Indiana Office of Technology
Powering a State that Works

Governor Eric Holcomb
Chief Information Officer Dewand Neely

IOT Services Catalog
Fiscal Year 2017

Purpose

This document provides Indiana Office of Technology's (IOT) customers a central place to find information about its 80+ provided services.

Contents

The information in this document pertains to: periodic audits to validate IOT's services are provided at competitive rates, how this document and IOT's services are maintained; IOT's 12 service areas, and data associated with each service area (options, rates, description, customer responsibilities, service manager, outage impact, restore priority, Metric, key measurements, reports, dependencies and references).

The document also contains information on how to: request a service, request help if you have an issue with a service, monitor the progress of your requests, resolve billing issues and how to terminate a service.

Welcome from the CIO

Welcome to IOT. The mission of the Indiana Office of Technology is to provide cost-effective, secure, consistent, reliable enterprise-technology services to our partner agencies so that they can better serve our mutual customer, the Hoosier taxpayer. IOT will also act as the technology and solution enabler for the State, helping its partner agencies achieve business objectives and innovation.

In order to best achieve this mission, I have set some clear goals for IOT moving forward.

Security

The State has heavily invested in security, with the goal is to ensure that we implement and leverage to the fullest, each and every technology that we have brought in.

The State of Indiana's agencies and citizens are entrusting IOT with extremely important systems and information, and it is our duty to protect it all. Although we can never be 100% fail-proof, the goal is to do all that we can to, at minimum, be able to detect and mitigate issues in very quick and timely manner.

Better Relationships/Partnerships with State Agencies

It is IOT's responsibility to ensure that we are not only providing services to our agencies, but that we are also providing value. I want to reintroduce programs that help to facilitate better communication and collaboration amongst IOT and the agencies. IOT should be seen as a partner with transparent relationships with the agencies so that projects and plans are not hindered by lack of communication, foresight and appreciation of all parties' individual work commitments.

Empower the State Workers and Constituents

The typical workers for the State government is changing. They are becoming savvier and want to work smarter. Workers are becoming more familiar and efficient with other devices than just the typical PC on a desk. Mobile and Cloud are two high-level concepts that can go a long way to increase productivity for the typical worker. I want to begin strategic initiatives to investigate Cloud "Smart" opportunities and a Mobile First concept. IOT needs to be helping and working to ensure that new development of LOB applications have a mobile aspect without limits on functionality.

Project Prioritization/ Resource Allocation

IOT will begin to capture, rank and report all projects, including from agencies, and the resources associated with those projects. The goal of this undertaking will be to accomplish two things. The first will be to establish clear priorities with regards to projects. By having complete visibility and ranking of all projects for both IOT and the agencies, we can make better informed decisions on which projects to prioritize based upon important factors such as risk, value and roadmap dependencies.

The second goal will be to more effectively manage our time and resources. The majority of our staff, if not all, is stretched very thin and usually across multiple projects -- not to mention the day to day work that we are tasked with. Capturing projects will help to better align and match our available resources so that adequate focus and attention can be applied to each, ensuring they are completed more efficiently and timely.

IOT focusing on these core areas will create even more value for the State of Indiana and its citizens. I also believe that it will allow us to provide best-in-class services with efficiency unmatched by other organizations, public or private.

Dewand Neely, CIO

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Quality at Competitive Rates

Approximately every two years the IOT hires a third-party to evaluate its services and rates. The goal is to provide IOT with a comparison to other state IT organizations and private-sector businesses. Since 2006, IOT has undertaken three evaluations, with the fourth being completed in September 2016. To date, the results have proven favorable for IOT. After each report, areas where improvements are recommended are evaluated by the CIO and staff to determine how to make the necessary adjustments. The final goal is to continue providing the best services at the best rates possible.

Services Catalog Maintenance

This catalog is maintained by the IOT Deputy CAO of Service Management. It will be updated as new services are added, updated or removed, and annually in late April. IOT Service Managers are responsible for creating and managing the annual budget for their service area and thus determining the rates for their services. Rates are determined and posted annually in late April and are typically unchanged for the entire fiscal year.

List of IOT Service Areas

Services are organized into 12 easily identified topics (Service Areas), with individual services under each.

1. Application Development Services
2. Business Applications
3. Collaboration Services
4. Communications Services
5. Database Services
6. Desktop Services
7. Hosting Services
8. IN.Gov Services
9. Mainframe Services
10. Project Success Center
11. Security Services
12. Storage Services

Services & Rates Table

A complete **Services & Rates Table** can be found along with this document at IOT Services & Rates Table.

Service Area Contents

The service areas are laid out as follows, to clearly detail what is included in each area.

1.	Services	List of services provided.
2.	Options/Rates	List of service options, rates and unit of measure.
3.	Description	Detailed description of each service.
4.	Cust Resp	List of items the customer is responsible for doing/providing.
5.	Metric	Data defining the service level (availability, response time, etc.).
6.	Impact/Priority	Impact to business if service is interrupted, and priority to restart service.
7.	Measurement	Annual service provided (last fiscal year) and growth rate for the service.
8.	Reports	List of reports used to show service usage.
9.	Dependencies	List of other IOT services that may be required/useful for the customer to make full use of the service requested.
10.	References	List of “reference” agency and a contact that uses the service. New customers may contact these references to discuss the service.

Requesting Services

IOT provides the following methods for our customers to obtain services:

1. **IOT HelpDesk**	Contact the HelpDesk at 317-234-HELP (4357) or 1-800-382-1095
2. **HelpDesk Assistant** (**HDA**)	Use the icon on your desktop to create a ticket for the IOT HelpDesk.
3. **forms.iot.in.gov**	Some services can be ordered online (the list is growing): Database Request, Server Build Request, Server Decommission Request, SAN Request, DNS Request, Firewall, Protected Data Firewall, Port Activation Request, Change Control, User Request (new and delete), VPN Request, Equipment Job Order, Project Proposal, Software License Request.
4. **webmasters.in.gov**	Online forms to submit Web Portal Request for Interactive applications, Enterprise Web Content Management System, Domain Name requests, redirects, Online Calendar, Web Analytics, Website Quality Assurance, Enterprise Email Marketing, online payment processing, and training in all aforementioned areas.

Issue Resolution

IOT provides the following methods for our customers to obtain issue resolution:

1. **IOT HelpDesk** – Contact the HelpDesk at 317-234-HELP (4357) or 1-800-382-1095
2. **HelpDesk Assistant** (**HDA**) – Use the icon on your desktop to create a ticket for the IOT HelpDesk.

Issue Monitoring

Customers can view progress on tickets submitted by them by using HelpDesk Assistant (**HDA**) and selecting "View your existing tickets" in the lower left corner of the window. This only works while connected to the state network.

Or you can visit this website: http://vsm.iot.in.gov/VSM/ServiceManager.aspx?LITE

Billing Issues

If you have questions about your monthly IOT Services bill, or require changes because you no longer need the service, please submit a ticket ASAP to get the issue resolved. For IOT billing policy information, please visit: http://www.in.gov/iot/IOT_Billing.htm.

If you have a Pinnacle account, you can view your bill https://myoracle.in.gov/pls/pinnacle/f?p=1003:HOME.

Maintenance Windows

IOT's standard maintenance window for changes to servers and the network is Sunday mornings from 6am-10am. Changes that affect workstations are done over the weekend as well, however they are usually started on Friday nights because of the number of workstations that a change may affect. The interval for submitting a change request is two weeks. If a change has to be submitted during this process that was not originally on the two-week schedule an Emergency Change Request procedure is followed.

Target Issue Resolution Times

IOT services are provided and supported: 7am – 5:30pm Monday - Friday except on state holidays
After Hours Support is provided, but with much reduced functionality.

Customer "Tickets" have an assigned "Target Resolution Time." These times are associated with the following high level categories:

Target Resolution Time (IOT Business Hours/Days)	Major "Issue Category"	# Calls Received in 2015
1 Hr	HelpDesk Assistant Response	101,246
8 Hrs	Account Management	112,000
4 Hrs	Disable Accounts	12,608
2 Days	New Accounts	13,770
16 Hrs	Applications	59,000
32 Hrs	Data Management	6,000
32 Hrs	Database	3,000
40 Hrs	Hardware	29,000
40 Hrs	Network	4,000
24 Hrs	Operating System	3,000
16 Hrs	Telecommunications	14,000
16 Hrs	Unified Communication	6,000
3 Days	New Campus Hardware Installs	1,396
5 Days	New Remote Hardware Installs	1,272

Each Service in this document contains a "Metric." Below is one example:

Metric Resolution of tickets within 32 IOT business hours

IOT's goal is to achieve all of its metrics on a monthly basis. In 2015 IOT managed 236,000 total calls, resulting in 138,528 "tickets" across 34 of our services, meeting SLA 94.5% of the time.

Note: When a customer's reported issue is thought to be resolved by an IOT technician, the customer may receive an automated email indicating they have 48 hours to verify the issue has been resolved. No reply signifies the issue was resolved to the customer's satisfaction and the issue will be closed. If the issue does not appear to be resolved, the customer simply replies to the email with additional information and the technician will continue working on the issue.

Project Related Work Requests

In some cases a customer's work request may be considered outside the scope of the service defined in this catalog. In those cases, which will be identified by both IOT and the customer, a Service Order Form will be completed for the requested work, and "consulting" fees over and above the services listed in this catalog may be required. The rate and estimated fees will be determined at the time of the engagement. The complexity and risk of the project will determine the IOT Project Success Center's involvement.

IOT Service Codes

Below is a list of the current 80+ IOT services, showing Service Codes and Service Names. These are the codes displayed in the monthly services bill from IOT. You may click on a specific **Service Code** to go directly to the Service Area for a detailed service description. IOT provides a separate **Rate Sheet** including rates for two years for all of its services.

Service Code	Service Name	Service Code	Service Name
1001	Seat Charge	1158	Instant Messaging
1001a	PC Refresh Accessories	1161	Contact Center
1001u	PC Refresh Upgrades	1162	IP Phone
1014	Email	1169	Video Bridging
1020	Remote Access (Citrix)	1170	Application Development - Standard
1023	SFTP Services	1170m	App Development Maintenance
1025	Sharepoint on Premium Server	1170s	Application Development - Senior
1031	ACD - Enhanced Perimeter Agent	1173	WebEx
1035	Directory Assistance	1174	Shared CRM
1037	Contracted Long Dist - Switched	1175	Security - Baseline
1038	800 # Service - Switched	1176	UCCx Call Center
1039	800 # Service - Dedicated	1177a	Shared SAN Storage
1040	Calling Card	1177b	Archive Storage
1041	Pagers	1177c	Email Overage
1043	Telephone - Centrex	1177d	Archive Email Overage
1044	Telephone - Remote	1177e	Oracle UCM
1049	Database Maintenance Services	1177f	VM Server Additional Storage
1050	Physical Server Hosting	1178	Acrobat Pro
1052	Virtual Server Hosting - Base	1178c	Adobe CC Enterprise (Team)
1052a	Virtual Server (extra CPU)	1178d	Adobe InDesign CC
1052b	Virtual Server (extra GB RAM)	1178i	Adobe Illustrator
1066	Jobs Production	1178p	Adobe Photoshop
1092	Disk Megabytes Allocated	1178pp	Adobe Premier Pro
1094	Tape Access	1178r	Adobe Robohelp
1107	Long Distance - Dedicated	1178s	Adobe Stock
1108	Non-Contracted Long Distance	1178w	Adobe Dreamweaver
1112	Data Circuits - Off Network	1180	Security - Confidential
1114	Database Hosting	1182a	Project Success Center - Senior
1114a	Database Size Overage 1GB+	1182b	Project Success Center - Standard
1114b	Exadata Hosting	1183	Interactive Intelligence (ININ)
1117	Cellular Phone Service	1186	Sol VaaS
1120	GMIS HR	1187	Data Circuits - On Network
1121	GMIS Financials/Hyperion	1188	Telecom Management Services
1126	TSO/DSO & OCRs	1190	Sharepoint Online
1131	IN.Gov	1190a	Sharepoint Online – Plan II
1136	Seat Charge - Non-Network	1191	Oracle Application Hosting
1137p	Disaster Recovery - Physical Server	1192	IIS Web Hosting
1137v	Disaster Recovery - Virtual Server	1193	CRM Online
1141	WAN Management Services	1195	vFire Work Management
1153d	ArcGIS Desktop	5000	Mainframe Transactions
1153o	ArcGIS Online		
1155	Network Access Services		
1157	Seat Charge - Non-Network Plus		

Application Development Services

Services Options/Rates

Option ID	Option Description	Unit	Rate
1170	Application Development – Standard Level	Hourly	$85.00
1170s	Application Development – Senior Level	Hourly	$95.00
1170m	Application Software Maintenance	Based on quote	N/A

Description

1170 - Developer Standard Beginner to Intermediate software developers and graphics designers.

