on OIT bill)
     - i. First time customers will need to set up an agency account. Please fill out the OIT New Customer Form provided (Here)
     - ii. Once New Customer form is submitted, validated, and approved, you may proceed with your order.
   - **Service/Product Requested** (including quote request for service)
   - **Quantity**
   - **Time Line:** Due Date to receive service/product

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

3. Submit Ticket
   - a. Confirmation of ticket submission will be generated and sent to the customer.

4. The ticket is then assigned to the appropriate OIT professional for fulfillment.
   - a. The OIT professional may request additional information pertinent to providing the customer the requested services.
   - b. Once the additional information is obtained, a SLA or SOW will be generated.
   - c. The SLA or SOW will need to be agreed upon and signed prior to providing services.

5. Once ticket has been fulfilled, a confirmation to close out the request will be emailed.

6. If satisfied with the service/product received, confirm closure in the email.
   - a. If unsatisfied with service/product, deny closure and list reasons why the ticket will need to remain open and what other actions are required prior to its completion.

7. Agency will receive a bill for the service/product on the 15th of every month.
**Sub Unit, Allocation, Object Codes and Billing**

The Sub Unit, Object, Allocation, and Description may be used to locate a charge in the 2019 OIT Price List which is posted on the OIT website and appears with the 2019 OIT Service Catalog on the Service Catalog webpage.

Sub Unit, Allocation/Charge, and Object codes are included with the Description of every catalog item in the 2019 OIT Service Catalog in an effort to clarify agency charges. These codes are color coded in the example below to clarify where they appear on an agency’s bill:

**SUB UNIT**

**ALLOCATION**

**OBJECT**

**DESCRIPTION**

**Account Name:** Office Of Information Technology

<table>
<thead>
<tr>
<th>Invoice Date</th>
<th>Invoice Number</th>
<th>Invoice Amount</th>
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<tbody>
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<td>12/31/2018</td>
<td>OIT1903649</td>
<td>$11,105.97</td>
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**Unit:** 9200

<table>
<thead>
<tr>
<th>1</th>
<th><strong>Sub Unit:</strong> 9210 Cybersecurity &amp; IT Governance Administration – Revenue</th>
<th>Charge Amount</th>
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<tbody>
<tr>
<td></td>
<td>009F 0807 SSL VPN Access</td>
<td>$27.50</td>
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**Total Cybersecurity & IT Governance Administration - Revenue 0775:** $27.50

**Total Unit 9200:** $27.50
1. **Network & Operations – State Capitol Network Access**

**Sub-Unit** 9670  
**Object** 0714  
**Allocation** 42OT

Description: Installation and Delivery of Digital Network Access to campus buildings.

- **Features:** Installation and Delivery of Digital Network Access to campus buildings.
- **Options:**
  - Port – Add, Change, Disconnect, etc.
  - Additional wiring
  - Campus Fiber
  - Campus Fiber Installation
- **Benefits:** Enables access to the state’s campus network, the internet, and VoIP capability in a secure environment.
- **Price:**
  - Port Charge $20.79 Monthly
  - Port Installation/Add/Change/Disconnect $135.00 per Hour
  - Campus Fiber Per Pair $808.50 Monthly
  - Campus Fiber–Installation, Most cases, Materials not included $505.00
- **Materials, labor, installation and delivery pricing may depend on agency requirements.** Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Network Engineering. Quotes are provided on request.
2. **Private Network Services for Wide Area Network (WAN)**

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<td>0714</td>
<td>42OT</td>
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Description: Connectivity to the state network (to the router) for customers that are not located on the Montgomery campus.

- **Features:** Enables access to the state network: internet, email, mainframe and servers. OIT owns switch ports at all new sites.
- **Options:**
  - OIT offers a variety of circuits to meet specific agency requirements, including:
    - AT&T Switched Ethernet (ASE)
    - Ethernet Access to AT&T Virtual Private Network (AVPN) – at various MPLS capacities
    - 4G LTE- Internet Only
    - LAN to LAN
    - DSL -Low Speed, Mid-Range, High Speed with DSL Modem
    - T1 AVPN-at various MPLS capacities
  - Bulk encryption is available per agency security requirements
- **Benefits:** Access to the state network and VoIP in a secure environment with 24x7x365 availability.
- **Base Price:** Installation and Maintenance.................$135.00 per Hour
  Circuit, installation and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Network Engineering. Quotes are provided on request.
3. **Network Access Statewide or Non-Campus – Remotely Managed Switches**

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<th>Sub-Unit</th>
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<th>Allocation</th>
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<tbody>
<tr>
<td>9670</td>
<td>0605/0609</td>
<td>41OT</td>
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Description: Management of network connectivity switches location on premise or non-campus.

- **Features:** OIT manages switches for connectivity per customer requirements.
- **Options**
  - Switch Capacity
  - Switch Speed
  - Switch Location
- **Benefits:** OIT managed and ensure security compliance.
- **Base Price:** Installation and Maintenance..............$135.00 per Hour

Switch, labor, installation and delivery pricing depend on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Network Engineering. Quotes are provided on request.
4. **Network Access Statewide or Non-Campus – Technical Support**

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<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Allocation</th>
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<tr>
<td>9670</td>
<td>0807</td>
<td>0101</td>
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Description: Network technical support.

- **Features:** A three-tiered network support service.
- **Options:**
  - Tier 1 Support- Service desk – Customer support and problem reporting service
  - Tier 2 Support- First Level Analyst (Technician) – Hands-on troubleshooting, diagnostics, installation/repair services, network architecture and engineering, network diagnostics, and network systems services.
  - Tier 3 Support- LAN/WAN or Network Engineer Experts – Network architecture and engineering, network diagnostics, and network systems services.
- **Benefits:** 24/7 Access to Assistance
- **Price:**
  - Tier 1 Support- Service desk – No Charge
  - Tier 2 Support- First Level Analyst (Technician) – $135.00 per hour

Hours required depends on agency requirements. To arrange a consultation with OIT Network Engineering, Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov. Quotes are provided on request.
5. **Wireless Access Point (WAP)**

**Sub-Unit** | **Object** | **Allocation**
--- | --- | ---
9670 | 0605/0609 | 41OT

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

- **Features:**
  - Wireless Access Survey
  - Wireless Access Device
  - OIT owns the switch ports at all new sites
- **Options:**
  - WAN (Non-Campus), without Power over Ethernet (POE) Injector: $450.00
  - WAN (Non-Campus), with POE Injector: $531.60
  - Wireless Rate - User Pricing: $40.00 per month
  - Wireless Rate - Block Pricing- First block of 15 concurrent connections: $177.41 per month
  - Wireless Rate - Block Pricing- each additional block of 15 concurrent connections: $117.70 per month
  - Wireless Rate – Event* Wi-Fi Pricing (Conference Room or classroom) - Initial Setup: $135.00
  - Wireless Rate - Event Wi-Fi Pricing (Conference Room or classroom): $50.00 per week

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

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

- **Price:** Installation and delivery pricing may depend on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Network Engineering. Quotes are provided on request.
6. **Network Segmentation**

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<td>0605/0609</td>
<td>009E</td>
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Description: Physical and logical separation from the state network using secure technologies

- **Features:**
  - Right sized devices/bandwidth
  - Consulting/Advisement
  - Managed devices
  - Threat Management
  - Annual Subscription (with threat info, OS updates, etc...) included in monthly charge.
  - Support 24/7 or 8-5 depending on Agency SLA.

