Indiana Office of Technology
Powering a State that Works

Governor Eric Holcomb
Director and Chief Information Officer Tracy Barnes

IOT Services Catalog

(IOT's Product Code Reference Manual)

Fiscal Year 2023

July 1, 2022 – June 30, 2023

Version 1.5

Purpose

This document provides the Indiana Office of Technology's (IOT) Agency Partner a central place to find information about its 100+ provided services.

Notes:

- There is a separate IOT Services Catalog - Mainframe for all Mainframe related services.
- A complete **four-year rate history** can be found here.

Contents

The information in this document pertains to:

1. periodic audits to validate IOT's services are provided at competitive rates
2. how this document and IOT's services are maintained
3. IOT's Service Areas
4. Data associated with each service area (code, purpose, dependencies, rate, standard, IOT responsibilities, Agency Partner responsibilities, Service Owner, service level objective, outage impact, restore priority, usage, and reports).

The document also contains information on how to:

1. request a product or service
2. request help if you have an issue with a product or service
3. escalate an active issue
4. monitor the progress of your requests
5. resolve billing issues
6. how to return a product or terminate a service.

Welcome from the Director and CIO

Greetings from the Indiana Office of Technology! It is truly an honor and privilege to serve as the Director of the Indiana Office of Technology (IOT) and as your State Chief Information Officer.

IOT is legislatively tasked with serving as the enterprise technology provider for all of state government. This allows for better service delivery and resource usage to serve all state agencies better and continue taking Indiana to the Next Level. In the past, agencies operated disparate systems and duplicative technologies which they often struggled to maintain. Through consolidation starting in 2005, the state has been able to save an estimated $14M annually. This is a big win for state agencies and for Hoosier taxpayers as a whole.

Since our creation in 2005, IOT has come a long way in our operational maturity, and we are continuing to identify more ways to better service our agency partners. We now provide 110 products whereas we only provide 63 products in 2010, including new cloud and Cybersecurity offerings to help our enterprise keep pace with the growing industry challenges. As further validation of our delivery, for the fourth year in a row, the Center for Digital Government has given Indiana an A- for its digital technology delivery.

As Indiana continues to deliver next level digital government to Hoosiers, IOT is not only looking near-term on how to best assist in those efforts but also looking at the future of technology and its impending impact on government. The Indiana Office of Technology has developed four key performance indicators that the organization uses to effectively meet its business objectives. Those are: Core Service Delivery, Cost Competitiveness, Executive Branch Security Readiness and Preferred Workplace. IOT measures its KPIs monthly to evaluate its success at reaching specific goals. Thank you for considering IOT for your technology needs. Our executive leaders are aggressively focused on meeting your expectations and continuing to earn your business!

Tracy Barnes, Director of the Indiana Office of Technology and State of Indiana CIO

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IOT Introduction

As identified in Article 13.1 of the Indiana Code, the **I**ndiana **O**ffice of **T**echnology (IOT) is required to:

1. Establish the standards for the technology infrastructure of the state.
2. Focus state information technology services to improve service levels to citizens and lower the costs of providing information technology services.
3. Bring the best and most appropriate technology solutions to bear on state technology applications.
4. Improve and expand government services provided electronically.
5. Provide for the technology and procedures for the state to do business with the greatest security possible.

Our Team: IOT is comprised of 500 highly skilled IT professionals with over 4,500 years of state experience. We are organized into 46 distinct areas to provide the best IT services at the best rates possible. To learn more about IOT and our individual departments please visit our website and review "**What We Do**".

Quality at Competitive Rates

Approximately every three years the IOT hires a third-party company 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 four evaluations, with the last completed (*in process*) in March 2020.

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. A complete four-year rate history can be found here.

Note that all services include a portion of IOT's Overhead and Statewide Cost Allocation Plan (SWCAP).

Overhead includes: all costs not directly associated with providing a product or service (i.e., indirect costs). These costs include salary, benefits, and travel (conferences) for the executive team (CXO's), the finance team, and the administrative team. Overhead also includes costs for professional services (contractors), software/hardware expenses (Pinnacle billing system), office supplies, office furniture, CDP charges (internal IOT charges), and depreciation on equipment (copiers, software, TV's, security cameras, etc.)

SWCAP includes costs for the: Operation Division, Procurement, Dept of Personnel, Archives and records Admin, Treasurer of State, Auditor of State, Office of State Based Initiatives, Office of the Inspector General and the Attorney General.