1170s - Developer Senior Sr. Developers and Business Analysts have more experience and can generate code faster with less refactoring.

Applications developed using this service are typically less than $250,000 and shorter than nine-month efforts. IN.Gov is typically responsible for larger efforts.

Custom Development offerings include a business analyst to assess your needs and document the project, a developer assigned to your project, and a designer to create the needed graphics and user interface.

Native mobile application development is primarily for iOS and Android. The capability to publish to the Apple and Google app stores for public facing apps is available as are internal apps specifically for your mobile workforce. In-house apps can be securely delivered to mobile devices wirelessly.

Web and native applications are written in the .NET framework. Existing data can be accessed or a new database can be created. Contact the service manager to schedule time to discuss your project and get a quote.

1170m - Application Maintenance Covers bug fixes and minor tweaks to the code. Billed as a monthly amount agreed upon in a signed SOF (Service Order Form) between IOT and the agency.

Cust Resp Attend all required sprint meetings, work with Business Analyst to help gather requirements, perform homework as assigned, participate in Quality Assurance and User Acceptance Testing.

Metric A Project Charter is developed between IOT and the customer for each new application
The Charter will include a schedule for development, testing, and production implementation.

Impact/Priority Medium/Low

Measurement 30 applications in use by 10 agencies. 18 applications under development.

Reports The Project Charter will include a schedule for periodic progress reports for the customer
Once the application is in production, monthly usage reports by agency will be posted.

Dependencies Hosting Services, Database Services

References DOE – Nathan Williamson, ISDH – Chris Mickens, STAD – David Steward

Service Level Agreement Information

Service Availability:
Service Response Time:
Incident Resolution:
Customer Satisfaction:

Business Application Services

This section contains information for the following services:

- CRM
- Sharepoint
- Oracle UCM
- vFire
- GIS
- GMIS

1. CRM, Sharepoint, Oracle UCM, vFire

Services Options/Rates

Option ID	Option Description	Unit	Rate
1174	Shared CRM	Monthly per Instance	$1,549.79
1193	CRM Online	Monthly per Named User	Pass Through
1025	Sharepoint on Premium Server	Monthly per Website and Application.	$1,297.17
1177e	Oracle Content Management Hosting	Monthly per GB	$1.16
1195	vFire Work Management	N/A	$0

1174 - Shared CRM: Customer relationship management software that utilizes an extended relationship management (XRM) platform with the goal of improving business relationships with real-time information and collaboration. Dynamic CRM allows users to manage and analyze customer interactions and data throughout the customer lifecycle. This solution provides built-in security, complex workflows, sophisticated reporting and ease of integration with other systems. Solutions built on CRM can be accessed internally or directly from the Internet using any current browser including mobile devices. Use-case examples are case management, citizen engagement portals and field service contact management.

Also included is one dedicated organization with email integration. One organization can host a single agency with multiple use cases. Integrated document management requires a hosted SharePoint site at an additional fee. One database is required per organization, and it is charged according to database hosting fees. Customer is responsible for application licenses, client access licenses, database hosting fees and excess storage costs.

Cust Resp A computer with network access.
Metric Installations within 3 IOT Business Days
Resolution of issues within 16 IOT Business Hours
Impact/Priority High/High
Measurement none at this time
Reports Monthly IOT SLA Report
Dependencies Hosting Services, Storage Services
References IEDC – Melodie Donavan

1193 - CRM Online: Customer relationship management software that utilizes an extended relationship management that is hosted in the Microsoft Government cloud. Dynamic CRM Online is licensed per user, per year. Licenses that are purchased will be passed to the customer by IOT. Customer is responsible for integration and installation of solution.

Cust Resp A computer with network access.
Metric Access within 3 IOT Business Days
Resolution of issues within 16 IOT Business Hours
Impact/Priority High/High
Measurement New for FY17
Reports Monthly IOT SLA Report
Dependencies Hosting Services, Storage Services
References IURC – Patrick Evans

1025 - Sharepoint on Premium Server: Provides a workspace for collaboration using SharePoint On Premise, which is hosted in the Office of Technology's datacenter. This allows for a secure method of sharing files and content. Sites hosted SharePoint On Premise are currently on SharePoint 2010. Hosting includes QA and Dev sites.

Includes a single production site hosted on redundant servers, a development/QA environment hosted on redundant servers or in a virtual environment, and disaster recovery services for Production only. Exclusive of the Shared Web Hosting rate is a fee based upon the size of the content for the site. This fee is measured per GB and will be charged at the 1177A service rate. Customer is responsible for application licenses, client access licenses, database hosting fees and excess storage costs.

Cust Resp	A computer with network access.
Metric	Installations within 3 IOT Business Days Resolution of issues within 16 IOT Business Hours
Impact/Priority	High/High
Measurement	New for FY17
Reports	Monthly IOT SLA Report
Dependencies	Hosting Services, Storage Services
References	IDEM – Erin Ingas

1177e - Oracle Content Management Hosting (UCM): Based upon the Oracle WebCenter Content (WCC) 11g software release, this service is priced per GB of content, and includes basic electronic content services, Document Capture, document retention capabilities and workflow process engine services. Disaster recovery is included, and IOT is responsible for the Oracle software licenses (covering the components listed) that are required to host this service. Other software components required for unique agency system requirements and associated software licenses are the responsibility of the applicable agency.

Cust Resp	A computer with network access.
Metric	Installations within 3 IOT Business Days Resolution of issues within 16 IOT Business Hours
Impact/Priority	High/High
Measurement	New for FY17
Reports	Monthly IOT SLA Report
Dependencies	Hosting Services, Storage Services
References	none at this time

1195 – vFire Work Management: The IT Service Management system used by IOT and 20 other agencies primarily to manage customer issues. Modules available (but may not currently be configured) include asset management, availability management, configuration management, event management, federated CMDB knowledge management, problem management, self-service customer portal, service level management, and service lifecycle management.

Cust Resp	A computer with network access.
Metric	Project based setup & installation
Impact/Priority	High/High
Measurement	N/A
Reports	Agency specific
Dependencies	Hosting Services, Storage Services
References	BMV – Aaron Rogers, DHS – Candice Pope, DNR – Tim Ping, DOE – Marty Rector, IDEM – Irv Goldblatt, INDOT – Peri Myers, ISDH – Kecia Woods, SBA – Deanna Oware, SOS – Dawn Baptist

2. GIS *(Geographic Information Systems)*

Services Options/Rates

Option ID	Option Description	Unit	Rate
1153d	ArcGIS for Desktop	Per Year per User	$325
1153o	ArcGIS Online	Per Year per User	$175
	End-User Training	Pass Through	

Description

In order to recover costs for managing the provision and operation of GIS server and desktop software, these two services have been added to the IOT Services Catalog. **BOTH** services include: ArcGIS and Image Server Access, GIS Data Storage, GIS Data Backup, ArcSDE DB Hosting, Server Support, Disaster Recovery (critical apps/systems), and ArcGIS Server Licensing.

1153d – ArcGIS for Desktop
Provides one installation of ArcGIS for Desktop software for one fiscal year and the following extensions: ArcGIS 3D Analyst, ArcGIS Data Reviewer, ArcGIS Geostatistical Analyst, ArcGIS Network Analyst, ArcGIS Publisher, ArcGIS Schematics, ArcGIS Spatial Analyst and ArcGIS Workflow Manager. Also includes product support.

1153o – ArcGIS Online
Provides one named user of ArcGIS Online for one fiscal year, access to one ArcGIS Online Organization access to the credits associated with that ArcGIS Online Organization. Also included product support.

General
GIS is a technology and a practice that connects computer-based maps and databases so that "where" questions can be answered to inform public policy and action. For example, GIS helps state agencies better understand:

- Where are the best sites in Indiana to accommodate a specific industrial plant?
- Where should disaster-response resources be deployed to be most effective?
- Where should "quarantine" zones be established to protect healthy livestock from diseased animals?
- Where has Emerald Ash Borer activity been observed?

GIS efforts within Indiana state agencies are governed by IC 4-23-7.3, Indiana GIS Mapping Standards, which created an Indiana Geographic Information Office (GIO) and assigned specific responsibilities to that office. Per statute, the GIO will "function as the chief officer for GIS matters for state agencies." This function has evolved to include managing the provision and operation of GIS server and desktop software for all state agencies.

Cust Resp	A computer with network access. Training is strongly encouraged for the ArcGIS for Desktop software. Information about training can be found at https://myshare.in.gov/gis/	
Metric	Installations within 3 IOT Business Days	
	Resolution of issues within 16 IOT Business Hours	
Impact/Priority	High/High	
Tools	vFire	Ticket Management and SLA Measurement
	Open-LM	License Usage
Measurement	3,500 users for GIS Desktop and growing slowly	
Reports	Open-LM for License Usage	
Dependencies	Available upon request: End User Training – Pass Through (cost cover books and instructor)	
References	DNR – Mike Martin, IDEM – E.J. McNaughton, INDOT – Joel Bump, ISDH – Chris Waldron	

3. **GMIS** (Government Management Information Services)

Services Options/Rates

Option ID	Option Description	Unit	Rate
1120	GMIS HRMS Services	Monthly per Headcount	AOS Allocation
1121	GMIS Financial Services (incl. Hyperion Basic)	Monthly per Transaction	AOS Allocation
TBD	GMIS Consulting Services	Hourly	$135 and Up

This is the state's ERP system. The Auditor of State (AOS) allocation for HR and Financial Services are determined at the beginning of the fiscal year for the entire year: Major changes in cost/allocation from year to year are discussed at the annual AOS/SBA Town Hall. The allocation is calculated as follows:

HR: Agency percentage of total cost = agency percentage of state employees.

Finance: Agency percentage of subset of transactions over past 12 month period from the following modules: General Ledger, Accounts Payable, Purchasing, Inventory, Project Costing, Grants Management, Order Management, Billing Receivables, Assets and Travel Expense.

Description

General: These services are associated with the Oracle PeopleSoft Application. PeopleSoft is comprised of 115+ modules. Various support levels are provided for a subset of these modules.

Sponsors: The key agencies that provide direction/support are: AOS, IDOA, SBA, SBoA, SPD, IOT, TOS

1120 - GMIS Human Resources Mgt Services: This service, provided by SPD, includes labor, hardware, software, module rollouts, customer training, upgrades, issue resolution and ongoing support for the PeopleSoft HR "Core" modules (the modules that are sponsored by the SPD and that are in use by a majority of the state agencies). The 25% of the GMIS budget used to support these services is allocated to 80 agencies based on headcount.

<u>Currently supported "Core" modules include</u>

Benefits Administration	Enterprise Learning Management
Recruiting Solutions	Strategic Hiring Management Workforce Administration

1121 - GMIS Financial Services: This service, provided by IOT, includes labor, hardware, software, module rollouts, customer training, upgrades, issue resolution and ongoing support for PeopleSoft Financials. The "Core" modules are sponsored by the AOS and SBA and are mandatory for all state agencies. The 75% of the GMIS budget used to support these services is allocated to 80 agencies based on the number of transactions for previous 12 months.

<u>Currently supported "Core" modules include</u>

Accounts Payable	Asset Mgt	ePro / Purchasing	General Ledger / Commitment Control
P-Card	Project Costing	ROC / AR	Supplier Contracts Management

<u>Currently supported "Non-Core" modules include</u>

Accounts Receivable	Billing	Reports & Queries	Travel and Expenses
Time and Labor Workflow			

<u>Currently used "Non-Core" modules include</u>

Cost Accounting	Customer Contracts	Grants Management	INDOT Budget
Inventory	Purchasing Contracts/Strategic Sourcing		

<u>Training</u>: Standard training classes are offered on a monthly or bi-monthly basis subject to demand. Over-the-shoulder/small-group training may be performed on a limited basis and is typically associated with new functionality roll-outs or mandatory business process changes.

<u>Requests</u>: All support requests are submitted via Customer Service tickets. Priority of work performed is managed by IOT GMIS management, along with our sponsors from AOS, SBA, SBOA and TOS. GMIS receives 1,000 financials-related tickets / month, while achieving 85% resolution within 24-business hours.

GMIS Consulting Services: This service is provided as an option for our customers to perform PeopleSoft-related work outside the scope of our Standard Services. External consulting services will likely be involved and managed by GMIS. This service includes, but is not limited to:

- Implementation of Non-Core modules
- Non-Standard Rollouts (must have prior approval of SBA/IOT)
- Additional or extended requests for over-the-shoulder or small-group training
- Elevated priority requests requiring substantial resources
- Project Oversight services to coordinate and review enforcement of State standards for agencies choosing to contract work with independent consultants.