- **Options:**
  - Inspection Throughput (Fast, Faster, Fastest);
  - Level of support based on subscription level choice.
  - Tier 1 up to 100MB NGFW throughput
  - Additional Tiers will be added as requested

- **Benefits:**
  - Enhance Security
  - Enhanced Network Visibility
  - Central Management

- **Base Price:**  
  - Installation – 4 Hour Minimum - $120.00 per Hour  
  - Basic Service ..............................................$221.00 per month

Service, installation and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Security Engineering. Quotes are provided on request.
Business Process Automation

7. Application Development, Maintenance, and Support

Sub-Unit  Object  Allocation
9470      0807      0020

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

• Features:
  o Business analysis and design of requested solution
  o Maintenance and support of developed solutions
  o Streamlined business processes
  o Custom reports

• Options:
  o Multiple platforms including web, client-server, and mainframe technologies
  o Cryptographic solution for sensitive data
  o OIT-hosting for applications and data
  o Application training
  o Enterprise-wide solutions

• Benefits:
  o Organizational knowledge
  o Governmental knowledge
  o Ease of procurement
  o Technical expertise and continuity
  o Cost-effective solutions
  o Infrastructure compatibility

• Hourly Rate..................................................$110.00 per hour
Application Development is billed at an hourly rate based on agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Application Development. Quotes are provided on request.
8. **Website Development, Maintenance, and Support**

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<td>0807</td>
<td>0020</td>
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Description: OIT designs, builds, and maintains custom, public-facing websites to provide agencies the optimal solution for presenting information to the public. OIT also provides easy to maintain websites for customers with no dedicated IT staff.

- **Features:**
  - Business analysis and design of requested solution
  - Custom design and graphics
  - Access to stock imagery
  - Device-responsive design
  - Maintenance and support of developed solutions
  - Streamlined business processes
  - Website Analytics

- **Options:**
  - Multiple platforms including .NET and WordPress Content Management
  - Organizational re-branding including logos, seals, and custom artwork
  - Video services
  - Professional online and print graphics services
  - OIT-hosting
  - Website maintenance orientation and training
  - Multiple login roles, including content editor functions

- **Benefits:**
  - Organizational knowledge
  - Governmental knowledge
  - Ease of procurement
  - Technical expertise and continuity
  - Cost-effective solutions

- **Base Hourly Rate:** $110.00 per hour

Website development is billed at an hourly rate based on agency requirements. Quotes are provided on request. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Application Development.
9. SQL Server Database Administration, Hosting and Support Services

Sub-Unit  Object  Allocation
9750  0842/0807  0039/005A

Description: OIT provides comprehensive Database Administration (DBA) services and support. We offer annual membership subscription for our *DBHAS (Database Hosting and Support) program on our shared SQL Servers. If DBHAS subscription is not for you we offer DBA support on an “As Needed” basis with a cost calculated on a per hour basis.

- Features:
  - Managed SQL Server shared Database Hosting*
  - Database design, architecture and planning services
  - Database maintenance and troubleshooting
  - Database upgrades
  - Database Performance Tuning for peak performance and efficiency
  - Manage database Security
  - Create, implement, manage and monitor data transfer (SSIS) packages
  - Database health monitoring 24/7 X 365 with alerts and notifications

- Options:
  - DBHAS subscription membership includes but not limited to execution of basic database administration utilities and monitoring, security administration, database health monitoring
  - Non DBHAS clients will receive support on an Ad Hoc basis and cost will be calculated on a per hour basis.
  - Database Design and Architecture – best practice guidelines, knowledgebase, consultations and/or architectural reviews
  - Creation, execution and monitoring of basic database administration utilities, security administration, database health monitoring, data imports and exports
  - Data transfers - data exports and imports
  - SQL Server Reporting Services Administration Support

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

- Price:
  - DBHAS is an annual subscription charged monthly based on the size of the database.
    - Database of 20 Gigabyte (GB) or less: $50.00/month
    - Each additional 10 GB or less: $10.00/month
      - Ex. A database that is 0-20 GB: $50.00/month
      - A database that is 20-30 GB: $60.00/month
      - A database that is 30-40 GB: $70.00/month
  - Non DBHAS support is charged on a per hour basis: $105.00 per hr.
10. **Enterprise Content Management (ECM)-Laserfiche- Subscription Services, User Licensing and Software**

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<tr>
<td>9450</td>
<td>0842</td>
<td>004L</td>
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Description: Laserfiche is an enterprise content management (ECM) system with powerful business process management (BPM), security and auditing tools that provides flexibility to customize filing structures, repositories, views and workflows. Manage documents from start to finish and develop agency business processes that integrate with your current systems. Document imaging, collection, and records management tools provide functionality and automation for daily processes and archives. Feature-rich applications and clients provide a flexible users experience. OIT offers subscription licensing to provide scalable solutions.

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

More product information is available at [https://www.laserfiche.com/products/](https://www.laserfiche.com/products/).

- **Features:**
  - Laserfiche Subscription Bundled Functionality
  - Laserfiche Server, Web, Desktop, and Mobile Clients
  - Business Process Automation: Workflow and Forms
  - Business Process Library with over 200 ready to use example processes
  - Advance Audit Trail software
  - Microsoft Office Integration
  - Records Management
  - Application Connector software
  - Digital Signatures
  - Unlimited Installs document capture software
    - Quick Fields Complete
    - Quick Fields Agent
    - Import Agent
• Options:
  - Community User license bundle (multiple package offerings)
  - Participant User
  - Weblink – Public Portal (multiple hosting and package offerings)
  - Forms – Public Portal
  - Scan Connect – scanner support
  - Software Developers Kit (SDK)
  - Laserfiche integration with DocuSign

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

• Price:
  - Subscription Full User License $20.25 per month
  - OIT Laserfiche Support $120 per hour
  - Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Product Management. Estimates for licensing and additional software are available on request.
11. *Enterprise Content Management (ECM)-Grooper- Subscription Licensing*

<table>
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<th>Sub-Unit</th>
<th>Object</th>
<th>Allocation</th>
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<tr>
<td>9450</td>
<td>0807</td>
<td>004L</td>
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Description: Grooper is a document capture tool that extends your enterprise content management platform and document management solutions. This software platform utilizes machine learning and advanced capture techniques to organize, understand, group, and collect information from documents easy, fast, and accurately. Use Grooper to Extract, Transform, and Load (ETL) your documents without writing code. More product information is available on [https://grooper.com/](https://grooper.com/).

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

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

• Price:
  o 200k Annual Page Volume Subscription $10,842 (5.42 cents per page)
  o 500k Annual Page Volume Subscription $17,346 (3.47 cents per page)
  o 1M Annual Page Volume Subscription $25,658 (2.57 cents per page)
  o 2M Annual Page Volume Subscription $48,787 (2.45 cents per page)
  o 5M Annual Page Volume Subscription $117,450 (2.35 cents per page)
  o Grooper ACE Professional Training, starting at $5,357
  o Grooper As A Service, starting at $41,138
  o Grooper Implementation Professional Services $241 per hour
For a complete estimate, contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Product Management.
12. Enterprise Content Management (ECM)-Laserfiche-Training Services

Description: Agencies can procure Laserfiche Training Services through Laserfiche contracted services. This program provides e-learning courses and exams to certify users on installing, configuring, and managing Laserfiche solutions. Training ranges from beginner to advanced and supports multiple roles including administrator, records manager, process designer, and application users.