Customer Satisfaction

Customer satisfaction is a very high priority for IOT. We monitor and measure your satisfaction several ways.

1. When your issue/request is resolved, you will receive a brief survey (no more than one per month) asking you to tell us how we did. We would indicate if we met our Service Level Objective or not.

2. Every six months we distribute a Customer Service survey to everyone that contact us within the past six months asking for feedback on our overall service to you.

3. When Projects are completed, the project sponsor is sent a satisfaction survey.

Your responses are review, measured, reported, and acted on by the executive staff. Our objective is to achieve 95% customer satisfaction monthly (for #1) and bi-annually (for #2). These measurements are included as part of our Core Services Delivery Level KPI that is reported to the Governor's office monthly.

Service Catalog Maintenance

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

Service Area Contents & Definitions

The Service Areas are laid out as follows, and clearly define everything a Agency Partner needs to know about the service.

1.	Name	Service Name (as seen on Agency Partner's IOT bill)
2.	Code	Code (same code as on the monthly Agency Partner's IOT bill).
3.	Purpose	What the service does for the Agency Partner.
4.	Included	A list of everything provided in the service, including **IOT Value Add items**.
5.	Not Included	A list of non-included items that may commonly be expected by an Agency Partner.
6.	Dependencies	Other IOT services that may be required/useful to make full use of the service requested.
7.	Rate	Rate and Unit of Measure.
8.	Standard	Identifies the current service standard(s) for the state.
9.	Responsibility	List of items the **Agency Partner, Vendors and IOT** are responsible for doing/providing.
10.	Service Owner	Toole, John Click here to send the Service Owner a Message.
11.	SLO	**S**ervice **L**evel **O**bjectives – IOT's targets for Service based on resources, technology, budget. **Request**: IOT's Target Time to provide a new service. **Availability**: IOT's Target Availability of the service once provided. **Incident**: IOT's Target Time to restore service to expected service level.
12.	Impact/Priority	**Impact** to the Agency Partner's business if the service is interrupted (high, medium, low). **Priority** for IOT to restart the service (high, medium, low).
13.	Usage	Annual volume of service provided and growth rate (previous fiscal year).
14.	Reports	List of reports IOT uses/provides to monitor/show service usage.
15.	Order	Click here to **order** this service.
16.	Cancel	Click here to **cancel** your existing service.

Requesting Services

IOT provides the following methods for our Agency Partners to obtain services:

1.	**IOT HelpDesk**	Contact the HelpDesk at 317-234-HELP (4357) or 1-800-382-1095
2.	**ASM Self-Service Portal**	Order a subset of our services, submit an Incident or Request for the IOT HelpDesk, or simply find useful information regarding IOT.
3.	**inwp.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.

Issue Monitoring

Agency Partners can view progress on "their" tickets by visiting the ASM Self-Service Portal (**SSP**).

Issue Resolution

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

1. **IOT HelpDesk** – Contact the HelpDesk at 317-234-HELP (4357) or 1-800-382-1095
2. **ASM Self-Service Portal** – Submit an Incident for the IOT HelpDesk.

Issue Escalation

Please follow this procedure should you need to escalate an active Incident.

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 as soon as possible to get the issue resolved.
For IOT billing policy information, click here.
If you have a Pinnacle account, you can view the bill here.

Maintenance Windows

IOT's standard maintenance window for changes to occur are Sunday between 6 AM – 12 PM (noon).

Changes that affect workstations such as software pushes will begin Friday at 8pm and run until Sunday at 6pm unless otherwise noted. Others requested outside of these published windows will be approved on a case-by-case basis with necessary justification. IOT-CS-ARC-002

Service Level Objective

Typically, IOT provides Standard Support: 6am to 6pm Monday - Friday except on state holidays. After Hours Support is provided, but with reduced functionality and best effort. A few specific services have different business hours, which can be found in the specific service section in this document.

Each Agency Partner "Issue" has an assigned "**S**ervice **L**evel **O**bjective" (SLO), or the maximum amount of time the IOT staff must resolve the issue. These times range from one IOT Business Hour to five IOT Business Days (60 Business Hours). See the specific service section in this document for the associated SLO. SLOs are in effect only during specified Standard Business Hours.

Note: When an Agency Partner reported issue is thought to be resolved by an IOT technician, the Agency Partner may receive an automated email indicating they have 60 business hours to verify the issue has been resolved. No reply signifies the issue was resolved to the Agency Partners satisfaction and the issue will be closed.

Project Related Work Requests

In some cases, an Agency Partner'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 Agency Partner, 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.