Cust Resp

- Desktop with internet connection with an IOT/GMIS PeopleSoft supported browser for PeopleSoft access.
- Compliance with State Business Process Owners' staffing, training, and business process requirements.
- Utilizing the GMIS issue page or vFire system to submit system questions and problems on a timely basis.
- Performing Quality Assurance/User Acceptance testing as required on all Agency-specific system configurations.
- Utilizing the Enterprise Steering Committee to receive, analyze, and promote business requirements and customization for the PeopleSoft ERP.
- Timely management of PeopleSoft User accounts and notify PS Security when employee's need access or access should be revoked due to employee status changes (promotions, transfers, terminations, etc.)
- Engaging the ESC and GMIS team early in project planning for agency specific operations that require interaction with the state's ERP system (PeopleSoft).
- Sharing third-party vendor costs for projects that are initiated by agency customers.

Metric	Resolution of issues within 24 IOT business Hours
Impact/Priority	High/High
Measurement	90 training classes offered with 500 trainees annually.
	Processed 9,600,000 payable lines worth $21,908,971,079 in 2015.
	Processed 1,326,299 vouchers worth $1,150,000,000 in 2015.
	Users: 8,000 Financial, 34,000 HRMS, 200 Hyperion. Consistent usage year to year.
Reports	**"**Dashboard" for year-end financial management
	Monthly IOT SLA Report
Dependencies	None
References	AOS – Brent Plunkett (HR), SBO – Christina Miller, SPD – Denny Darrow, TOS – Kim Logan

Collaboration Services

Services Options/Rates

Option ID	Option Description	Unit	Rate
1014	Email	Monthly per Named User	$4.18
1177c	Email Overage	Monthly per GB over 400 MB	$1.16
1177d	Archive Email Enterprise Vault	Monthly per GB over 4 GB	$1.16
1169	Video Bridging	Monthly per Account	$60.08
1173	WebEx	Monthly per Account	$35.60
1023	SFTP Services	Monthly per Named User	$20.28
1158	Instant Messaging (IM)	Monthly per Named User	$1.82
1190	Sharepoint Online	Monthly per Named User	$4.75
1190a	Sharepoint Online – Plan II	Monthly per Named User	$7.83
TBD	Consulting/Implementation Services	Hourly	$135 and Up

IOT offers SharePoint, SharePoint Online, Microsoft IIS and Java Application Server web hosting services, hosted both externally on a network Demilitarized Zone (DMZ or Extranet) and on the internal State network (Intranet). Intranet web hosting sites allow only users on the state's private network to access the site's content. Extranet web hosting sites allow both external users (constituents, vendors, etc.) and internal customers to access the site's content. See Appendix A for details on file retention and recovery.

1014 - Email: This is for customers without SEAT. IOT offers an enterprise level mail solution designed for high availability and performance using Microsoft Exchange. This mail solution includes a spam filtering (Sophos PureMessage), email encryption (DataMotion), email security (McAfee MSME), Data Loss Prevention appliance (McAfee), advanced malware detection (FireEye) and email archiving solution (Veritas Enterprise Vault). This service includes 400MB of email storage and 4GB of email storage for archive per SEAT.

1177c - Email Overage: Provides a per Gigabyte (GB) offering intended to house additional email data above and beyond the quota (400 MB) included in SEAT. Included is replication of the overage data to the DR data center.

1177d - Archive Email Enterprise Vault: Provides a per Gigabyte (GB) offering intended to house additional archive email in the IOT Enterprise Vault system above and beyond the quota (4 GB) included in SEAT. Included is replication of the overage data to the Disaster Recovery data center.

IOT is currently transitioning email service to Exchange Online, which is a hosted messaging application that provides organizations with access to the full feature versions of Exchange Server. It includes access to email, calendars, contacts and tasks for any endpoint device. Supporting Exchange Server can be challenging and time consuming for IT organizations to support. By having Microsoft host Exchange Online for IOT, the issues with application licensing, deployment, hardware costs, hardware troubleshooting and maintenance support will be eliminated. Since physical servers are not required for support, this dramatically reduces the capital expense for ongoing support for on-premise email services and frees up IT resources to work on more high level IT related projects.

Advantages Include:

Customers have larger mailboxes – 50GB mailboxes and unlimited archiving.

- Due to the large size of mailboxes and unlimited archive, there is no longer overage charges for mailboxes.
- The state sees a reduced cost in hardware/software costs associated with supporting exchange on premise.
- Achieving increased security – IOT is able to meet government regulations without rebuilds of the entire email system.
- There is a financially backed SLA of 99.9%.
- Exchange administrators no longer need to concern themselves about supporting hardware and troubleshooting hardware issues related to exchange.
- Patching occurs automatically. Security patches happen in real-time, with no down time of exchange.
- New features for exchange become available immediately.
- Removing the responsibility of hardware, upgrades and patching of exchange allows our Exchange administrators to devote more time to higher level projects.

Cust Resp	A computer with network access.
Metric	Installations within 3 IOT Business Days
	Resolution of issues within 16 IOT Business Hours
Impact/Priority	High/High
Measurement	1177c Email Overage – 4,000 GB (2% growth / year)
	1177d Archive Email Overage – 19,000 GB (20% growth / year)
Reports	Monthly IOT SLA Report
Dependencies	Hosting Services, Storage Services

1169 - Video Bridging: A shared video bridge solution managed by IOT. This service enables users of video bridge conference systems to connect with other video bridge endpoints via the Intranet and Internet. Rate includes video bridge servers, application software and maintenance. Customer is responsible for purchase of video conference unit (VTC), large display, network connectivity, conference phone (if required), laptop (if required), video bridge license, and maintenance of customer owned VTC; IP voice infrastructure may be required for some implementations.

Cust Resp	A computer with network access.
Metric	Installations within 3 IOT Business Days
	Resolution of issues within 16 IOT Business Hours
Impact/Priority	High/High
Measurement	None at this time
Reports	Monthly IOT SLA Report
Dependencies	Hosting Services, Storage Services
References	DCS – Tony Bender, DOC – Ed Lampa

1173 - WebEx: Web Collaboration Services via WebEx. WebEx enables virtually hosted business meetings via the Internet using a browser. WebEx offers two options; Option 1 supports a maximum of 25 participants; Option 2 supports up to 200 participants. This service is priced per user per month. The service requires a Reservationless Conference Bridge service that can be set up at the same time as the WebEx service. The price does not include Reservationless Conference Bridge long distance charges incurred during WebEx meetings. Rate includes service, maintenance and license. Customer is responsible for purchase of laptop and toll free long distance costs of participants for audio conference bridge

Cust Resp	A computer with network access.
Metric	Installations within 3 IOT Business Days
	Resolution of issues within 16 IOT Business Hours
Impact/Priority	High/High
Measurement	none at this time
Reports	Monthly IOT SLA Report
Dependencies	Hosting Services, Storage Services
References	DCS – Tony Bender, FSSA – Dan Needler

1023 - SFTP: Application for a secure connection to a specified address on the state private network that allows for the transfer of a file(s) from a remote "non-trusted non-state" SFTP server to a local SFTP server on the state private network. Firewall rules may require modifications. Customer is responsible for adhering to storage limits.

Cust Resp	A computer with network access. A secure SFTP client
Metric	Installations within 3 IOT Business Days Resolution of issues within 16 IOT Business Hours
Impact/Priority	High/High
Measurement	4 SFTP Servers, 10 SFTP users, 190 WebEx, 4,000 IM users - not much annual change
Reports	Monthly IOT SLA Report
Dependencies	Hosting Services, Storage Services
References	ISDH – Greg Lemon

1158 - IM: Application (Lync) to allow agency staff to communicate interactively via online chat software.

Cust Resp	A computer with network access. Lync client and user must be on the state network
Metric	Installations within 3 IOT Business Days Resolution of issues within 16 IOT Business Hours
Impact/Priority	High/High
Measurement	None at this time
Reports	Monthly IOT SLA Report
Dependencies	Hosting Services, Storage Services
References	IOT **-** Ruth McIntosh

1190 - SharePoint Online: Provides agencies with a workspace for collaboration using SharePoint Online (SPO), which is a cloud-based service hosted in the Microsoft Government cloud which allows for a secure method of sharing files and content. IOT administers the SPO infrastructure and agencies manage their own content. SPO is a subscription based service and agency is responsible for monthly fee. Agencies can choose between Plan 1 licenses which provide standard features or Plan 2 which has some additional features and functionality.

Cust Resp	A computer with network access.
Metric	Installations within 3 IOT Business Days Resolution of issues within 16 IOT Business Hours
Impact/Priority	High/High
Measurement	New for FY17
Reports	Monthly IOT SLA Report
Dependencies	Hosting Services, Storage Services
References	SPO – Tom Michalak

1190a - SharePoint Online Plan II: A workspace for sharing content and collaboration using SharePoint Online (SPO) hosted in Microsoft's Government datacenter. Building upon the existing SharePoint Online features Plan II had added benefits such as Enterprise Search, Excel/Visio/InfoPath form services, E-Discovery/Compliance and Business Connectivity Services.

Cust Resp	A computer with network access.
Metric	Installations within 3 IOT Business Days Resolution of issues within 16 IOT business hours
Impact/Priority	High/High
Measurement	New for FY17
Reports	Monthly IOT SLA Report
Dependencies	Hosting Services, Storage Services
References	SPO – Tom Michalak

Communications Services

This section contains information for the following types of services:

- Mobile Services
- Network Services
- Telecommunications

Services Options/Rates

Option ID	Option Description	Unit	Rate
Mobile Services			
1041	Pagers	Monthly per Pager	Pass through
1117	Cellular Phone Service, separately billed	Per Plan	Pass through
Network Services			
1020	Remote Access (Citrix)	Monthly per Named User	$9.43
1112	Data Circuits – Off Network	Monthly per Circuit	Pass through
1126	TSO/DSO and OCRs	Per Job	Pass through
1141	WAN Management Services	Monthly per Circuit	$128.10
1155	Network Access Services	Monthly per Device/Module	$125.44
1187	Data Circuits – On Network	Monthly per Circuit	Pass through
Telecommunications			
1031	ACD - Monthly Enhanced Perimeter Agent	Monthly per Agent	$32.99
1035	Directory Assistance	Per Call	Pass through
1037	Contracted Long Distance – Switched	Per Minute	Pass through
1038	800 # Services – Switched	Per Minute	Pass through
1039	800 # Services – Dedicated	Per Minute	Pass through
1040	Calling Card	Per Minute	Pass through
1043	Telephone - Centrex	Monthly per Phone	$12.12
1044	Telephone - Remote	Per Vendor Contract	Pass through
1107	Contracted Long Distance – Dedicated	Per Minute	Pass through
1108	Non-Contracted Long Distance	Per Minute	Pass through
1161	Contact Center	Monthly per Agent	$166.45
1162	IP Phone	Monthly per Phone	$10.13
1176	UCCx Call Center	Monthly per Agent	$100.64
1183	Interactive Intelligence (ININ) Support	Monthly per Basic Station	$7.70
1186	SOI VaaS	Per Vendor Contract	Pass through
1188	Telecom Management Services	Monthly per Unit	$3.37
TBD	Consulting/Implementation Services	Hourly	$135 and Up

Mobile Services

1041 - Pagers: Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

1117 - Cellular Phone Service: Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

Network Services

1020 - Remote Access (Citrix): Provides remote connectivity for users who are authorized to use applications on the state private network. It is recommended that it be used with a reliable network or internet connection and an updated computer, laptop or tablet. Customers who publish applications in the Citrix environment are responsible for licensing their published applications.

Cust Resp	Use the IOT approved versions of the Citrix client
Metric	Resolution of issues within 16 IOT Business Hours
Impact/Priority	High/High
Measurement	Users = 8,827; Applications = 517; Servers = 193
Reports	IOT SLA Report, Telco Utilization Report, Call Detail & Call Center Reports, Billing Reports
Dependencies	All communications services are interdependent with one another
References	DWD - William Schilling

1112 - Data Circuits - Off Network: Circuits purchased with IOT-owned contracts that are used for connectivity other than to the state backbone. Charges are billed directly to the agency and passed through IOT billing.

1126 - TSO/DSO/OCR: Telecom and **D**ata **S**ervice **O**rders, and **O**ff-**C**ampus **R**equests are used for Telephone and Cabling-related equipment and parts that are purchased and passed through by IOT.

1141 - WAN Management Services: Provides management and infrastructure in support of the State Wide Area Network.