More product information is available at: https://www.laserfiche.com/support-learn/certification.

- Features:
  - Online Training Catalog
  - Comprehensive, step-by-step training
  - Software Professional Certified Professional Program (CPP)
  - Self-paced videos and training materials
  - Certification exams

- Options:
  - Laserfiche Gold Certified Professional Program (CPP)
  - Laserfiche Platinum Certified Professional Program (CPP)
  - ECM 101 (free)
  - Getting Started with Laserfiche
  - Document Capture
  - Creating/Planning/Designing in Quick Fields
  - Using/Designing Laserfiche Forms
  - Building Laserfiche Workflows
  - Systems Administration
  - Records Management

- Benefits:
  - Training contracts are already in place
  - Courses are taught online at your own pace or onsite locally
  - Onsite training taught by a Laserfiche instructor
  - Eliminates need for travel

- Price:
  - Individual Course $107.13 each
Online and Onsite Training quotes are provided on request. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Product Management.
13. **Enterprise Content Management (ECM)-Laserfiche-Implementation Services**

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

- **Features:**
  - Laserfiche implementation services are bundled with OIT professional services to provide a complete solutions package.
  - OIT supported services for complete Statements of Work (SOW) for hosted and non-hosted solutions.

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

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

- **Price:**
  - OIT Laserfiche Support $120.00 per hour
  - Laserfiche VIP Professional Support Hours, from $160.70 per hour
  - Laserfiche Engineers/Consulting/PM, from $198.20 per hour
  - Estimates and Demos available upon request
  - Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Product Management. Estimates and demos are available on request.
14. *Legacy SharePoint Site Administration Services*

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SERVICES ENDING DECEMBER 2019 – SERVICES NO LONGER AVAILABLE
Please refer to SharePoint Online services for updated Laserfiche features, options and pricing.
15. **SharePoint Online Service**

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

- **Features:**
  - 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 sercloud document management services help to improve access to content and reduce administrative effort by developing customizing business processes automation that supports your agency’s unique business needs.
  - Service Features:
    - **Content management** - Organize and manage content in libraries and lists with metadata, records management, and retention policies.
    - **Team sites** - Provide a place for your team to organize and collaborate on content, data, and news to stay on the same page.
    - **Communication sites** - Broadly share and communicate your group’s message across the organization with beautiful, dynamic communication sites.
    - **Intranets** - Inform and engage your organization with intranets and sites to tell your story, announce your news, share resources, streamline processes, and engage people.
    - **Mobile apps** - Access intranets, team sites and content with the SharePoint mobile app for Android™, iOS®, and Windows and OneDrive mobile apps for Android, iOS and Windows.
    - **Automate work, Discovery, and Search** - Automate business processes with alerts and workflows. Discover relevant people and important content when you need it most. Customize your enterprise search and results with enhanced features to surface resources across Office 365.
- **eDiscovery** - Find content in electronic format for litigation or audit scenarios.
- **DLP capabilities** - Use advanced data-loss prevention (DLP) capabilities to identify, monitor, and protect sensitive information.
- **File storage** - OneDrive gives each user at least 1 TB of personal cloud storage.
- **External sharing** - Securely share files and content with people inside and outside your organization.
- **In-Place** - Use In-Place Hold to programmatically prevent content deletion or editing.

*Options:*
- SharePoint Online Services
- Site Migration Services
- Portals & Intranets Implementation Services
- Document & Content Management Services
- Workflow Implementation & Development Services
- Custom Solution Development
- Office 365 Supported Products
  - SharePoint Online
  - OneDrive for Business
  - Microsoft TEAMS
  - Power Apps
  - FLOW

*Benefits:*
- Base Price: $120.00 per hour

Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT SharePoint Online, request an estimate or schedule a demo.
16. **Office Productivity**

**Sub-Unit** 8470  **Object** 0807  **Allocation** 005T/005U

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

- **Features:**
  - Office 365
  - Instant messaging (chat)
  - Presence Information
  - Video Conferencing
  - Desktop Sharing
  - Data sharing via web connected electronic interactive whiteboards (whiteboards not included)
  - Mobile Device Management (Device Remotely Wiped, Data Protection, Data Encryption EMM Policies, Device Enrollments, Enterprise Solution)

- **Options:**
  - **P2 Plan**
    - Business class email, clalendar, and contacts
    - Outlook Web access
    - Mobile Phone Access
    - In-place archive
    - In-place hold
    - Data Loss Prevention
    - Price...$15.56*  
  - **G3 Plan**
    - All the features of P2 Plan
    - Office 2016
    - Office on tablets and phones
    - OneDrive
    - Skype
    - SharePoint Online
    - Yammer
• eDiscovery Center
  • Price……………………………………..$25.02*

  • Benefits:
    o Office Productivity and enhanced communications

  • Price:................Office 365 P2 Plan - $15.56* per user per month
    Office 365 G3 Plan - $25.02* per user per month

  *Effective January 1, 2019 P2 and G3 plans will have a 12.5% price increase
17. **Directory Administration/Office 365 OIT Administration**

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

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

- **Base Price:** $3.95 per user

To arrange a consultation with an OIT Systems Administrator, contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov.
18. **Mass Mailer – Campaign Intelligence**

**Sub-Unit**  
9750

**Object**  
0807

**Allocation**  
005F

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

- **Features:**
  - Create email templates, surveys, and customize sender profiles.
  - Supports HTML, embedded images, and attachments.
  - Send immediately or on a schedule
  - Graphical delivery reports and link tracking.
  - Tenant based. Setup one administrator or multiple administrators to manage email campaigns.
  - Build lists manually or connect to a SQL database or external data sources
  - Larger recipient lists can be split into Audiences to send to subsets of recipients.

- **Options:** Administrators have access to all Campaign Intelligence email features at no extra charge.

- **Benefits:** Pricing based on number of recipient lists and not number of email sent.

- **Base Price:** $17.99 per recipient list per month
Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with a Systems Administration representative. Quotes are provided on request.
19. **SCCM Server Management**

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

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

- **Options:**
  - Administrators have access to the SCCM console to manage and report on all machines they are responsible for.
  - Administrators will be able to package and deploy custom software, patches, and operating systems

- **Benefits: Included with the subscription -**
  - Role based administration for separation of duties
  - Assistance establishing patch management
  - A customized secure (CIS) Windows Server 2016 image for network deployment
  - Network deployed bare metal/wipe and load of the custom OS
  - 600+ canned and custom reports

- **Base Price:** ...After agency obtains licensing..........................$ 3.00 per server
  Custom requests and assistance ...............................................$110.00 per Hour
20. **SCCM Workstation Management**

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

- **Features:**
  - Unattended remote control with console level access and user interaction
  - Fully managed patch management
  - Operating system deployment/upgrade
  - Software deployment
  - Hardware inventory and reporting
  - Software inventory and reporting
  - Compliance configuration baselines
  - Endpoint protection

- **Options:**
  - Administrators have access to the SCCM console to manage and report on all machines they are responsible for.
  - Administrators will be able to package and deploy custom software, patches, and operating systems

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

- **Base Price:** $3.00 per workstation
- **Custom requests and assistance:** $110.00 per Hour

Sub-Unit  Object  Allocation
9750  0807  005K

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

- Features:
  - Make websites “secure”
  - All SSL certificate requests must be generated and updated from the webserver, which ensures that the SSL certificate cannot be used without your permission or knowledge.