Exceptions to IOT Standard Technology

IOT has identified the standard technology used in each of its service offerings. But there may be cases where a Agency Partner has a legitimate requirement for a non-standard technology. In these cases, IOT management must review and approve the exception. An Exception Form in Archer (IOT's Standard Policy system) must be completed

and signed by the agency head to acknowledge they will not be using IOT standards. IOT's service level objective for this service on non-standard technology will be "best effort".

IOT Services by Area

Below is a list of the current IOT services, organized by Service Area. You may click on a specific **Service Area** to go directly to the specific Service.

1. Application Development
    - Application Developers
    - Application Software Maintenance
2. Business Applications
    - Agency Liaison Program
    - Customer Relationship Management (CRM)
    - Geographic Information Systems (GIS)
    - Government Management Information Services (GMIS)
    - ITSM Work Management (ASM)
    - ITSM Workflow Development
    - Microsoft Power BI
    - Oracle WebCenter Content (WCC)
3. Collaboration
    - Email
    - Teams Conferencing
    - WebEx
4. Communications
    - Mobile
    - Network
    - Telecommunication
5. Customer Service
6. Database
    - Database Hosting
    - Database Maintenance
    - Database Size Overage
7. Data Exchange Services
    - Mulesoft
    - GoAnywhere
8. Desktop
    - Adobe Products
    - Legacy Application Access
    - MS Office 365
    - SEAT (Desktop PC or Laptop)
    - Visio
    - Workstation Software Licenses
9. Hosting
    - Cloud Services
    - Agency Cloud Architect
    - IIS Web Hosting
    - Oracle Application Hosting
    - Physical and Virtual Server Hosting and Management
    - Server Management
    - Racks and Rack Space
10. IN.Gov
11. IT Business Continuity
    - Disaster Recovery
    - Rack Hosting Services
12. Project Risk Management
13. Mainframe Services
14. Project Success Center
    - MS Project Online
    - Project Management Assistance
15. Security
    - Baseline Security
    - Compliance Center of Excellence
    - Confidential Data Systems
    - Security Operations as a Service
16. Storage
    - Data Protection
    - Archive
    - Secure
    - Tiered Isilon File Fast
    - VM Server Additional
17. Appendix

IOT Services by Codes

Code #	Name	Code #	Name
1001	Seat Charge	1170CRMA	CRM Administrator
1001L	Std. MS Office 365 User License	1170CRMD	CRM Developer
100LW	Web Productivity	1170CRMR	CRM Architect
1001ES	Web Productivity Enhanced	1175	Security - Baseline
1001KL	Complete Web Productivity	1177A	Shared SAN Storage
1001LE	Web Productivity Enh. Email	1177F	VM Server Additional Storage
1001LI	Identity Access	1177K	Standard File Storage
1014	Email-SharePoint G3	1177R	Archive/Cold Storage
1020	Remote Access (Citrix)	1177S	Secure File Storage
1043	Telephone - Centrex	1178x	Adobe Products
1044	Telephone - Remote	1180	Security - Confidential
1049	Database Consulting Services	1183	Contact Center Support
1050	Physical Server Hosting	1186	VaaS – IP Phone
1052	Virtual Server Hosting - Base	1187	Data Circuits - On Network
1052A	Virtual Server Hosting (+ CPU)	1188	Telecom Management Services
1052B	Virtual Server Hosting (+ GB)	1189	Workstation Software Licenses
1053	Cloud Service Provider	1191	Oracle Application Hosting
1053A	Cloud Operations	1193	Dynamics CRM Online
1066	Jobs Production	1193A	Dynamics 365 Accessories
1092	Disk Megabytes Allocated	1195	Server Management
1094	Tape Access	1196	Oracle WebCenter Content
1112	Data Circuits - Off Network	1199PE	MS Project - Essentials
1114	Database Hosting	1199PR	MS Project Plan 5
1114A	Database Size Overage 1GB+	1199PP	MS Project Plan 3
1114B	Exadata Hosting	1199P1	MS Project Plan 1
1117	Cellular Phone Service	1200F	IOT Rack Space - Floor
1120	GMIS HRMS Services	1200R	IOT Rack Space - Rack
1121	GMIS Financials/Hyperion	1201	Contracted Long Distance
1126	TSO/DSO & OCRs	1202	800 # Service - Long Distance
1131	IN.Gov	1203	Misc. Telecom Services
1137MP	DR Premium – Physical Server	1204	HelpDesk
1137MV	DR Premium – Virtual Server	1206	Mainframe - Batch / System
1137P	DR Traditional – Physical Server	1207	Mainframe - DB2
1137R	Rack Hosting Service	1209	Mainframe - CICS
1137V	DR Traditional – Virtual Server	1211	Microsoft Power BI
1141	WAN Management Services	1212	Security Operations as a Service
1153A	AGOL Level 1 (Viewer)	1215	Compliance Center of Excellence
1153C	ArcGIS Consulting	1219	MS Visio
1153D	ArcGIS Desktop	1220	Proj. Risk Mgt - Senior Consultant
1153I	Indoor Mapping	1220M	Proj. Risk Mgt - IV&V Ven Mgt
1153O	ArcGIS Online Level 2 (Creator)	1220V	Proj. Risk Mgt - IV&V Ven Services
1153P	Portal Level 1 (Viewer)	1221*x*	WebColl, Teams Audio & Conf.
1153S	ArcGIS Server Instance	1223	Server Maintenance (REMI)
1153T	GIS End-User Training	1224B	Data Protection
1155	Network Access Services	1225	Access IN ID Verification
1170	Appl. Development - Standard	1226	Mulesoft
1170J	Appl. Development - Junior	1227*x*	GoAnywhere Products
1170M	Appl. Development Maintenance	Liaison	Agency Liaison Program
1170R	Appl. Development - Architect	Work-Mgt	ITSM Work Management (ASM)
1170S	Appl. Development - Senior	Workflow	ITSM Workflow Development