Cust Resp	Customer is responsible for a contact for the Landlord so carrier facilities into the off-campus office can be validated if copper facilities are being used. If fiber services are required, a contact for the Landlord is required so a Right of Entry form can be signed between the carrier and lease holder. Fiber facilities must be accessible from the building or within a reasonable distance to the building or office where needed. If not, then construction charges will apply and the agency must approve the onetime cost before an order can proceed.
Metric	Resolution of issues within 12 IOT Business Hours
Impact/Priority	High/High
Measurement	Over 4,000 network nodes with 11,500 interfaces in management Actively measure: 148 CAN Devices, 570 WAN Devices, 474 Switches 1,022 Data circuits
Reports	IOT SLA Report, Telco Utilization Report
Dependencies	None
References	DCS – Tony Bender, FSSA VR – Greg Jinks

1155 - Network Access Services: Monthly cost/device and/or module for network connectivity. Includes access via wireless access point and remote access via Client VPN. 1-30 seats maximum. Determine network requirements and plan for new or changing network implementations. Design the network according to requirements and based on IOT policies and practices. Procure all necessary network components within the scope of IOT's standard offerings. Install and test the network. Monitor, manage, optimize and maintain the network.

Cust Resp	Wired network – a computer with a physical network interface card Wireless network – a computer with a wireless network interface card. For secure wireless, a domain account is required VPN – a computer with Internet access and the approved IOT VPN client installed, and a domain account properly credentialed to allow access through VPN.
Metric	Resolution of tickets within 40 IOT business hours CAN availability (Campus Area), WAN availability (Remote Sites), Switch availability
Impact/Priority	High/High
Measurement	6,400 Tickets in 2015, Over 4,000 network nodes with 11,500 interfaces. Actively measure: 148 CAN Devices, 570 WAN Devices, 474 Switches
Reports	IOT SLA Report
Dependencies	None
References	DOR – Pat Moore, DMH – Kris Thornton, ISC – Bob Rath, ISP – Sherif Lee

1187 - Data Circuits – On Network: IOT holds contracts with various carriers to provide the proper solution for each off-campus office. Based on the off-campus office size and projected volumes, a solution will be recommended. The contracted rate is then passed through IOT billing to each agency.

Telecommunication Services

1031 - ACD Services: Used to automatically distribute, track and report incoming calls. Rate includes ACD service. Centrex line, phone and auto-attendant are billed separately.

Cust Resp	Customer is responsible for purchase of 1043 Centrex desk phone and headset (if required) for each agent.
Metric	Resolution of issues within 16 IOT Business Hours
Impact/Priority	High/High
Measurement	300 ACD Agents
Reports	IOT SLA Report, ACD Reports, Billing Reports
Dependencies	1043 Centrex
References	SIC – Rita Anderson, DNR – Lora Adams

1035 - Directory Assistance: Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

1037 - Contracted Long Distance - Switched: Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

1038 - 800 # Services – Switched: Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

1039 - 800 # Services – Dedicated: Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

1040 - Calling Card: Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

1043 - Telephone - Centrex: Centrex service for offices within the Indiana Government Center. This service is being replaced with the SOI VaaS service. Rate includes Centrex line only.

Cust Resp Customer is responsible for purchase of desk phone, headset (if required) and cable.

Metric Resolution of issues within 16 IOT Business Hours

Impact/Priority High/High

Measurement 8000 phones

Reports IOT SLA Report, Call Detail Reports, Billing Reports

Dependencies Centrex phone

References

Agency	Contact	Agency	Contact
DCS	Tony Bender, Kenlie Capps	DHS	Chuck Emsweller, Pam Chadsey
FSSA	Ted Williams, Amy DeYoung	ISDH	Joe McIntosh
IOT	Bob Clark	ISP	Gerry Van Fossan
DOC	Pam Schubert	DOR	Pat Moore
DWD	Darrell Smith	BMV	Susie Skillman
ATC	Brent McKinney	DNR	Tim Marcum

1044 - Telephone - Remote: This service covers all remote telephony communication lines and circuits for phone system service (e.g. analog phone line, PRI, Nortel PBX, CPI, etc.). This service will be phased out once all telephony services are migrated to service #1186. Customer is responsible for purchase of PBX or KTS phone system, PRI (or phone lines), desk phones, cable, professional installation services and T&M support (plus travel).

1107 - Contracted Long Distance – Dedicated: Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

1108 - Non-contracted Long Distance: Simple pass through service from vendor. Invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.

1126 - TSO/DSO/OCR: Telecom and **D**ata **S**ervice **O**rders, and **O**ff-**C**ampus **R**equests are used for Telephone and Cabling-related equipment and parts that are purchased and passed through by IOT.

1161 - Contact Center: This service is being phased out and is being replaced with Interactive Intelligence (#1183). Rate includes call center servers, application software, and maintenance.

Cust Resp Customer is responsible for purchase of IP Phone, IP phone license, headset (if required), Agent Software License, and professional services for call center call flow development; IP voice infrastructure is a requirement before this service can be implemented.

Metric Resolution of issues within 16 IOT Business Hours

Impact/Priority High/High

Measurement 200 ACD Agents

Reports IOT SLA Report, Call Center Reports, Billing Reports

Dependencies IP Phone and Call Center Agent hardware and licenses

References DCS Child Abuse Hotline – Nathan Johnson

1162 - IP Phone: A premised based VoIP service. This will be replaced with SoI VaaS (#1186). No “new” units provided. Rate includes IP system servers, application software, and maintenance.

Cust Resp	Customer is responsible for purchase of Cat 5e Cabling (if required), IP desk phone, headset (if required), and IP phone license. PoE Switches and available bandwidth; IP voice infrastructure is a requirement before this service can be implemented.
Metric	Resolution of issues within 16 IOT Business Hours
Impact/Priority	High/High
Measurement	6700 IP Phones
Reports	IOT SLA Report, Call Detail Reports, Billing Reports
Dependencies	IP Phone hardware and license
References	SIC – Rita Anderson, DNR – Lora Adams

1169 - Video Bridging: A shared video bridge solution managed by IOT. This service enables users of video bridge conference systems to connect with other video bridge endpoints via the Intranet and Internet. Rate includes video bridge servers, application software and maintenance.

Cust Resp	Customer is responsible for purchase of video conference unit (VTC), large display, network connectivity, conference phone (if required), laptop (if required), video bridge license, and maintenance of customer owned VTC; IP voice infrastructure may be required for some implementations.
Metric	Installations within 3 IOT Business Days Resolution of issues within 16 IOT Business Hours
Impact/Priority	High/High
Measurement	100 Video Endpoints
Reports	Monthly IOT SLA Report
Dependencies	Hosting Services, Storage Services
References	DCS – Tony Bender, DOC – Ed Lampa

1173 - WebEx: Web Collaboration Services via WebEx. WebEx enables virtually hosted business meetings via the Internet using a browser. WebEx offers two options; Option 1 supports a maximum of 25 participants; Option 2 supports up to 200 participants. This service is priced per user per month. The service requires a Reservationless Conference Bridge service that can be set up at the same time as the WebEx service. The price does not include Reservationless Conference Bridge long distance charges incurred during WebEx meetings. Rate includes service, maintenance and license.

Cust Resp	Customer is responsible for purchase of desktop/laptop and toll free long distance costs of participants for audio conference bridge
Metric	Installations within 3 IOT Business Days Resolution of issues within 16 IOT Business Hours
Impact/Priority	High/High
Measurement	110 User Accounts
Reports	Monthly IOT SLA Report
Dependencies	Hosting Services, Storage Services
References	DCS – Tony Bender, FSSA – Dan Needler

1176 - UCCx Call Center: A basic call center service. This service is built using the Cisco Unified Communications Call Center Express solution. This service is being phased out. Once all call centers are migrated to our Interactive Intelligence Call Center Solution, support will be billed via service #1183. Rate includes call center servers, application software, and maintenance.

Cust Resp	Customer is responsible for purchase of IP Phone, IP phone license, headset (if required), Agent Software License and professional services for call center call flow development; IP voice infrastructure is a requirement before this service can be implemented.
Metric	Resolution of issues within 16 IOT Business Hours
Impact/Priority	High/High
Measurement	120 Call Center Agents
Reports	IOT SLA Report, Telco Utilization Report, Call Detail & Call Center Reports, Billing Reports
Dependencies	IP Phone hardware and license
References	INDOT – Peri Myers, IOT – Joe Lex

1183 - ININ Support: Interactive Intelligence tier 1 and 2 support services provided by IOT. Service support is priced per agent and assumes the use of IP phones (these may be priced separately). The price does not include scripting and programming necessary to establish call flows. Project work and reporting are quoted on an as-needed basis. This service established an Interactive Intelligence Call Center (ININ) support team to manage and assist agencies with ININ support needs. Customer must own Interactive Intelligence Call Center application.

Cust Resp	Customer is responsible for purchase of all Interactive Intelligence application licenses (call center, recorder, tracker, etc.), all servers, (call center application, IP voice, database, etc.), IP desk phone, headset (if required), IP phone license, Basic Station Software License, professional development fees, support fees, and all annual license and support renewal fees; IP voice infrastructure is a requirement before this service can be implemented.
Metric	Resolution of issues within 16 IOT Business Hours
Impact/Priority	High/High
Measurement	6500 Call Center Agents
Reports	IOT SLA Report, Telco Utilization Report, Call Detail & Call Center Reports, Billing Reports
Dependencies	CIC Application, IP Phone, Call Center Agent software
References	DOR – Pat Moore, DWD – Darryl Smith

1186 - SoI VaaS: State **o**f **I**ndiana **V**oice **a**s **a S**ervice provides IP Telephony services. Customer has the option of a softphone or desk phone with the service. Service includes voicemail, caller ID, call forwarding, call transfer and many other enhanced calling features. Rate includes service, IP desk phone and chat client. Upgrades are available at an additional cost; see IOT for options and rates.

1188 - Telecom Management Services: Provides management and support for all telephony services including Pagers (1041), Cellular Phone Service (1117), ACD Services (1031), Telephone – Centrex (1043), Telephone – Remote (1044), IP Phone (1162) and SoI VaaS (1186).

Cust Resp	Customer is responsible for purchase of telephony service.
Metric	Resolution of issues within 16 IOT Business Hours
Impact/Priority	High/High
Measurement	30,000 telephony devices
Reports	IOT SLA Report, Telco Utilization Report, Call Detail Reports, Billing Reports
Dependencies	Customer must have 1 of the 1031, 1041, 1043, 1044, 1117, 1162, 1169, or 1186 products.

References

Agency	Contact	Agency	Contact
DCS	Tony Bender, Kenlie Capps	DHS	Chuck Emsweller, Pam Chadsey
FSSA	Ted Williams, Amy DeYoung	ISDH	Joe McIntosh
IOT	Bob Clark	ISP	Gerry Van Fossan
DOC	Pam Schubert	DOR	Pat Moore
DWD	Darrell Smith	BMV	Susie Skillman
ATC	Brent McKinney	DNR	Tim Marcum

IOT Network Services Roles and Responsibilities	
1.	Develop, document, approve, and implement network support procedures that meet Network Services requirements and policies.
2	Provide maintenance, administration, and management of all supported State of Indiana private network components, devices, and peripherals.
4.	Manage efforts of ITN public carrier to meet defined schedules and project plans.
5.	Maintain IP node table, addressing schemes, router and switch configurations, routing tables, VPN configurations, and router system logs.
6.	Develop and adhere to daily, weekly, and monthly scheduled maintenance tasks as part of network management efforts.
7.	All changes in network configurations shall comply with the IOT change control process.
8.	Monitor network 24x7, with automated notification.
9.	Identify network problems involving circuits, hardware, software and others and resolve in accordance with established procedures. Coordinate activities with the help desk. Escalate as required.
10.	Coordinate resolution of circuit problems with public carrier – based on contractual obligations with the public carrier.
11.	Provide on-site staff during IOT normal business hours in State of Indiana facilities as required (e.g., to perform network maintenance and problem resolution activities).
12.	Provide technical assistance (e.g., respond to inquiries) as needed in support of the help desk, State Agency end users and external entities using the State of Indiana private network.
13.	Track and report status of network activities and problems via a trouble management system.
15.	Coordinate/perform facilities changes needed to support installation of new/upgraded network hardware.
16.	Install (or coordinate installation of) new or enhanced network hardware (e.g., routers, etc.) components to meet IOT and customer agency requirements.
18.	Replace defective parts on supported hardware, coordinate maintenance activities and repair of third-party provider-supported hardware, and monitor hardware warranties to ensure that parts under warranty are replaced under the terms of the warranty.

19.	Monitor private network component hardware warranties to ensure that parts under warranty are replaced under the terms of the warranty.
21.	Manage the technical configuration and ensure all network operating components are effectively integrated, and maintain network operating system software and network management utilities.
22.	Perform tuning across the Campus network.
23.	Manage network resources & devices to meet defined availability requirements (as specified in the Network Services SLR's).
24.	Provide technical advice and support to the application maintenance and development staffs as required.
25.	Evaluate, identify and recommend configurations or changes to configurations that will enhance network availability.
27	Develop, authorize, implement & improvement plans as appropriate.
29.	Document and maintain network specifications, configurations, topology and diagrams.
30.	Document and maintain inventory of all software used in managing the network environment, all supported hardware used in the network environment, and all supported network circuits and point-to-point connections in the State of Indiana private network environment.
31.	Prepare network engineering plans and schedules to support new and enhanced applications, architectures, and standards.
32.	Conduct pre-installation site surveys, as applicable, stage new and upgraded equipment and software to smoothly transition into production environment, and install new hardware and software components into production (e.g., routers, firewalls, RAS servers, etc.).
33.	Install/apply preventative maintenance releases and fixes, service packs, and other program services provided by manufacturers to ensure proper operation of installed operating systems as needed.