- Options:
  - Initial SSL certificate valid for 12-months.
  - Wildcard certs and SAN’s can be added for an additional charge.
  - 7-day refund available for cancellations.

- Benefits:
  - OIT will manage and automatically update your SSL certificate on OIT-managed web servers and proxy servers. An email notification will be sent to the site’s webmaster prior to expiration on non-OIT managed servers.
  - The “www.” SAN can be added to a SSL cert for no additional charge.

- Base Price: $16.14 per SSL cert per month
  - Wildcard certificate: $30.47 per month
  - Add a domain SAN: $69.07 per month
  - Each additional subdomain SAN: $34.02 per month
## 22. Network Access Statewide or Non-Campus TelComm

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

- **Features:**
  - Regular Business Line – provides dial tone
  - Primary Rate Interface Circuit – provides 23 voice channels, one data channel which allows for delivery of call data, such as caller-ID

- **Options:**
  - Regular business line (1FB)
    - Hunting, Call waiting, Call forwarding, 3-Way Calling, Caller ID, Voice mail, Long Distance, Directory Assistance, 800 numbers.
  - Primary Rate Interface Circuit (PRI)
    - Caller ID, Long Distance, DID (direct inward dial) numbers, 800 numbers.

- **Benefits:**
  - Regular business line (1FB) Primary Rate Interface Circuit (PRI)Base
    - Flexibility – can be used as a stand alone service or installed on a phone system
    - 800 number can be directed to a 1FB, providing toll free calling for customers
  - Primary Rate Interface Circuit (PRI)Base
    - Allows for 23 active calls to be going simultaneously
    - Total amount of phone numbers that can be put on 1 PRI is not limited to 23.
    - 800 numbers can be ported to a PRI, providing toll free calling for customers

- **Base Price:**
  - 1FB..........................................................$56.70 Monthly
  - PRI.....................................................Cost based on Agency Requirements
  - Installation and Maintenance.............................$135.00 per hour
Monthly service costs are based on agency requirements. Contact the OIT Service desk to arrange a consultation with a Voice Services specialist. Quotes are provided on request.

**23. Voice Service – Digital Service**

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Description: Telephone handsets with various features for voice communication.

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

- **Options:**
  - M2008DHF - 16 Button Digital Phone Set
    - Rollover Line (Phantom Dial Tone) Display (Date and Time/Caller ID)
    - Voicemail
    - Call Park
    - Conference Calling
    - Do Not Disturb
    - Group Intercom
    - Speed Dial
- Hunting
- Multiple Line Appearance
- Ring Again
- Long Distance Calling
  - M2616DHF - 8 Button Digital Phone Set
    - Rollover Line (Phantom Dial Tone) Display (Date and Time/Caller ID)
    - Voicemail
    - Call Park
    - Conference Calling
    - Do Not Disturb
    - Group Intercom
    - Speed Dial
    - Hunting
    - Multiple Line Appearance
    - Ring Again
    - Long Distance Calling
  - M8009 - Single Line Desk Set
    - Voicemail
    - Long Distance Calling

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

- Base Price: $34.95+ per line
- Installation and Maintenance: $135.00 per hour

Monthly service costs are based upon agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with a Voice Services specialist. Quotes are provided on request.
24. **Voice Infrastructure**

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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 options for call routing
  - Automatic Call Distribution (ACD)
    - Agent login
    - Automatic distribution of call traffic
    - Call queing

- **Options:**
  - Voice Menu
    - Small menu - up to 6 options
    - Level 1 menu – up to 9 options
    - Level 2 menu – up to 9 options
    - additional sub menu
  - Announcements
  - Time of day service
  - Automatic Call Distribution (ACD)
  - Supervisor login
  - Agent assist
  - Force agent available
  - Call Que monitoring
    - Night Service routing
    - Call reports
    - Overflow routing
    - End user training

- **Benefits:**
  - Voice Menu
    - Provides automated answering services with one-touch options to route callers to the appropriate department.
  - Automatic Call Distribution (ACD)
- Provides automatic distribution of calls to logged in agents to evenly distribute incoming calls. Provides call records to show number of calls presented to the group, number of calls answered, number of calls abandoned, and number of calls overflowed.

- Base Price: $60.11 per Menu per Month
  Installation and Maintenance: $135.00 per hour

Monthly service costs are based upon agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with a Voice Services specialist. Quotes are provided on request.
25. **Voice Service – Fax Service**

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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 up to 500 sent or received FAX transactions per month.

- **Options:**
  - Each additional FAX package permits up to 1500 additional Faxes.
  - 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.

- **Base Price:** $38.59 per line

**Installation and Maintenance:** $135.00 per hour

Monthly service costs are based upon agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with a Voice Services specialist. Quotes are provided on request.
26. **Voice Services- Authorization Codes (Used with Digital Service not VoIP)**

**Sub-Unit**  9470  **Object**  0807  **Allocation**  03OT

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

- **Features:**
  - Authorization codes to override toll restrictions on calling long distance
  - Sold in blocks of 100 codes
- **Options:**
  - Additional codes may be purchased in blocks of 100
- **Benefits:**
  - Allows phones to be toll restricted and provides users with codes for authorized personnel to override toll restrictions.
- **Base Price:** $45.78

Monthly service costs are based upon agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with a Voice Services specialist. Quotes are provided on request.

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

**Sub-Unit**  9651  **Object**  0714  **Allocation**  89OT

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

- **Features:**
  - Knowledge Worker Standard - Phone 7841 - IP 2-4 button set
    - Knowledge Worker Phone Services
    - Long Distance Minutes: $.03 per minute
    - Price per phone: $43.45
  - Administrative - Bluetooth Phone 8861 - IP 5-10 button set
    - Knowledge Worker Phone Services
- Long Distance Minutes $0.03 per minute
- Price per phone: $46.80
- WebEx Integrated - Phone 8865 - IP 2-4 button set (Special Order)
  - Knowledge Worker Phone Services
  - Phone 8865 with Camera and WebEx Integrated
  - Long Distance Minutes $0.03 per minute
  - Price per phone: $48.20
- Public Access - Phone 7811 - IP 5-10 button set
  - Basic Voice Services – Dial Tone Only
    - May not be employee assigned
  - Price per phone: $28.45
- Analog gateway
  - Analog line
  - Basic Voice Services – Dial Tone Only
    - May not be employee assigned
  - Price per analog line: $41.25
- Conference Room Phone – Phone 8831
  - Basic Voice Services – Dial Tone Only
    - May not be employee assigned
  - Price per phone: $41.00
- Conference Room Phone – Phone 8832
  - Basic Voice Services – Dial Tone Only
    - May not be employee assigned
  - Price per phone: $41.00
- Knowledge Worker Standard – Voice Service Only
  - Knowledge Worker Phone Services
  - Only available to legacy systems
  - Price per phone: $39.95
- Basic Voice Service – Voice Service Only
  - Basic Voice Services – Dial Tone Only
    - May not be employee assigned
  - Only available to legacy systems
  - Price per phone: $26.50
- WebEx without Knowledge Worker Voice Service
  - Price per License: $14.32
- Options:
  - A la carte Service and Upgrades
    - Unified Contact Center Express Enhanced $16.50
    - Unified Contact Center Express Premium $26.00
    - WebEx w/o Knowledge Worker Voice Service $14.32
- ZOOM: Call Recording Services $2.95
- CAC-Attendant Console $19.95
- VEP-Video End Point $22.50
- Expanded Conference Calling from Handset $1.95