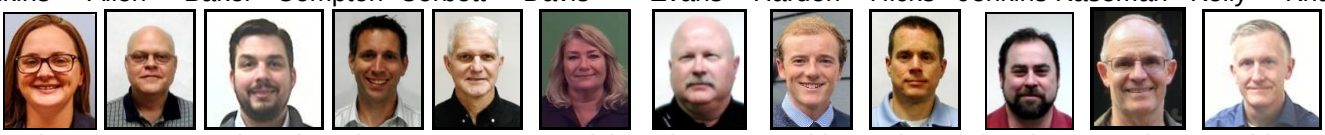
IOT Services by Service Owner

Below is a list of the Service Owner along with their Services. You may click on a specific **Service Code** to go directly to the Service Area where it is described in detail. Or click on their email to send them a question.

Service Owner	E-mail Address	Services
Adkins, David	DAdkins@iot.in.gov	1200F, 1200R, 1223
Allen, Jeff	JAllen@iot.in.gov	1001, 1001L, 1001LW, 1001ES, 1001KL, 1001LE, 1001LI, 1014, 1178*x*, 1189, 1219
Baker, Bill	FBaker@iot.in.gov	1220, 1220M, 1220V
Compton, Megan	MCompton@iot.in.gov	1153A, 1153C, 1153D, 1153I, 1153O, 1153P, 1153S,1153T
Corbett, Aaron	ACorbett@iot.in.gov	Liaison
Davis, Heidi	HDavis1@iot.in.gov	1215
Evans, Patrick	PEvans4@iot.in.gov	1117
Harden, Scarlette	SHarden@iot.in.gov	1120, 1121
Hicks, Mike	MHicks@iot.in.gov	1043, 1044, 1186, 1188, 1201, 1202, 1203, 1221x
Jenkins, Larry	LJenkins@iot.in.gov	1193, 1193A, 1211, 1226, 1227, 1170, 1170J, 1170M, 1170R, 1170S, 1170CRMA, 1170CRMD, 1170CRMR
Kaseman, Nathan	NKaseman@iot.in.gov	1183
Kelly, Diane	DKelly@iot.in.gov	1199PE, 1199PP, 1199PR, 1199P1
Khan, Faisal	FKhan2@iot.in.gov	1049, 1114, 1114A, 1114B, 1191, 1196
Larimer, Emily	ELarimer1@iot.in.gov	1137MP, 1137MV, 1137P, 1137R, 1137V
Lex, Joe	JLex@iot.in.gov	1204
Lobaugh, John	JLobaugh@iot.in.gov	1175, 1180, 1212
Lubsen, Graig	GLubsen@iot.in.gov	1225
Neuenschwander, Dan	DNeuenschwander@iot.in.gov	1126
Remick, Lois	LRemick@iot.in.gov	1066, 1092, 1094, 1206, 1207, 1209
Sharp, Charles	CSharp@iot.in.gov	1112, 1141, 1187
Stahl, Ben	BStahl@iot.in.gov	1053, 1053A
Stipe, John	JStipe@iot.in.gov	1155
Thatcher, John	JThatcher@iot.in.gov	1052, 1052A, 1052B, 1052D, 1177A, 1177F, 1177K,1177R, 1177S, 1224B
Toole, John	JToole@iot.in.gov	Work-Mgt, Workflow
OPEN		1020, 1050, 1195
White, Mike	MWhite1@iot.in.gov	1131