Network Availability			
Definition	Network availability is defined as the time during which the network is fully operational and functioning as specified, connectivity between the user and the application system(s) and server(s) is established, and normal business operations can be carried out with no data loss or downtime.		
Pre-scheduled downtime requirements	All pre-scheduled system downtime, unless otherwise agreed upon in advance by will occur: • For networks having 24x7x365 requirements – All pre-scheduled maintenance shall be performed between the period beginning Sunday 600 to 1000, or • For networks having non-24x7x365 requirements – pre-scheduled maintenance shall be performed outside the normal system availability guidelines as specified below. * Must conform to IOT Change Management Guidelines.		
Service Type	**Service Measure**	**Performance Target**	**SLR**

CAN Availability (Campus)	Fully Functional	Mon - Fri, 0600-1800	**99.9%**
Dial-Up Availability	Fully Functional	Mon - Fri, 0600-1800	**99.9%**
Switch Availability (Campus)	Fully Functional	Mon - Fri, 0600-1800	**99.9%**
VPN Availability	Fully Functional	Mon - Fri, 0600-1800	**99.9%**
WAN Availability (Remote Sites)	Fully Functional	Mon - Fri, 0600-1800	**98.9%**
Formula	Availability (%) = 100% - Unavailability (%) Where Unavailability is defined as: (Outage Duration x 100%) / (Schedule Time – Planned Outage)		
Measure Interval	Monitor continuously, Measure daily, report monthly		
Measurement Tool	Router and switch availability is measured utilizing appropriate & available network tools.		

Network Administration Services			
Definition	Routers to be managed proactively using either product-specific or proprietary network monitoring and management tools. Measurement for this network component is a 24x7x365 requirement. Pre-scheduled maintenance shall be performed between 0600 to 1000 hours on Sunday.		
Administration Task	**Service Measure**	**Performance Target**	**SLR**
Allocate additional resources per pre-defined parameters and/or observed growth patterns.	Proactive monitoring and preemptive intervention to advise Agency/Customer of the need to increase capacity.	Sustained average daily utilization reaches 80% of installed capacity.	**99%**
Network Service capacity reallocation or change	Response time	Mon - Sat 0700 – 1800 < 24 hours	**99%**
Setup/Modify VPN & Dial-Up User ID or Authorization changes (password resets not included in this SLR)	Response Time; 1-5 Users ID's 6-10 Users ID's > 10 User ID's	Mon – Fri 0600 - 1800 < 4 hours of request < 8 hours of request Per Agreed upon time	**99%**
Formula	Transactions completed within required time/total transactions		
Measure Interval	Monitor continuously, Measure daily, report weekly or monthly		
Measurement Tool	Router and switch availability is measured utilizing appropriate tools.		

Database Services

Services Options/Rates

Option ID	Option Description	Unit	Rate
1049	Database Maintenance Services	Hourly	$63.69
1114	Database Hosting	Monthly per Database	$44.25
1114a	Database Size Overage (1 GB+)	Monthly per GB over 1 GB	$1.37
1114b	Exadata Hosting	Monthly per Database	$1,018.22

General Notes

Management: IOT has a team of system DBAs that manage the infrastructure for all databases (creation, backups, maintenance, patching, upgrades, migrations, decommission, monitoring, etc.) including 24/7x365 on-call DBAs. Agencies with their own DBAs are typically responsible for all application-related items (performance issues, schema changes, data manipulation, etc.). Agencies in need of assistance with application related items may also engage our system DBA's for help (see **1049 - Database Maintenance**).

Security: IOT adopts a "least privilege" stance when it comes to security access, and where possible utilizes Active Directory or LDAP for authentication. In shared environments this means "system admin" access is never granted unless on a temporary controlled basis and requires explicit review/approval of the Database Services Manager. In dedicated environments "system admin" may be granted on a temporary (or permanent) basis and also requires review/approval. Additionally, use of the database "administrator" account(s) is restricted to the system DBAs and should not be used by any other persons or processes.

Exceptions: IOT has implemented its default processes and policies to follow industry-best-practices, with data availability and safety at the forefront. In situations that require deviation from the norm, IOT management will work with agency management to find a resolution.

Note: Agencies requesting the Oracle High-Availability/Load Balancing RAC technology for services 1114 and 1114b will be charged the standard monthly rate for those services, times the number of instances used.

Descriptions

1049 - Database Maintenance: Provides a DBA consultant who is charged for application trouble shooting; restoring databases to Dev or Test locations for troubleshooting activities; creation of SSIS or scripts and creating or troubleshooting custom agency jobs. Troubleshooting custom agency jobs are some of the services that could involve consulting at the designated hourly rate.

1114 - Database Hosting: IOT customers may elect either Dedicated or Shared database hosting services. The IOT Database Hosting fee and Database Size Allocation fee are the same. Dedicated means the servers, operating systems, and database; licensing and maintenance of such items must be provided by the agency. Types of databases that will incur these charges include, but are not limited to: Test, Development, QA, Production and Replicated databases. Oracle Business Intelligence Enterprise Edition (OBIEE) hosting is included.

Rates include all costs associated with supporting the customer's databases. These include: support employees; hardware; database licensing; operating systems and annual maintenance; data backup and recovery; installation of database software; database performance monitoring and troubleshooting on the database server; and resolution. Rate is based on the number of databases supported. Certain Oracle database schemas require additional configuration and multiple charges may apply. Discuss this with the Service Manager.

Cust Resp	A computer with network access, Database Management Software.
Metric	Resolution of issues within 32 IOT business hours
	SQL & Oracle Server Availability - 99.9%
Impact/Priority	High/High
Measurement	441 Oracle databases with 5% growth in 2015
	3,315 SQL databases with 3% growth in 2015
Reports	Monthly IOT SLA Report
Dependencies	SAN Storage, Disaster Recovery, Hosting Services
References	ISDH – Chris Mickens, BMV – Carl Bentley, DOR – Feliz Cuhadar

1114a - Database Size Overage: Fee based upon the size of the database. These are in addition to the Database Hosting fees. The larger the actual database, the more services are required to support it. This fee will be measured per GB and will be charged at the "Database Size Overage" rate listed. Databases less than 1 GB will not be charged this fee.

1114b - Exadata Hosting: Premium Oracle RAC environment in a shared configuration

Cust Resp	A computer with network access, Database Management Software.
Metric	Resolution of issues within 16 IOT business hours, Oracle Server Availability - 99.9%
Impact/Priority	High/High
Measurement	20 Oracle databases with 30% growth in 2016
Reports	Monthly IOT SLA Report
Dependencies	Network, Disaster Recovery, Hosting Services
References	DOR – Feliz Cuhadar

Desktop Services

Services Options/Rates

Option ID	Option Description	Unit	Rate
1001	Seat - Networked	Monthly per Seat	$69.52
1001A	PC Refresh Accessories	One-Time, or Monthly per Item	Pass Through
1001U	PC Refresh Upgrades	One-Time, or Monthly per Item	Pass Through
1020	Legacy App. Access (Citrix)	Monthly per Named User	
1136	Seat - Non-Networked	Monthly per Seat	$35.00
1157	Seat - Non-Networked Plus	Monthly per Seat	$15.00
1178	Adobe Acrobat Professional Subscription	Monthly per Machine	$5.00
1178C	Adobe CC Enterprise (Team)	Monthly per User	$66
1178D	Adobe InDesign CC	Monthly per User	$20
1178I	Adobe Illustrator	Monthly per User	$15
1178P	Adobe Photoshop	Monthly per User	$20
1178PP	Adobe Premier Pro	Monthly per User	$20
1178R	Adobe Robohelp	Monthly per License	$33
1178S	Adobe Stock	Monthly per User	$5
1178W	Adobe Dreamweaver	Monthly per User	$20

1020 - Legacy Application Access (Citrix): Application for legacy application access for users who need to use older applications that cannot be supported on their desktop. (See Communications Services for more details)

1178 - Adobe Acrobat (and other Adobe products)

The State of Indiana currently has an Enterprise Term License Agreement with Adobe for the Acrobat Professional Product. Taking advantage of this subscription allows agencies to access the latest versions of Acrobat as soon as they are released at no additional costs. The subscription also allows access to 24/7 Adobe Enterprise support, 30-minute response time SLAs for Priority 1 issues and free online videos and learning content.

IOT also manages the purchase of all software for the state desktop environment and the management of all software licenses. The management of the software purchasing and licensing process allows IOT to verify that agencies are in compliance with what licenses are owned and what is actually installed across the entire desktop environment.

Cust Resp	Networked Computer		
Metric	Resolution of issues within 16 IOT business Hours The purchase of software has no SLAs because of the dependency on the vendor to supply a quote and IDOA Procurement to complete the purchase of the license.		
Impact/Priority	Medium/Medium		
Measurement	Adobe Acrobat Pro	3,363 licenses	395 avg. annual growth, running at 86 agencies
	Visio	577 licenses	183 avg. annual growth
	Project	255 licenses	80 avg. annual growth
	Visual Studio	307 licenses	90 avg. annual growth
Reports	Agencies can view what software licenses they own through the online software management portal.		
Dependencies	Hosted Services, Collaboration Services, Storage Services, Network		
References	ISP – Larry Jenkins, INPRS – Rob Makar, IDOA – Joe Starry, DNR – Tim Marcum		

Application Support Services (for applications not included in Seat-Networked)

Application support service is for customers that have a "SEAT-Networked" charge and desire additional application software. These items are all **pass-through costs**. IOT Customer Service requires "proof of ownership" before loading the application on the PC. Current application software services available include:

Microsoft Project	Microsoft Visio	MSDN
Microsoft Project Server	MS Visual Studio	

1001 - SEAT - Networked: All direct labor, contracts, hardware, software and other direct costs required by IOT to provide IT service delivery for the desktop and associated centralized services. Includes RightFax and PC Refresh, a new standard desktop computer on a schedule (approximately every four years) defined by IOT.

1136 - SEAT - Non-Networked: Provides the same as service #1001 above excluding:

- Desktop (no desktop provided)
- Connection to the state network (no connection to the state network provided)
- PC Refresh (no PC replacement every four years)

1157 - SEAT - Non-Networked Plus: Additional charge to service #1136 to cover PC Refresh.

Cust Resp	With PC Refresh; keyboard and mouse are included, monitors are not, and Laptops cost extra. Perishables once depleted are replaced by the customer (i.e. laptop batteries)
Metric	Resolution of issues within 40 IOT business Hours Installation of Standard Desktop within 5 IOT Business Days
Impact/Priority	High/High
Measurement	82,225 vFire issues with an SLA reported in 2015. 97% resolved within SLA. 20,000 - Desktops, 10,000 - Laptops, not much change annually ~8,000 Refreshed annually
Dependencies	Hosted Services, Collaboration Services, Storage Services, Network
References	DNR – Tim Marcum, IDOA – Joe Starry, INPRS – Rob Makar, ISP – Larry Jenkins

SEAT Services are grouped into seven major categories: customer service, email, file storage, local desktop, network, server and networked printer.

IOT evaluates all out-of-warranty network equipment and networked printer repair issues to determine if it is more cost-effective to repair or replace the device. If the device is repaired, the cost will be covered by IOT. If the device is deemed irreparable, or it is determined it is no longer cost-effective to continue repairing the device (repairs are within 80% of the cost of a new device), the agency is responsible for the replacement cost of the device. Local and mobile printers are not cost-effective repair items and are not supported. Agencies purchasing non-networked printers are encouraged to purchase available warranties offered with the non-networked printers.

The state's local wireless access affords users wireless access on IGC campus and agency sites in conference areas, common areas and/or public areas where users would connect using wireless devices via a centrally-managed and secure wireless solution. Customers using a computer or mobile device with specific wireless and security capabilities can take advantage of this Active Directory integrated secure wireless solution. The wireless offering is not meant to provide wall-to-wall or blanket coverage for entire sites or facilities. The costs of an indoor access point and all the supporting systems, including wireless controllers, management consoles, redundant authentication servers, support and maintenance are included in the network management fee, which in most cases is included in Seat. Physical infrastructure to connect the wireless access point to the wired network may also be included depending on location and availability. IOT does not support outdoor wireless solutions, site surveys or solution specific hardware.