- Handsets, Expansions, and Unified Communications Equipment
  - Side Car for 8861 series Phones $9.50
  - Cisco Wall Mount Kit (one-time charge) $35.00

- Benefits:
  - Unified Communications and Collaboration capabilities
  - Improved productivity
  - Government Transparency of Phone Records

- Price: Monthly service costs are based upon agency requirements.
  Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with a Voice Services specialist. Quotes are provided on request.
**Core Computing**

**28. Datacenter Services – Folsom Building (Legacy Service)**

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Description: Facility to host the mainframe, servers, and disk arrays.

- **Features:**
  - Datacenter is managed and regulated with UPS, cooling systems, and switchgear
  - Fully supports standard rack equipment
  - 24/7/365 management of all datacenter critical component systems, infrastructure, and access control with 24/7/365 access availability
  - Secure area for telecommunications carriers and providers to hand off circuits.

- **Options:**
  - Rack space - per Rack $500.00 per month
  - Power usage - $0.09 KWh per month - Based upon comparative usage - (Pricing subject to change with current Alabama Power Company rates.)
  - Fiber connection - $55.00 per connection per month
  - Copper connection - $25.00 per connection per month

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

- **Price:** Monthly costs are based upon agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with a Data Center representative. Quotes are provided on request.
Description: Facility to host the mainframe, servers, and disk arrays.

• Features:
  o Datacenter is managed and regulated with UPS, cooling systems, and switchgear
  o Fully supports standard rack equipment
  o 24/7/365 management of all datacenter critical component systems, infrastructure, and access control
  o Secure area for telecommunications carriers and providers to hand off circuits.

• Options:
  o Rack space - Full Rack $850.00 per month
  o Shared Rack -
    1 - 5 Us $50.00 per U per month
    6-10 Us $45.00 per U per month
    11-15 Us $40.00 per U per month
    16-20 Us $35.00 per U per month
    21-30 Us $30.00 per U per month
  o Power usage – $0.09 KWh per month
  (Pricing subject to change with current Alabama Power Company rates.)
  o Fiber connection - $55.00 per connection per month
  o Copper connection - $25.00 per connection per month
  o Access card with no parking - $10 per card per month
  o Access card with parking - $19 per card per month

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

• Price: Monthly costs are based upon agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange
a consultation with a Data Center representative. Quotes are provided on request.

30. Datacenter Services – Tuscaloosa – University Data Center

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Description: Remote data center services.

- **Features:**
  - Datacenter is managed and regulated with UPS, cooling systems, and switchgear
  - Fully supports standard rack equipment
  - 24/7/365 management of all datacenter critical component systems, infrastructure, and access control
  - Secure area for telecommunications carriers and providers to hand off circuits.

- **Options:**
  - Rack space - Full Rack $750.00 per month
  - Shared Rack - Per Statement of Work
  - Data connection Per Statement of Work
  - Power usage – Included in Rackspace charge
  - Access card – Included in Rackspace charge

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

- **Price:** Monthly costs are based upon agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with a Data Center representative. Quotes are provided on request.
31. *Datacenter Services – Dexter Avenue (RSA) Access Control*

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

- **Features:**
  - Cardkey

- **Options:**
  - Parking only: $10.00
  - Building only: $10.00
  - Parking and Building: $19.00

- **Benefits:**
  - Access capabilities to Dexter Avenue data center and parking facility.

- **Base Price:** $10.00 per card key

Monthly costs are based upon agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with a Data Center representative. Quotes are provided on request.
32. **Datacenter Services – Folsom Building Datacenter Access Management**

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Description: Provides restricted access to Folsom Building datacenter.

- **Features:**
  - Access credentialing and card key access.
  - Unescorted access requires ALEA security background check and card key access.

- **Options:**
  - Escorted datacenter access $110.00 per hour
  - Card key access (See #50 Physical Security: Card Keys)

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

- **Price:** Escorted datacenter access.................................$110.00 per hour
33. Mainframe System Software Support - CPU Services

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Description: Support of the software required to run the central processing unit of the computer.

- Features:
  - Highly skilled mainframe professionals provide mainframe consulting and technical services
  - Augments agency technical support staff
  - Provides a State-of-the-art IBM System Z platform enabling shared resources
  - Support service delivery best practices and procedures

- Options:
  - CPU (Prime Batch) $0.0917 per CPU Second
  - CPU (Non-Prime Batch) $0.0802 per CPU Second
  - CICS $0.1718 per CICS Second
  - ROSCOE $0.5358 per CPU Second
  - TSO $0.1374 per CPU Second
  - DB2 $0.4208 per CPU Second

- Benefits: 99.999% availability 24 hours per day/365 days per year

- Price: Monthly costs are based upon agency usage. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with a Mainframe Systems Administrator. Quotes are provided on request.
34. **Mainframe System Software Support- Direct Access Storage Device (DASD) I/O**

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

- **Features:**
  - Highly skilled mainframe professionals provide mainframe consulting and technical services
  - Augments agency technical support staff
  - Provides a State-of-the-art IBM System Z platform enabling shared resources
  - Support service delivery best practices and procedures

- **Options:**
  - DASD Storage  $0.000035 per 1K bytes/month
  - DASD I/O      $0.0149 per 1000 EXCPs
  - TAPE I/O      $0.2348 per 1000 EXCPs

- **Benefits:** 99.999% availability 24 hours per day/365 days per year

- **Price:** Monthly costs are based upon agency usage. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with a Mainframe Systems Administrator. Quotes are provided on request.
35. **Hosted Web Service**

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

- **Features:**
  - Virtual Server Hosting
  - Server Set-up
- **Options:** WordPress Hosting
- **Benefits:**
  - In a secure state of art data center with high performance & monitoring
  - Scalable for future growth
  - Replicated to offsite data center
  - Highly Available Environment
  - Tiered Disaster Recovery
  - Depreciations savings
  - Infrastructure patching is performed by OIT
  - Knowledge and adherence of state policies
- **Base Price:** $264.95

Monthly costs are based upon agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with a Systems Administration representative. Quotes are provided on request.
36. **Virtual Server Hosting**

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Description: Provide virtual serving hosting capability.