Meet the IOT Service Owners

Adkins Allen Baker Compton Corbett Davis Evans Harden Hicks Jenkins Kaseman Kelly Khan



Larimer Lex Lobaugh Lubsen Dan N. Remick Sharp Stahl Stipe Thatcher Toole White

Service Responsibilities Definition

IOT has developed a RACI Matrix to help their Agency Partners, their Supplier Partners and IOT better understand their specific responsibilities for each of IOTs service offerings. Each service offering described in this document will contain the appropriate portion of that RACI Matrix. Please review that information before requesting the service to make sure you understand your specific responsibilities for the service.

RACI Codes:
The following are the Codes used to indicate specific responsibilities.

Code	Roles	Definition
R	Responsible	Person or People responsible for correct execution - getting the job done.
A	Accountable	Person who has ownership of quality and the end result. Only one person can be accountable for each activity.
S	Supportive	Person that provides additional resources to conduct the work or plays a supportive role in implementation.
C	Consulted	People who are consulted and whose opinions are sought. They have involvement through input of knowledge and information.
I	Informed	People who are kept up to date on progress. They receive information about process execution and quality.
V	Verifies	Person or group that checks whether the acceptance criteria have been met.
O	Signs Off	Person who approves the decision and authorizes the product handover.

Example:

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
MS Power BI			
Creating and publishing content to Power BI service	RA		
Granting/revoking access to Power BI workspaces, content, data	RA		
Tenant-level configuration, administration, and hygiene of Power BI Service	I		RA
Gateway and workspace provisioning	R		RA
Gateway monitoring, management and administration	RA		R
Cloud Service Provider Relationship			RA
Billing Management			RA
Reactive break/fix of service features	I	RA	I
Service Health and availability		RA	

Application Development

General

The IOT Application Development team is ready to help you build the tools that will help you serve your customers. Whether it's a web-based application, a client based-application, a mobile application, the IOT Application Development team can build it. Using the .NET framework, we can build an application that works for you. Existing data can be accessed, or a new database can be created.

The IOT Application Development team is also happy to partner with agencies to help deploy a CRM system. With this no code/low code solution, we will work with teams to develop a solution that can track contact interactions, support tracking, and any number of other data points.

Purpose

Custom Development offerings include a business analyst to assess your needs and document the project, a developer assigned to your project, and a designer (based on project complexity) to create the needed graphics and user interface. CRM Deployment also includes a business analyst, a CRM Administrator, and a CRM Architect (based on complexity) to deploy and configure the CRM. CRM platforms available will be Salesforce and Microsoft Dynamics.

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.

Name	**Developer Standard**
Code	1170
Purpose	Intermediate Software Developers, Business Analysts, and Graphics Designers.
Rate	$117.00 / Hour

Name	**Junior Standard**
Code	1170J
Purpose	Beginner Software Developers, Business Analysts, and Graphics Designers.
Rate	$80.00 / Hour

Name	**Developer Senior**
Code	1170S
Purpose	Senior Software Developers, Business Analysts and Graphics Designers have more experience and can generate code faster with less refactoring.
Rate	$129.00 / Hour

Name	**Developer Architect**
Code	1170R
Purpose	Oversees the design, testing, code review, implementation, and administration of an IOT developed application.
Rate	$138.00 / Hour

Name	**Application Maintenance**
Code	1170M
Purpose	Covers bug fixes and minor tweaks to the code.
Rate	$1,000 per month.