The following is the list of standard applications that will be preloaded on all IOT PCs and Laptops:

Acro CutePDF
Adobe Flash Player and released patches
Adobe Reader XI and released patches
Browser Version IE11
Cisco AnyConnect (portable only)
Citrix Online Web Plug-in
IOT specific Logos and Backgrounds
McAfee Data Loss Prevention
McAfee End Point Encryption (laptops)
McAfee Virus Scan Enterprise
Microsoft Office 2013
Microsoft Office Service pack for 2013
Microsoft SCCM Agent
Microsoft Visio View 2010
Non-descript security software
OEM Specific Applications and Utilities
Opnet Application Capture Agent
Symantec Enterprise Vault 11.0
Tricerat Citrix Printing Client (Screw Drivers)

Seat-A = Networked Seat-B = Non-Networked Seat-C = Non-Networked Plus

Customer Service		Seat-A	Seat-B	Seat-C
Services	24/5 IOT Customer Service support (Mon-Fri)	X	X	X
	Fully staffed Helpdesk during normal IOT business hours (7am-5:30pm).	X	X	X
	Limited (emergency) support outside of regular business hours.	X	X	X
	Desktops, laptops, servers and networked printers	X	X	X
	Data network devices – routers, hubs, switches, firewalls, etc	X		
	Email and network account creation and management.	X	X	X
Email Services		**Seat-A**	**Seat-B**	**Seat-C**
Services	Email configuration setup and access	X		
	400 MB mailbox with managed storage.	X		
	4 GB archive email storage.	X		
	All required “resource” accounts such as a conference room.	X		
	Daily full backup of all email files/documents	X		
	Archival services	X		
	Recovery services	X		
	Anti-virus software on all Exchange servers	X		
	Administration of all Exchange servers and associated storage.	X		
	Administration of all public folders and public distribution lists	X		
	Webmail sites	X		
File Storage Services		**Seat-A**	**Seat-B**	**Seat-C**
Services	HOME (H:) & project directory configuration setup and access	X		
	500 MB of combined HOME/project managed storage	X		
	Daily backup of all HOME/project data	X		
	Automatic archival of unmodified files 6 months and older	X		
	Data recovery services	X		
Desktop Services		**Seat-A**	**Seat-B**	**Seat-C**
Services	Hardware support (break/fix desktops and laptops)	X	X	X
	Hardware maintenance and repair	X	X	X
	Warranty tracking	X	X	X
	Sanitizing data from desktops to be surplused or released from service	X	X	X
	Operating System (OS) support	X		
	OS installation	X	X	X
	OS patch management	X		
	Service packs management	X		
	Application software support	X		
	IOT “supported software” installations and updates/patch management	X		
	Provide icons on the desktop for Business Application Software	X		
	Anti-virus software provided (McAfee)	X	X	X
	Remote control software provided to assist Customer Support with issues.	X		
	PC Refresh every 4+ years	X		X

Network Services		Seat-A	Seat-B	Seat-C
Services	**Existing Network Systems – Local Area Network:**			
	Network cable (copper/fiber) diagnose and repair.	X		
	Wired and wireless connectivity to the network (limitations).	X		
	Replacement/Repair for failed network hardware and devices.	X		
	Cable/fiber plant upgrades (at agency's expense).	X		
	New Network Systems – Local Area Network Design & Implementation:			
	LAN Design for new, enhanced or future network needs.	X		
	Data network design consulting services.	X		
	Configuration and installation of newly defined LAN switching hardware solutions (limitations)	X		
	Network Management:			
	Management of existing IP enabled/manageable networking devices.	X	X	X
	Support for network circuits to off-campus agency offices purchased/leased by the agency via IOT.	X		
	Network monitoring and reporting upon request and availability.	X		
	Network Security:			
	Secure access to the internal state network.	X		
	Limited to capabilities of networking hardware devices in use at that location.	X		
	Intrusion prevention at the campus core and edge.	X		
	Network Administration Services:			
	Active Directory (AD) management.	X	X	X
	Dynamic Host Configuration Protocol (DHCP) management.	X	X	X
	Windows Internet Naming Service (WINS) management (name resolution).	X	X	X
	Domain Name System (DNS) management.	X	X	X
Server (Agency location) Services		**Seat-A**	**Seat-B**	**Seat-C**
Service	Distributed servers that provide some "centralized services" for off-campus offices, typically functioning as file servers and print servers. In some instances, they perform administrative functions and push scripted tasks. There are limitations on situations in which these servers will be installed/supported.	X		
Printer Services (Networked only)		**Seat-A**	**Seat-B**	**Seat-C**
Services	Hardware (break/fix) support.	X		
	Customer is responsible for all consumables (paper, ink cartridges, toner, etc.).	X		
	Network connectivity.	X		
	Printer/queue setup and access.	X		
	Print server administration, if part of supported domain.	X		
	Management software to control printing to maximize cost effectiveness.	X		
	Warranty tracking.	X		
	Printer mgt., operations, performance monitoring, where technically feasible.	X		
	Large scale multifunction office machines (scanners, copiers, fax and printers) are NOT maintained by IOT. IOT will assist with proper network connections.	X		
	IOT supports printers within warranty, and outside warranty until they are determined to be no longer serviceable.	X		

Customer Service *(included with SEAT)*

IOT Customer Service Roles and Responsibilities	
1.	Develop, document, approve, & implement procedures that meet requirements & policies.
2.	Provide a single point of contact for customers to request assistance (service requests, problem notification, inquiries, etc.) for the specified service availability times.
3.	Provide a system to document, manage, and track all requests for service, problem reports, and inquiries regardless of the means by which the request is submitted (i.e. telephone or direct online input by end-users via HelpDesk Assistant or Web-Forms).
4.	Categorize, prioritize, and log all IT inquiries/problems/requests entered into the system.
5.	Comply with all escalation and notification requirements.
6.	Track call data and statistics such as number of calls and calls abandoned; implement processes to minimize call abandonment.
7.	Create and maintain appropriate contact lists.
8.	Issue broadcasts and notifications to provide system status updates as required.
9.	Prepare and issue service request and incident reports as required.
10.	Execute procedures for conducting end-user satisfaction surveys.
11.	Maintain a continuous improvement program that improves IOT service delivery.
12.	Adhere to all IOT security policies and procedures when resolving customer issues.

Customer Service Availability		
Definition	Refers to the required timeframes when certain service provided by Customer Service must be available to users, and response to automatically generated trouble tickets is achieved.	
Availability	**Service Measure**	**Performance Target**
Normal Business Hours Support	Schedule	Mon – Fri, 0600 - 1800
Additional for BMV		Sat 0700 - 1300
After Hours (minimal) Support	Schedule	Mon – Fri, 1800 - 0600
		Sun – Sat, 0000 - 2400, Holidays

Customer Service Response Time			
Definition	Response time is the number of seconds or cycles it take a Customer Service representative of IOT to connect with user seeking service.		
Availability	**Service Measure**	**Performance Target**	**SLR**
Speed to Answer	Phone response time	<= 60 seconds	**90%**
Call Abandonment Rate	Phone response time	<= 5%	**98%**
Helpdesk Assistant Rate	Online response time	<= 1 hour	**98%**
Formula	Number of events per event type per target/total number of events per type during measurement period = service level attained.		
Measure Interval	Measure daily, report monthly		
Measurement Tool	Provide auditing, monitoring, and reporting utilizing ticketing system and ACD. Time to answer and call volume statistics are tracked via the ACD and reported to Customer Service manager.		

Customer Service Incident Resolution			
Definition	First Call Resolution – The person the end-user reaches answers the question, resolves the problem, or dispatches service where appropriate.		
Incident Resolution	**Service Measure**	**Performance Target**	**SLR**
First call resolution rate	Response Time	Resolution on first call	**90%**
Formula	Number of calls resolved per Target per type/Total number of calls per type received during measurement period = service level attained.		
Measure Interval	Measure daily, report monthly		
Measurement Tool	Provide auditing, monitoring, and reporting.		

Customer Service Customer Satisfaction			
Definition	A subjective rating obtained through periodic client surveys where satisfaction is measured by a Yes or No answer to the Question: “Did you have a positive experience?”		
Customer Satisfaction	**Service Measure**	**Performance Target**	**SLR**
Periodic Sample Satisfaction	Customer Sat Rate	Positive Response	**95%**
Formula	Number of responses with “Yes” rating/total number of responses.		
Measure Interval	Measure monthly, report monthly.		
Measurement Tool	Customer Satisfaction Survey.		

Field Operations *(included with SEAT)*

IOT Field Operations Roles and Responsibilities	
1.	Develop, document distributed computing operations and workload monitoring requirements and policies, including schedules. Ensure procedures developed meet requirements, adhere to defined policies.
2.	Manage and support test-to-production migration of desktop or remote server activities.
3.	Approve monitoring and problem resolution procedures.
4.	Monitor operation of distributed hardware and systems as scheduled.
5.	Answer and respond to inquiries and trouble resolution items (trouble tickets) and escalate in accordance with established notification procedures.
6.	Provide level 2 and 3 computing technical assistance for the help desk.
7.	Approve software deployment/management procedures.
8.	Manage software deployment, including the use of automated tools.
9.	Issue broadcasts to announce availability of upgrades to desktop and remote server software.
10.	Develop and implement desktop images/builds to meet State Agency business needs.
11.	Perform all State desktop and remote server software upgrades.
12.	Install new or enhanced hardware components or peripherals to meet State Agency computing and/or processing requirements.
13.	Perform diagnostics as required to identify cause of hardware problems, and report findings.
14.	Provide direct contact with dispatch for management of warranty maintenance and support.
15.	Install manufacturer changes, firmware upgrades, and other manufacturer supplied hardware improvements.
16.	Replace defective parts on non-warranty std. hardware, but not to exceed 80% of replacement value.
17.	Ensure all hardware maintenance activities conform to configuration mgt. and change control processes.
18.	Perform tuning to maintain optimum performance across the distributed computing environment
19.	Provide technical advice and support to Customer Service staff as required.
20.	Evaluate, identify, recommend configuration changes which will enhance distributed computing performance.
21.	Adhere to all configuration management requirements.
22.	Perform data migration from existing distributed systems to new systems.
23.	Provide technical assistance during all Agency remote and local office moves.
24.	Ensure all support activities adhere to defined security IOT requirements.

Deployment – New Workstation			
Definition	The time required to deploy a single new desktop (client PC) or branch STARS workstation once the hardware has been received on-site at IOT. If IOT procures the equipment and bills back to agency, IOT will start the hardware procurement process and complete the Service Order Form to IOT procurement within 48 hours. More than 5 workstations will require a project be established.		
Distributed Task	**Service Measure**	**Performance Target**	**SLR**
New Workstation Deployment and Installation **Remote Office Moves** (All office moves will have a project established and measured against the project-based SLA)	Target time from time equipment received on-site. The network must be available prior to installation. Target time for IOT once advanced notification by agency for new site (remote office) is provided to ensure all requirements are met.	5 business days	**98%**
Formula	Request types completed <= SLA target/total request types completed within measurement interval = Service Level Attained		
Measure Interval	Measure monthly, report monthly		
Measurement Tool	Provide monitoring, auditing, and reporting tools.		

Workstation Peripheral and Software Installation SLR			
Definition	The time required to install desktop (client PC) peripherals and/or workstation software (max. of 5 devices or packages/request).		
Distributed Task	**Service Measure**	**Performance Target**	**SLR**
Approved Workstation Peripheral(s) and Software Installation (All non-std. items will have a project established and measured against the project-based SLA)	Target time from time received on-site. Target time from time received on-site.	3 business days 3 business days	**98%** **98%**
Formula	Request types completed <= SLA target/total request types completed within measurement interval = Service Level Attained		
Measure Interval	Measure monthly, report monthly		
Measurement Tool	Provide monitoring, auditing, and reporting tools.		

(BMV Only) Branch Move			
Definition	The time required to setup new Branch location		
Distributed Task	**Service Measure**	**Performance Target**	**SLR**
Complete Branch Move	Target time from approved BMV possession date of new facility to actual Branch Opening	6 business days	**98%**
Formula	Request types completed <= SLA target/total request types completed within measurement interval = Service Level Attained		
Measure Interval	Measure monthly, report weekly		
Measurement Tool	Provide monitoring, auditing, and reporting tools.		

(BMV Only) Deployment – New Desk Phone			
Definition	The time required to deploy a new desktop phone request workstation once the hardware has been received on-site at IOT Service Operations.		
Distributed Task	**Service Measure**	**Performance Target**	**SLR**
New Workstation Deployment and Installation	Target time from time received on-site for installation with data jacks available	5 business days	**98%**
	Target time from time received on-site for remote installations requiring new data jacks.	15 business days	**98%**
Workstation Removal	Target time from notification to remove to actual pick up of hardware	15 business days	**98%**
Formula	Request types completed <= SLA target/total request types completed within measurement interval = Service Level Attained		
Measure Interval	Measure monthly, report weekly		
Measurement Tool	Provide monitoring, auditing, and reporting tools.		