- **Features:**
  - Virtual MS Windows Server – $220.00 (Monthly)
  - 4 Gigabyte (GB) RAM, 2 processors/cores,
  - 40 GB storage
  - 24/7 Monitoring

- **Options:**
  - Add 1GB RAM $15.00
  - Add Processor/Core $40.00
  - Add storage Per GB $0.31 – added in 10 GB increments
  - System and Data backup ($0.09 per GB) per backup
  - Hosting Services:

- **Benefits:**
  - In a secure state of art data center with high performance & monitoring
  - Scalable for future growth
  - Replicated to offsite data center
  - Highly Available Environment
  - Tiered Disaster Recovery
  - Depreciations savings
  - Infrastructure patching is performed by OIT
  - Knowledge and adherence of state policies

Price: Monthly costs are based upon agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with a Systems Administration representative. Quotes are provided on request.
Governance

37. IT Planning and Oversight

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Description: The IT Planning and Oversight charge assessed an agency covers expenses experienced by the Office of Information Technology (OIT) while performing duties required of the Secretary of Information Technology by Act 2013-68, that are required, but not allocated to the shared services provided by OIT.

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

- Price:
  - The charge is tiered by the Agency’s Full Time Employee (FTE) count as determined by the State Department of Personnel.
    - 1st Tier: FTE<251 $5.45 per employee per month
    - 2nd Tier: FTE<1,001 $3.80 per employee per month
    - 3rd Tier: FTE<3,001 $2.20 per employee per month
    - 4th Tier: FTE>3000 $1.10 per employee per month
  - 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.
38. Phone Records Request

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Description: A request for incoming and outgoing calls that are maintained by your service provider and provide the ability to analyze phone records and produce a report.

- Features:
  - Six months of historical data available
  - Data is collected daily
  - Reports are in electronic spreadsheet format.
  - Most reports are delivered within 24 hours of request
  - Reporting research, analysis, and set-up
  - Assistance in monitoring agency phone usage

- Options:
  - Short term reporting (up to six months historical data)
  - Long term reporting (daily reports for a specified period)

- Benefits:
  - Same day delivery for short term requests (in most cases)
  - Professional Research, Analysis, and Set-up

- Price: ......................................................... Most requests are No Charge
  For Long-Term Reporting, contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with an OIT Voice Services specialist. Quotes are provided on request.
39. Direct Project Management

Sub-Unit  Object  Allocation
9420     0807    0019

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

- Features:
  - Project Integration Management
    - Project Charter Development
    - Project Plan Development
    - Project Work Management
    - Manage Change Control
    - Project Closure
  - Project Scope Management
    - Scope Management Plan
    - Collect Requirements
    - Define Project Scope
    - Develop Work Breakdown Structure
    - Scope Validation
    - Scope Control
  - Project Schedule Management
    - Schedule Management Plan
    - Activity definition
    - Sequence activities
    - Activity Duration Estimate
    - Schedule Development
    - Project Schedule Control
  - Project Cost Management
    - Cost Management Plan
    - Estimate Costs
    - Determine Budget
  - Project Quality Management
    - Quality Management Plan
    - Quality Management
    - Quality Control
  - Project Resource Management
    - Resource Management Plan
    - Activity Resource Estimation
- Resource acquisition
- Team Management
- Resource Control
  - Project Communications Management
    - Communications Management Plan
    - Communications Management
  - Project Risk Management
    - Risk Management Plan
    - Risk Identification
    - Risk Analysis
    - Risk Response Planning
    - Risk Monitoring
    - Risk Response Implementation
  - Project Procurement Management
    - Procurement Management Plan
    - Conduct Procurements
  - Project Stakeholder Management
    - Stakeholder Identification
    - Stakeholder Engagement Plan
    - Stakeholder Engagement Management

- Options:
  - Project Manager on-site
  - Direct Project manager Remote status; on - site as needed
  - Contract Personnel- skill level match proportionately to project

- Benefits:
  - Ensured State IT Project Governance Compliance
  - Ensured strategic alignment
  - Industry best practices
  - Cost effectiveness / best value
  - State government institutional knowledge

- Base Price: $110.00 per hour
  Cost may be affected by agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with the OIT Enterprise Project Management Office. Quotes provided on request.
40. Business Analysis

Sub-Unit      Object      Allocation
9420          0807        0019

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

- Features:
  - Business Analysis and/or process analysis
  - Business Requirements / Traceability
  - Benefit Determination and Tracking
  - Root Cause Analysis
  - Analysis Documentation and Reporting
  - Transformational/ Implementation Support
  - Extensive Knowledge of state government industry knowledge
  - Certified Business Analysts
  - Strategic Planning
  - Policy Development
  - EPMS

- Options:
  - Long Term Engagement (Multiple Process Areas)
  - Short Term Engagement (Select Process Areas) Onsite or remote - Contract BA resources are available

- Benefits:
  - Ensured State IT Project Governance Compliance
  - Ensured strategic alignment
  - Industry best practices
  - Impartial Analysis
  - Cost Effectiveness
  - Time Sensitive / readily available
  - State government institutional knowledge
  - On-site (local)
  - Reduced implementation cost by ensuring right solution

- Base Price: .......................................................... $110.00 per hour
Cost may be affected by agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with the OIT Enterprise Project Management Office. Quotes provided on request.
41. **Project Management Support/Consulting**

**Sub-Unit** 9420  
**Object** 0807  
**Allocation** 0019

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

- **Features:**
  - Assessment
  - Competency/Capability/Maturity
  - Auditing
  - Project Recovery
  - Portfolio Planning and/or Management
  - Project Planning
  - Templates and best practices
  - Knowledge management of project artifacts, documentation, and reporting.

- **Options:**
  - Project Manager on-site
  - Direct Project manager Remote status; on - site as needed
  - Contract Personnel- skill level match proportionately to project
  - Long Term Engagement
  - Short Term Engagement
  - Any or All Project Phases

- **Benefits:**
  - Ensured State IT Project Governance Compliance
  - Ensured strategic alignment
  - Industry best practices
  - Cost effectiveness / best value
  - State government institutional knowledge

- **Base Price:** $110.00 per hour

Cost may be affected by agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a
consultation with the OIT Enterprise Project Management Office. Quotes provided on request.
42. **Project Management Training**

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

- **Features:**
  - Training/ education
  - Access to templates and project materials
  - Career Development

- **Options:**
  - On- site or Remote
  - Project Management Training
  - PMO Training
  - Contract PM Trainers available

- **Benefits:**
  - Ensured compliance
  - Ensured strategic alignment
  - Industry best practices
  - Cost effectiveness / best value

- **Price:** Training costs are dependent upon agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with an OIT Training specialist. Quotes are provided on request.
43. **Procurement Services**

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Description: OIT provides technical procurement support to help agencies procure the best solutions for their needs.

- **Features:** Provides research, analysis, and technical expertise involving the creation of agreements, statements of work, and reports.

- **Options:**
  - Vendor research
  - Solution research and analysis
  - Document review
  - RFP and Bid support

- **Benefits:**
  - Experienced IT procurement support for agencies that do not have IT expertise on staff.

- **Base Price:** $120.00 per hour

Procurement Service is billed at an hourly rate based on agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Procurement Services. Quotes are provided on request.
44. Video Training Tutorials

Sub-Unit  Object  Allocation
9430  0916  0055

Description: A training tool used to educate employees on software, office applications or general IT skills

- Features:
  - High Quality Video Content in Production or Testing Environment (Does not include Voiceover, however does include visual cues)
  - Work with your SMEs
  - Delivered as mp4 file
  - Videos can be broken into small bits of information or large amounts of information broken into chapters.

- Options:
  - Voiceover option with Closed Caption
  - PDF Job Aids

- Benefits: Allows for broad distribution of training and where the trainee can take at their own pace. The video tutorial also has the exact look and feel of the application because it takes place in the production or test environment.

- Price: Service and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Training. Quotes are provided on request.
### 45. Training Manuals

**Sub-Unit** | **Object** | **Allocation**
---|---|---
9430 | 0916 | 0055

Description: The training manual provides a self-paced guide to learning new or existing information from an application or software utilized by the agency.

- **Features:**
  - Easy to distribute electronically
  - Allows for self-paced learning
  - Your SMEs input
  - Easy to update

- **Options:**
  - Train the Trainer Manual
  - How to use Training Manual Video
  - Video Training Tutorial (See *Video Training Tutorial* in catalogue)

- **Benefits:**
  - Allows for broad distribution
  - All images come from production or training environment
  - Easy to distribute

**Price:** Service and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Training. Quotes are provided on request.
## Computer Based Training (CBT) Module (Coming Soon)

**Sub-Unit**  | **Object** | **Allocation**
--- | --- | ---
9430 | 0916 | 0055

Description: Computer-based training (CBT) is a course of instruction whose primary means of delivery is a computer. A CBT course may be delivered via your SCORM compliant agency’s Learning Management System (LMS). CBT module can be created for an agency that replicates the production environment in a self-paced learning environment, that allows for assessments to check the progress of the trainee.

- **Features:**
  - Uploaded directly to your agency’s LMS
  - Course may be taken at the learners’ own pace
  - Software Professional Certified Professional Program (CPP)
  - Agency Certification exams/assessments

- **Options:**
  - Video content
  - Voice Over Instruction and content

- **Benefits:**
  - Eliminates need for travel
  - Assesses employee knowledge
  - Can cover multiple subjects

**Price:** Service and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Training. Quotes are provided on request.
47. **Job Aids**

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Description: A set of instructions, diagrams, or similar methods available on Agency intranet or local site to guide the employee. Job aids work particularly well on complex jobs that require multiple steps.

- **Features:**
  - Graphically easy to follow steps for a multi-step action
  - Easy to update

- **Options:**
  - Combined into a Training Manual (See *Training Manuals*)

- **Benefits:**
  - Easy to follow instructions for multi-step process

- **Price:** Service and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Training. Quotes are provided on request.
Security

48. **Web Application Assessment**

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Description: Web Application Assessment are the process of testing, analyzing and reporting on the security level and/or posture of Web applications. These assessments are typically used by Web developers and security administrators to test applications and Web sites prior to deploying new apps/sites or changes to existing sites.

- **Features:**
  - Web based application scan based on industry standards
  - Executive Report
  - Detailed Vulnerability Report

- **Options:**
  - 2 Scans included:
    - Initial Scan
    - Re-scan after remediation within 30 days of initial scan.

- **Benefits:**
  - Security Visibility
  - Actionable Reports
  - Meet Compliance Requirement

- **Base Price:** $580.00 per website

Service, installation and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Information Security. Quotes are provided on request.
49. **Vulnerability Assessment Basic**

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Description: A vulnerability assessment is an automated scan using industry standard scanning software. The scanning software detects and classifies system weaknesses in computers, networks and communications equipment.

- **Features:**
  - Network vulnerability scan based on industry standards
  - Executive Report
  - Detailed Vulnerability Report

- **Options:**
  - 2 Scans included:
    - Initial Scan
    - Re-scan after remediation within 30 days of initial scan.

- **Benefits**
  - Security Visibility
  - Actionable Reports
  - Meet Compliance Requirement

- **Base Price:** $345.00 per 256 IP addresses

Service, installation and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Information Security. Quotes are provided on request.
**50. Advanced Compliance Scan**

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Description: A vulnerability assessment is an automated scan using industry standard scanning software. The scanning software detects and classifies system weaknesses in computers, networks and communications equipment. This scan will produce reports based on compliance with NIST 800-53, PCI or HIPAA guidelines depending on the customer requirements.

- **Features:**
  - Network vulnerability scan based on industry standards
  - Executive Report
  - Detailed Compliance Report

- **Options:**
  - 2 Scans included:
    - Initial Scan
    - Re-scan after remediation within 30 days of initial scan.

- **Benefits**
  - Security Visibility
  - Actionable Reports
  - Meet Compliance Requirement

- **Base Price:** $100.00 per IP address

Service, installation and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Information Security. Quotes are provided on request.
51. **Forensic Analysis**

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Description: Computer forensics is the application of investigation and analysis techniques to gather and preserve evidence from a particular computing device in a way that is suitable for presentation in a court of law. The goal of computer forensics is to perform a structured investigation while maintaining a documented chain of evidence to find out exactly what happened on a computing device and who was responsible.

- **Features:**
  - Forensic disk copies
  - Forensic file analysis
  - Forensic case building
  - Executive Report
  - Detailed Compliance Report

- **Benefits**
  - Due diligences for legal action
  - Actionable Reports

- **Base Price:** $150.00 per hour with a minimum of 4 hours

Service, installation and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Information Security. Quotes are provided on request.
52. Managed Firewall

Description: Managed Firewall is a managed security service which provides firewall configuration, administration, monitoring, report generation, support, and on-site installation and the use of a firewall system consisting of firewall equipment and related software owned, maintained and supported by The Office of Information Technology (OIT) for customers.

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

- Benefits
  - Experienced management
  - Security at the perimeter
  - Integrated security fabric
  - Actionable Reports

- Base Price: $750.00 per month up to a 240Gbps circuit
  - $1,000.00 per month for circuits greater than 240Gbps

Service, installation and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Information Security. Quotes are provided on request.
53. **SSL/VPN Access**

**Sub-Unit**  **Object**  **Allocation**
9210    0807    009F

Description: SSL/VPN Access is a managed security service which provides configuration, administration, monitoring, report generation and support for end users to access servers and systems remotely across public networks, (i.e. the Internet).

- **Features:**
  - Secure remote access

- **Benefits**
  - Experienced management
  - Security at the perimeter
  - Integrated security fabric
  - Actionable Reports

- **Options:**
  - Hare Token or Soft Token

- **Base Price:**
  - $15.40 per month
  - $25.00 per token

Service, installation and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Information Security. Quotes are provided on request.
### 54. IPSEC VPN

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Description: IPSEC VPN is a managed security service which provides configuration, administration, monitoring, report generation and support to connect two or more dissimilar networks together across public networks (i.e. the Internet) for the purpose of connecting/accessing servers and systems on one or both sides.

- **Features:**
  - Secure site to site VPN tunneling

- **Benefits**
  - Experienced management
  - Security at the perimeter
  - Integrated security fabric
  - Actionable Reports

- **Base Price:** $195.00 per tunnel per month

Service, installation and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Information Security. Quotes are provided on request.
55. Threat Advice

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Description: Threat Advice provides cyber awareness training programs through a learning management system for customers to assist in providing the necessary knowledge and skills to help avoid a cyber disaster.

- **Features:**
  - Security awareness training
  - Gamification of security awareness
  - Administrative reports for completion of training

- **Benefits**
  - Experienced management
  - Streamline security management training
  - Management reports

- **Base Price:** $5.50 per user per year
  
  Service, installation and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Information Security. Quotes are provided on request.
56. **Phishing**

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<thead>
<tr>
<th>Sub-Unit</th>
<th>Object</th>
<th>Allocation</th>
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<tbody>
<tr>
<td>9210</td>
<td>0807</td>
<td>0091</td>
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</table>

Description: Phishing is a security testing method for customers and users. A campaign can consist of either a single phishing test, or a recurring series of tests done Weekly, Bi-Weekly, Monthly, or Quarterly. You can choose one or more groups to target or phish all your users. You can also select individual phishing templates for a one-time test, or fully randomize the templates so that users are receiving different phishing templates at different times.