Hosting Services

Services Options/Rates

Option ID	Option Description	Unit	Rate
1050	Physical Server Hosting & Management	Monthly per Server	$165.91
1052	Virtual Server Hosting Base VM	Monthly per Server	$66.17
1052a	Virtual Server extra CPU	Monthly per Additional CPU	$10.95
1052b	Virtual Server extra GB RAM	Monthly per 1 GB of RAM	$6.27
	Server for Physical Server Hosting	One Time	QPA
1137p	Disaster Recovery (DR) - Physical Server	Monthly per Server	$71.89
1137v	Disaster Recovery (DR) - Virtual Server	Monthly per Server	$47.93
1191	Oracle Application Hosting	Monthly per Site	$471.22
1192	IIS Web Hosting	Monthly per Site	$59.53

1050 - Physical Server Hosting and Management: Hosting and management of Physical Server hardware both in the IOT Data Center and at off-campus offices. Hosting of dedicated agency servers in off-campus locations is at the discretion of IOT. It is the agency's responsibility to provide the server class hardware and OS license purchase, with the hardware and OS based on IOT recommendations. Customer is responsible for purchasing the server and licenses for OS and applications. IOT hosts and supports the server in the IOT Data Center.

Data Center Servers are all located in the IOT Data Center. All Data Center environmental systems are maintained by IOT.

Agency application servers (customer owned and housed) are servers that provide some "centralized services" at off-campus offices. They must be connected to the state network. Management services provided by IOT are described below, based on agency location and requirements. All environmental-support systems (HVAC, physical security, etc.) are maintained by the agency. IOT patches Critical and Security updates from Microsoft, additional updates are reviewed on a case-by-case basis and are at the discretion of IOT.

Note: See Appendix A for details on file retention and recovery.

Services for 1050 Physical Server Hosting in the IOT Data Center include:

- Hardware, OS and application software setup, installation and configuration
- Tracking of warranty and non-warranty status
- Performance tuning and monitoring (MS SCOM)
- Network connectivity (1gb and 10gb Cisco)
- Data and OS backups (Net Backup)
- Patch management (WSUS)
- Software upgrades
- Service pack installations
- Enterprise Anti Virus (McAfee VSE)
- SSRS (SQL Server Reporting Services)
- Hardware Load balancing (Citrix NetScaler)

Cust Resp A computer with network access, Mailbox, Oracle WCC document service.

Metric Resolution of issues within 40 IOT business hours
Overall Avg. Windows/Linux/AIX Server Availability – 99.9%
CRM Server Availability - 99.9%
SP Server Availability - 99.9%
Web Server Availability - 99.9%
Citrix Server Availability - 99.9%

Impact/Priority High/High

Measurement 1,400 Physical Servers, decreasing 11% annually

Reports Monthly IOT SLA Report

Dependencies Storage Services

References INDOT – Joel Bump, DOR – Tom Lorek, FSSA – Jared Linder, DCS – Tony Bender

1052 - Virtual Server Hosting: Virtual machines (VM) that reflect the varying configurations requested by customers. The base configuration includes 1 CPU, 1 GB RAM and up to 100 GB disk space.

Note: See Appendix A for details on file retention and recovery.

Cust Resp	A computer with network access, Mailbox, Oracle WCC document service.
Metric	Resolution of issues within 40 IOT business hours Overall Avg. Windows/Linux/AIX Server Availability – 99.9% CRM Server Availability - 99.9% SP Server Availability - 99.9% Web Server Availability - 99.9% Citrix Server Availability - 99.9%
Impact/Priority	High/High
Measurement	2,500 Virtual Servers, increasing 33% annually
Reports	Monthly IOT SLA Report
Dependencies	Storage Services
References	INDOT – Joel Bump, DOR – Tom Lorek, FSSA – Jared Linder, DCS – Tony Bender

1052a - CPU: For each CPU added to a VM.

1052b - RAM: For each GB of RAM added to a VM.

1137p - DR Physical: Applies to each individual **physical** server dedicated to the agency, supporting a production application environment/system with physical servers hosted (single physical server up to 4U of space in a rack) in the IOT Data Center. The fee is applicable to servers of systems categorized in the IOT DR plan as Critical (6 hours Recover Time Objective-Downtime). This fee recovers those costs incurred by IOT for the space and infrastructure in Bloomington.

1137v - DR Virtual: Applies to each individual **virtual** (VMware) server dedicated to the agency, supporting a production application environment/system hosted virtually in IOT Data Center. The fee is applicable to virtual servers categorized in the IOT disaster recovery (DR) plan as Critical (6 hours Recover Time Objective-Downtime). This fee recovers those costs incurred by IOT for the space and infrastructure in Bloomington. Additional Virtual Server Hosting & storage fees may apply if virtual server replicated to Bloomington.

Cust Resp	BOAH – INAHERDS; INDOT – SPMS, CAPWISE, ITAP, SVN, WMS; ISDH – INWIC, CHIRP, STARLIMS
Metric	Depends upon type of service selected (critical, non-critical).
Impact/Priority	High/High
Measurement	65% virtual and 35% physical in DR billing with goal to increase virtual server presence in Bloomington. 7% increase in Virtual in past 12 months. DR testing has been consistently performed 20 - 24% of the systems every year from 2011 (130 DR tests has been completed from 2011 - present). Please note DR testing a system sometimes requires bringing production down so IOT work with the agencies to build mitigation strategies before scheduling a DR test. This is still number one challenge for IOT to plan and perform a DR test for systems in IOT DR Plan.
Reports	IOT DR Project Testing Report
Dependencies	Storage Services
References	BOAH – Mark Stillman, INDOT – Mick Sandefer, ISDH – Andrew Thomas

1191 - Oracle Application Services: Provides agencies with an Oracle Application Server (OAS) which offers an robust, highly available, secure and scalable application platform for development, integration and deployment of enterprise applications, portals and websites. IOT administers the OAS infrastructure and agencies are responsible for storage costs affiliated with their application.

Cust Resp	Agencies are responsible for all applications related issues. Dedicated agency OAS environments require the agency to be responsible for OAS related licensing, developer tool licenses and server hosting fees.
Metric	Resolution of issues within 16 IOT business hours
Impact/Priority	High/High
Measurement	Shared OAS is per URL. Dedicated OAS is per server hosting
Reports	Monthly IOT SLA report
Dependencies	Storage Services
References	DOR – Joe Skelton, IDEM – Cheryl Franklin, ISDH – Pu Han

1192 - IIS Web Hosting: This offering provides a space for .NET and IIS (Internet Information Services) web hosting in a site-redundant highly available platform. SSL certificates and extranet web hosting are provided as part of the offering. In addition to the production web site, a development and a quality assurance site will be provided for development and testing activities. .NET versions 2.0 and higher are supported, but applications must be reviewed to ensure they are compliant with a hosting environment. IOT Currently provides support for internet information services IIS. If an agency desires to use another webserver such as Apache or Websphere, they must fully support that application. IOT will assist with settings within IIS based on specifications from the agency. Addition and modification of user content folders, images, code, text, photos, and videos within the IIS hosting platform are the sole responsibility of the agency.

Note: Colocation – In general IOT does not support the pure "collocation" of servers in the IOT Data Center. This refers to simply providing floor space for a server and no additional support.

Cust Resp	All applications related issues, troubleshooting and debugging of their applications
Metric	Resolution of issues within 16 IOT business hours
Impact/Priority	High/High
Measurement	Per agency URL
Reports	Monthly IOT SLA report
Dependencies	Storage Services
References	INDOT – Joel Bump, DOR – Tom Lorek, FSSA – Jared Linder, DCS – Tony Bender

IN.Gov Services

Service provided by this third party include the following elements:

- Website Design & Development
- Application Development
- Creative & Branding Services
- Mapping & Location Services
- Online, Over-the-Counter and Mobile Payment Processing
- Customer Invoicing Solutions
- Interactive Voice Response Solutions
- Domain Registration
- Third-Party Application Hosting
- Third-Party Server Hosting
- Third-Party Website Add-Ons

Note: For a complete listing of IN.Gov services and rates, please visit http://www.in.gov/inwp/2619.htm

Options/Rates

Option ID	Option Description	Unit	Rate
1131	See IN.Gov website for full details and pricing		

Website Design & Development: A full lifecycle service that includes website design, prototyping, development, quality assurance, user acceptance testing and deployment. All leveraging tools provided through IN.gov. Both standard IN.gov design and custom websites/templates with the proper approval can be provided.

Creative & Branding Services: Our highly experienced team of creative service staff can provide website and graphic design; user interface design; print design; digital animations and videos; 360 degree video production; and more.

Application Development: These projects are typically $250,000 and nine-month or longer. IOT's Application Development Services are typically used for smaller engagements. Leveraging the latest development technologies and practices, and having developed more than 200 online applications for the State of Indiana, the application development team can assist any agency with modernizing or improving a process through digital means. The full lifecycle service includes project management, business analysis, user interface design & development, backend/service design & development, quality assurance testing, security testing, load testing, user acceptance testing and deployment. While almost any process can be digitized and streamlined through our services, some examples include: eFiling, online payments, mobile inspection software, event registration, online ticket sales, online training solutions and more.

Mapping & Location-Based Online Services: Utilizing robust and user-friendly online mapping and geolocation solutions, the IN.gov Program can build online applications for location-based searches and services. These systems can integrate with existing databases and dynamically geocode addresses to make location searching a reality for your agency. Development services will be provided at $110/hr; however, ancillary mapping fees could apply depending on the size of the engagement.

Online, Over-the-Counter and Mobile Payment Processing: Either through custom applications developed by IN.gov, or third-party applications via IN.gov's payment module, agencies can quickly and easily accept online, over-the-counter, or mobile payments from their constituency conveniently and securely.

Customer Invoicing Solutions: There is an alternative to customers paying for goods or services immediately through a credit card or echeck. IN.gov's customer management system allows agencies to provide services to regularly returning customers of IN.gov qualifying applications, who will then be billed monthly for activity performed. Many services available through IN.gov offer this service today, and those customers who have already set up an account are able to leverage their existing credentials and billing profiles.

Interactive Voice Response (IVR) Solutions: An IVR solution allows customers to dial a phone number and receive automated assistance via voice or key tone responses. From providing a number for customers to determine status of a filing or transaction, to allowing them to pay a statutory fee over the phone, IN.gov's custom IVR solutions provide yet another convenience to the constituent while reducing calls or walk-ins to an agency. See IVR Services for IOT provided IVR services.

Domain Registration: For those agencies looking to purchase a vanity URL (.com, .org, .net, etc.), IN.gov simplifies this process and works to obtain competitive pricing from the domain registrars. This service is provided at-cost, with no additional costs for the time to setup necessary paperwork, obtain the domain and direct it to the website of choice.

Third-Party Application Hosting: Allows an agency that has purchased a third-party product, for use externally by constituents, to host the solution in a co-lo environment. Databases are owned and housed by IOT.

Third-Party Server Hosting: Provides another alternative in the event an agency must provide a hosting environment for third-party hardware. Additionally, IN.gov can provide dedicated Virtual Machines to host third-party software for use externally by constituents. These costs vary based on server, storage, and network requirements. Databases are owned and housed by IOT.

Third-Party Website Add-Ons: IN.gov offers several third-party add-on services, most at no cost, for use on both standard IN.gov websites and custom. These services include: web content hosting & management; GovDelivery email and SMS marketing; screen reader technology; website analytics; website audit services (broken link, misspelling and accessibility); frequently asked questions; site search; and a press release & event system. IN.gov continues to add to the list of services. This list is subject to change.

Other Services as Requested: The IN.gov team provides numerous services; however, we are always up for a challenge to provide the next innovative service to the State of Indiana. If you have an idea or need, please visit http://www.in.gov/inwp/2457.htm and submit your request to the team. Our highly experienced team will contact you to discuss your needs and brainstorm the most efficient and cost-effective ways to accomplish your goal.

Cust Resp	A computer with network access.
Metric	website
Impact/Priority	website
Measurement	website
Reports	website
Dependencies	Web Application Service requires Database Services
References	State Courts – Robert Rath, FSSA – Andrew VanZee, IN.Gov – Andrew Hoff

Mainframe Services

Services Options/Rates

Option ID	Option Description	Unit	Rate
1066	Scheduled Batch & DCOM Batch Jobs	Per job executed	$0.2311
1092	Disk MB Allocated	Daily	$0.0004
1094	Tape Access	Per Mount	$0.2900
5000	Mainframe Transactions	Per CPU Second	$0.0122
	Includes: Batch, CICS, DCOM Batch, DCOM CICI, DB2, IDMS, IMS and TSO Transactions		
TBD	Consulting/Implementation Services	Hourly	$135 and Up

1066 - Jobs: Batch job processing and scheduling services.