- **Features:**
  - Testing of security awareness training reception
  - Customized phishing attempts to provide additional training

- **Benefits:**
  - Experienced management
  - Security awareness testing
  - Management reports

- **Base Price:** $1.00 per user per month

Service, installation and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Information Security. Quotes are provided on request.
57. Incident Response

<table>
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<td>9210</td>
<td>0807</td>
<td>009J</td>
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</table>

Description: Incident response is an organized approach based on a predetermined plan of action to addressing and managing the aftermath of a security breach or cyberattack, also known as an IT incident, computer incident or security incident. The goal is to handle the situation in a way that limits damage and reduces recovery time and costs.

- Features:
  - Execution of a predefined incident response plan
  - Documentation of during incident

- Benefits
  - Experienced management
  - Incident after action reports

- Base Price: $150.00 per hour

Service, installation and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Information Security. Quotes are provided on request.
58. Incident Management

Sub-Unit    Object    Allocation
9210        0807      009K

Description: Incident Management is an organized approach where no existing plan of action exists, to addressing and managing the aftermath of a security breach or cyberattack, also known as an IT incident, computer incident or security incident. The goal is to handle the situation in a way that limits damage and reduces recovery time and costs.

- Features:
  - Management during an incident without a predefined response plan
  - Documentation of during incident

- Benefits
  - Experienced management
  - Incident after action reports

- Base Price: $150.00 per hour

Service, installation and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Information Security. Quotes are provided on request.
59. Security Consulting

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</table>

Description: Security specific advisory services designed to help organizations assess, analyze and improve the efficiency of their business operations, IT operations and technology strategies for security and risk management activities.

- **Features:**
  - Security engagement to assess and design security programs and secure networks
  - Report and documentation to assist the client to implement the results of the assessment.

- **Benefits**
  - Experienced management
  - Security minded professionals dedicated providing secure and manageable solution.

- **Base Price:** $150.00 per hour

Service, installation and delivery pricing depends on agency requirements and the cost of labor and materials. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Information Security. Quotes are provided on request.
60. Managed Desktop Antivirus

Sub-Unit  | Object | Allocation
9750     | 0807   | 0051

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

- Features:
  - Provided license, software maintenance and server infrastructure.
- Base Price: $4.00 per user per month

To arrange a consultation with an OIT Systems Administrator, contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov.
## 61. Physical Security: Card Keys

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<tbody>
<tr>
<td>9640</td>
<td>0823</td>
<td>0043</td>
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</tbody>
</table>

Description: A card key administered to state employees or contract workers whose places of business has secured entrances that require card key access.

- **Features:**
  - Card key
  - Access Badge

- **Options:**
  - Card key
  - Access Badge
  - Replacement Access Badge
  - Lost card replacement

- **Price:**
  - $12.00 per Card Key
  - $10.00 per card (one-time charge)

To arrange a consultation with an OIT Card Key Administrator, contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov.
62. Photo Identification Card

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<td>0044</td>
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</table>

Description: A photo identification card used by state employees when state employee identification is required but not card key access.

- **Features:**
  - Photo Identification Card with employee name, agency name, and agency seal

- **Price:** $50.00 per Card (one-time charge)
To arrange a consultation with an OIT Card Key Administrator, contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov.
63. **Physical Security: Remote Access Service**

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Description: Access administered to state employees or contract workers whose places of business secured entrances require card key access.

- **Features:**
  - Card key Access Badge with Photo

- **Options:**
  - Card key Access Badge
  - Card Key- Replacement Access Badge
  - Photo Identification Card; No Access

- **Price:** ..........................................................$12.00 per Card Key

To arrange a consultation with an OIT Card Key Administrator, contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov.
Storage

64. Mainframe Storage

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<tr>
<td>9740</td>
<td>0807</td>
<td>0006/0007/0032</td>
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Description: Storage of files created using the mainframe.

- **Features:**
  - Aged retention methodology
  - off-site replication
  - disaster recovery
  - agency managed backup
    - Agencies manage plan, schedule, and execute the backup of their data

- **Options:**
  - DASD Storage $0.000035 per 1K bytes/month
  - DASD I/O $0.0149 per 1000 EXCPs
  - TAPE I/O $0.2348 per 1000 EXCPs

- **Price:** .........................................................Quotes are provided upon request.

To arrange a consultation with an OIT Mainframe Systems specialist, contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov.
65. *Mainframe Laser Printing*

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Description: Provides laser print from mainframe files.

- **Features:**
  - Black and white print, 8 ½” x 11” paper
  - Front print

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

- **Base Price:** $0.067 per page
66. Storage Area Network (SAN) Storage

Sub-Unit  Object  Allocation
9750     0807     005G/005H

Description: Provide SAN storage hosting capability

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

- **Options:**
  - Backup services are available

- **Base Price:**
  - $0.51 per Gigabyte
  - $110.00 per Hour
  - $0.09 per Gigabyte

Storage pricing may depend on agency requirements. Contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov to arrange a consultation with OIT Systems Administration. Quotes are provided on request.
Support

67. Desktop Support

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<tr>
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<td>0510</td>
<td>0017</td>
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<tr>
<td>9340</td>
<td>0807</td>
<td>0028</td>
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</table>

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

- Features:
  - Computer and software installation
  - Email configuration
  - Support for Microsoft Windows
  - Microsoft Office
  - Software drivers
  - Printer drivers
  - Personal Computer Repair
- Options:
  - Desktop Support Subscription - $61.50 per desktop/mo.
  - Desktop Support – Hourly - $105.00 per hour
- Price: ........................................................... Quote provided upon request

To arrange a consultation with an OIT Desktop Systems specialist, contact the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov.
68. **ServiceNow Support**

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

- **Features:**
  - IT Service Management (ITSM) – Incident, Request, Problem, Change
  - IT Operations Management (ITOM) – Discovery, Service Mapping, Event Management, Operational Intelligence, Orchestration
  - IT Business Management (ITBM) – IT Financials, Cost Center Management, Idea, Demand, Resource, Project/Portfolio Management
  - Governance, Risk and Compliance – Policy and Compliance, Risk, Audit

- **Options:**
  - Consultation (Pre- and/or Post-deployment)
  - License Planning
  - Design and Implementation (Professional Services)
  - Augment Support for contracted Professional Services/Project Teams
  - Deployment Support
  - Post-deployment Administration and Development Support
  - Build Custom ServiceNow Applications
  - System Integrations

- **Benefits:**
  - Reduce costs with scalable support to fit your needs
  - Obtain ServiceNow expertise with State experience
  - Statement of Work (SOW) to clearly define scope and deliverables for long-term projects

- **Price:** ................................................................. $ 120.00 per hour
For a complete description of licensing costs or additional information arrange a consultation with an OIT ServiceNow specialist, by contacting the OIT Service desk (334)-242-2222 or help.desk@oit.alabama.gov.