1092 - Disk: Mainframe disk storage measured in megabytes allocated per day.

Mainframe retention policy is determined by the agency. The application data is created by Data set names and that is where the retention is defined.

Recovery is dependent on the data and is done by the agency. In some cases IOT may have to assist agencies depending on the type of data, data bases, VSAM, and Flat files

Mainframe TSO data (user data sets) are retained online for 180 days, migrated to tape for 3 years, then deleted.

Recovery for TSO can also be done by the owner of the data.

All data is replicated to the DR site and the retention polices are the same.

1094 - Tape: Tape access per tape creation and read.

5000 - Transactions: Operational rates for mainframe transactions, which are measured in CPU seconds.

Cust Resp	A computer with network access, Blue Zone emulator software.
Metric	99.9% Mainframe Availability 24/7 – IBM, IMS, DB2
Impact/Priority	High/High
Measurement	Mainframe operating system ZOS 2.1 IMS - 150M Transactions/mo.; CICS - 5.5M T/mo.; TSO - 4M T/mo.; Batch - 200K T/mo.
Reports	Monthly IOT SLA Report
Dependencies	None
References	DOC – Jeannie McFarland, DOR – Pat Moore, DWD – Gary Foley, FSSA – Rick Shull

Project Success Center

Services Options/Rates

Option ID	Option Description	Unit	Rate
1182a	Project Manager Senior	Hourly	$110.00
1182b	Project Manager Standard	Hourly	$90.00
TBD	Consulting/Implementation Services	Hourly	$135 and Up

1182a - PM Senior: Provides a person qualified to lead high-complexity/high-priority/high-risk* projects for our customers, such as multi-application integrations and State-wide technology fielding.

1182b - PM Standard: Provides a person qualified to lead medium/low-complexity/medium/low-priority/medium/low-risk* projects for our customers, such as new application fielding, system/server migrations, and single-Agency technology fielding.

* At the onset of a project, the Project Success Center (PSC) conducts an interview, evaluates the project, and using a tool, calculates a report to determine project complexity, priority and risk.

The PSC provides project management services to promote the successful delivery of quality products or services for the State of Indiana utilizing industry best practices and a structured framework.

The PSC team can provide project management, vendor management, business analysis and process improvement services for agency-specific projects.

To learn more about the standard PSC Framework, including activities and deliverables, please refer to the IOT PSC home page: http://www.in.gov/iot/2633.htm

Cust Resp	A computer with network access (just to request work and track project progress).
Metric	On-Time, On-Schedule, In-Scope (Q4, 2016)
Impact/Priority	Low/Medium
Measurement	Assisted with 117 projects in 2015; 50+ projects in process
Reports	Executive Summary, Dashboard (manual)
Dependencies	Project dependent
References	CHE – Rabia Jermoumi, DOE – Marti Rector, FSSA – Kris Thornton, ISP – Mike White,

Security Services

Services Options/Rates

Option ID	Option Description	Unit	Rate
1175	Baseline Security	Monthly per Server and per Seat	$23.60
1180	Confidential Data Systems	Monthly per Server and per Seat	$162.90
TBD	Consulting/Implementation Services	Hourly	$135 and Up

1175 - Baseline: Applies to all workers, systems and information on the state network. This includes all direct labor, contracts, hardware, software and other direct costs required by IOT to provide them. Baseline Security components comprise the minimum security standards applied for the enterprise regardless of data classification

Features

- Firewall Management
- Identity and access management
- Email Filtering
- Endpoint Protection (AV)
- Web Filtering
- Network Protections (IDS, monitoring tools)
- Server Protections (AV, hardening, white listing)
- SIEM
- Vulnerability scanning
- DLP
- Patch management
- Asset management
- Web application firewall
- NAC
- Training and awareness
- Policy, Governance, and Compliance

1180 - Confidential: Applies to those systems containing confidential data. The service includes all direct labor, contracts, hardware, software and other direct costs required by IOT to provide service. Confidential data systems security often uses similar or the same technologies as found in the **Baseline Security** components, but the requirements are more stringent.

Features

- System Isolation
- Encryption (in transit, at rest)
- Enhanced account management
- Test environments, tiered design
- Additional Server Protections (hardened, application and network communications white listing)
- Additional web application firewall capabilities and requirements
- Additional layers of Policy, Governance, and Compliance
- Additional auditing requirements

Cust Resp The functionality of the tools, policies and procedures and related protections are applied to all workstations and servers in the executive branch as a standard component of IOT services. Agencies are expected to migrate their apps to these protections as soon as possible. Coordination of compliance with the varying controls will require attention from the agency as well as IOT teams.

Metric Standard IOT Metrics remain the same, protections are increased.

Impact/Priority High/High

Measurement

844,201,050	Total events/month processed (96% from USA, China, Ireland, Canada)
383,252,654	Web requests blocked/month due to URL
3,248,662	Cross-site scripting attacks avoided/month
3,109,671	SQL injection attempts avoided/month
2,521	Web requests blocked/month due to Virus
1,952	Emails blocked/month due to malicious content

Reports Reports are available upon request. A number of measurements are being tracked or plan to be tracked as the rollout of the security tools continues

Dependencies None

References

Baseline:	DWD – Joe Skelton, INDOT – Gregory Dennis
Confidential:	DOR – Tony Chu, FSSA – Chad Marcum

Storage Services

Services Options/Rates

Option ID	Option Description	Unit	Rate
1177a	Shared SAN Storage	Monthly per GB	$1.16
1177b	Archive Storage	Monthly per GB	$1.16
1177f	VM Server Additional Storage	Monthly per GB over 100 GB	$1.16
TBD	Consulting/Implementation Services	Hourly	$135 and Up

1177a - Shared SAN Storage: Storage requirements above and beyond the disk storage provided with physical server hosting. IOT currently manages 3 PB of shared storage and associated backup systems in support of customers, and consists of performance-balanced tiers of flash, fiber channel and SATA storage. In FY17, IOT will complete the migration of the Shared SAN Storage service to utilize flash storage exclusively.

1177b - Archive Storage (Centera): Provides a per Gigabyte offering intended to house archival data for systems using large volumes of data. Included is replication of the archived data to the Disaster Recovery datacenter.

1177f - VM Server Additional Storage: Additional virtual server (VM) disk beyond the 100 GB base.

Cust Resp A computer with network access, Mailbox, Oracle WCC document service.

Metric Resolution of tickets within 40 IOT business hours
Storage availability - 99.9%

Impact/Priority High/High

Measurement Shared SAN Storage – 450,000 GB (10% growth / year)
Archive Storage – 13,000 GB (8% growth / year)
VM Server Additional Storage – 135,000 GB (4% growth / year)

Reports Monthly IOT SLA Report
Performance – response time (in ms), performance capacity (in IOs per sec)

Dependencies Hosting Services

References N/A

Appendix A - File Retention & Recovery

IOT Email Retention

Agencies are responsible for managing their electronic mail (email). Like all government records, email is subject to the Freedom of Information Act (FOIA) requests and litigations. Agencies are responsible to adhering to their agency specific retention schedule on electronic documents. Not adhering to these retention schedules could be a violation of Indiana Code. Please direct all question about retention schedules to the Indiana Archive and Records Administration. Agency specific retention schedules can be found here, http://www.in.gov/apps/iara/retention/iara_retention.

Email retention schedules are set by the Indiana Archives and records Administration. Each message must be evaluated for content and purpose to determine the length of time it must be retained according to the proper retention schedule. Each department or agency should adopt a policy that notifies employees about their responsibilities for retaining official email and identifies how email should be stored. IOT is not responsible for retention of emails; this is the responsibility of agencies.

IOT offers automatic email archiving on messages more than 60 days old. The archive is the responsibility of the employee and does not apply to an agency's email retention policies nor should it be used to adhere to an agency's email retention policies. The email messages do not adhere to any automated policy and will never expire out of the archive. Agencies are responsible to adhering to their agency specific retention schedule on electronic documents. Not adhering to these retention schedules could be a violation of Indiana Code. Please direct all question about retention schedules to the Indiana Archive and Records Administration. Agency specific retention schedules can by found here, http://www.in.gov/apps/iara/retention/iara_retention.

IOT Email Recovery

IOT does daily full backups of the email servers and keeps year-end backups of the email servers for seven years. These backups are to be used to protect the email servers from system failures, unintentional deletions or tampering. These backup procedures are for emergency recovery purposes, however, and do not constitute a long-term record-keeping solution for email. IOT has put email recovery policies in place to retain deleted items for 30 days after deletion. After the maximum duration of 30 days, the email message may no longer be recoverable.

IOT Home and Shared Files Retention

Agencies are responsible for managing their electronic documents. Like all government records, electronic documents are subject to the Freedom of Information Act (FOIA) requests and litigations. Agencies can be held liable if electronic documents are kept too long, if they are not properly destroyed, or if they are destroyed too soon.

File retention schedules are set by the Indiana Archives and records Administration. Each department or agency should adopt a policy that notifies employees about their responsibilities for retaining official electronic documents and identifies how email should be stored. IOT is not responsible for retention of electronic documents; this is the responsibility of agencies.

IOT Home and Shared Files Recovery

All IOT hosted systems are configured to feature regular backup. These backups are to be used to protect from system failures, unintentional deletions or tampering. These backup procedures are for emergency recovery purposes, however, and do not constitute a long-term record-keeping solution for electronic documents. IOT protects Home and File Shares by keeping 30 days of file changes. These Home and File Shares are then backed up every quarter. The quarter backups are kept a year and then are expired. IOT does a year-end backup, and those backups are kept for seven years, and then they are expired.

Appendix B - IOT Service Managers

Below is a list of the current Service Managers along with their Services. These are the codes displayed in the monthly services bill from IOT. You may click on a specific **Service** to go directly to the Service Area where it is described in detail.

Service Manager	Services
Allen, Jeff	1001, 1001a, 1001d, 1001u, 1136, 1157
Baker, Mitch	1052, 1052a, 1052b, 1177a, 1177b, 1177c, 1177d, 1177e, 1177f
Baxter, Todd	1066, 1092, 1094, 5000
Carpenter, Todd	1049, 1114, 1114a, 1114b
Harden, Scarlette	1121
Hicks, Mike	1031, 1035, 1037, 1038, 1039, 1040, 1041, 1043, 1044
	1107, 1108, 1161, 1162, 1169, 1173, 1176, 1183, 1186, 1188
Kan, Elaine	1014, 1020, 1158, 1174, 1190a, 1190, 1191, 1192, 1193
Kelly, Diane	1182a, 1182b
Neuenschwander, Dan	1126
Reid, Jason	1178, 1178c, 1178d, 1178p, 1178pp, 1178s
Sharp, Charles	1112, 1141, 1187
Sparks, James	1153d, 1153o
Stahl, Tad	1137p, 1137v, 1175, 1180
Stipe, John	1117, 1155
Toole, John	1195
Waite, Brandon	1023, 1025, 1050
Wilson, Alvin	1131, 1170, 1170m, 1170s

Appendix C - IOT Data Center

Many IOT services are dependent on the data center. Below is a description of the data center and of some of the ways IOT maintains a 99.9% up-time.

The IOT data center covers more than 26,000 square feet and supports servers, storage, network and other peripherals. It is protected with a FM125 fire suppression system, and there are two legs of power running into the room. Additionally, if there is a loss of power, three UPS's and three generators provide quick return to operation. The 24x7-staffed data center is protected by cameras and requires badge access, which is restricted only to Data Center staff. Prior to entering the temperature- and humidity-monitored facility, visitors are required to sign in.

Housed within the IOT data center are two mainframes supporting Indiana State Government, the City of Indianapolis and Ball State University. More than 4,000 Windows/UNIX/AIX virtual and physical servers support hundreds of applications and 4,000 databases for 28,000 state employees. There is 650,000 GB of online, near-line and archived storage being managed across multiple storage platforms using high-speed networks.

The VMware virtual environment is backed by encrypted all-flash storage arrays, a space-efficient blade center and highly available fabrics along with scripted/automated processes. These solutions allow quick deployment, resizing, protection and migration of virtual machines, virtual networks and virtual storage between clusters and datacenters.

Physical servers maintain the flexibility of multiple storage solutions ranging from flash technology to high density along with encrypted platforms. Additionally, the global site selector allows optional planning for high availability and load balancing between data centers.

The storage networks include flash storage arrays, tiered disk arrays, synchronous data and asynchronous replication between data centers to provide fast storage, dense storage or a combination of both.

The data center network provides full redundancy at the aggregation and access layer utilizing Cisco Nexus virtualization technologies. The network is seamlessly extended to multiple geographic locations via Cisco OTV providing multi-site high availability and clustering services between disparate data centers.