Name **CRM Architect**
Code 1170CRMR
Purpose Oversees the design, testing, code review, implementation, and administration of an IOT deployed CRM.
Rate $187.50 Per Hour

Name **CRM Administrator**
Code 1170CRMA
Purpose This non-coding role assists in day to day CRM operations and in-platform customizations.
Rate $131.25 Per Hour

Name **CRM Developer**
Code 1170CRMD
Purpose CRM Developers can customize and apply code changes to an IOT deployed CRM.
Rate $156.25 Per Hour

Standard All IOT development is done in iOS, Android, and .NET.
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Gather Requirements	A		R
Develop Service Order Form (SOF) or MOU	RA		RA
Complete SOF or MOU	A		R
Approve SOF or MOU	A		R
Attend SPRINT Meetings	RA		RA
Develop Application			RA
Perform Homework	RA		
Participate in QA & UA Testing	RA		
Deploy Application into Production			RA

Service Owner Jenkins, Larry Click here to send the Service Owner a Message
SLO **Request:** A Project Charter is developed between IOT and the Agency Partner for each new application. The Project Charter will include a schedule for development, testing, and production implementation. Once the Project Charter has been established, the implementation plan will be provided.
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority Medium / Low
Usage Currently 42 applications in use by 16 agencies, with 20 applications in the queue.
Reports The Project Charter will include a schedule for periodic progress reports for the Agency Partner. Once the application is in production, monthly usage reports by agency will be posted.
Order Click here to request this service.
Cancel Click here to cancel your existing service.
.

Business Applications

This section contains information for the following services:

- CRM
- Oracle WCC
- Liaison
- Work-Mgt
- Workflow
- MS Power BI
- GIS
- GMIS

1. CRM, Oracle WCC, ASM, Liaison, Power BI

Name **Dynamics 365 CRM Online**

Code 1193

Purpose Customer Relationship Management (CRM) software that utilizes an extended relationship management that is hosted in the Microsoft Government cloud.

Included Dynamic CRM Online is licensed per user, per year. Enterprise Plan 1 licenses that are purchased will be passed to the Agency Partner by IOT.

Not Included Agencies are responsible for procuring Team Member licenses.

Dependencies Network Services

Rate Pass Through

MS CRM license + IOT user administration/update fee.

Standard Dynamics 365

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Environment and portal provisioning	C		RA
Environment administration, configuration, and hygiene	RA		C
Mailbox synchronization approval	RA		R
Contract negotiation and vendor management			RA
Billing Management			RA
Development and deployment of applications and solutions	RA		
Reactive break/fix of service features	I	RA	I
Service Health and availability		RA	
User management and license assignment	RA		R
Security model and user authorization	RA		
Tenant hygiene such as underutilized & orphaned applications	I		RA
Tenant-level configuration consistent with state's Tier 1 stds	I		RA
Major incident notification and management	I	RA	S
Release management, testing, and apply upgrades	R	RA	S

Service Owner Jenkins, Larry Click here to send the Service Owner a Message

SLO **Request** Access within 3 business days

Availability 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 650+ named users

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Dynamics 365 Accessories**

Code 1193A

Purpose Agency Partners can procure accessory services or products associated with Dynamics 365 through a pass-through billing model.

Included Agency Partners who leverage Dynamics 365 can choose a variety of options to purchase based on MS offerings. Please visit MS Dynamics 365 page (https://dynamics.microsoft.com/en-us/).

Not Included N/A

Dependencies Network Services

Rate Pass Through (monthly / service or product)

Standard Dynamics Online Services

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provisioning of add-on features in tenant			RA
Administration and configuration of add-on feature	RA		
Technical Support for MS Products		RA	

Service Owner Jenkins, Larry Click here to send the Service Owner a Message

SLO **Request** N/A – Agency procures through Dell

Availability Microsoft Dynamics 365 SLAs

Incident N/A

Impact/Priority High / High

Usage 20,000+

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Oracle WebCenter Content (WCC)**

Code 1196

Purpose Oracle WebCenter Content provides agencies with a secured solution for storing, indexing, retrieving and managing content. This optionally includes document capture through Enterprise Capture, document conversion through Inbound Refinery, document retention through Universal Records Management and document routing through Business Process Management.

Included The service rate includes the infrastructure required to host these services, database storage, Oracle software licensing, and disaster recovery.

Not Included Application-level administration and any software components required for unique agency requirements.

Dependencies Hosting Services, Storage Services, Database Services

Rate $2.91 Per Month Per GB

Standard Oracle WebCenter

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Design of Application Model	RA		
Daily Application-Level Administration	RA		
Unique Software Components	RA		
Infrastructure Support			RA
Infrastructure Maintenance			RA
Technical Support for Oracle Products		RA	

Service Owner Khan, Faisal Click here to send the Service Owner a Message

SLO **Request**: Project based

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 35,000 GB

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Agency Liaison Program**

Code Liaison

Purpose The IOT Agency Liaison Program, which began in Q1 2016, is a free service offered to any IOT supported agency to help improve their business relationship with IOT. A dedicated IOT Liaison meets with the participating agency contact(s) monthly to discuss the following nine topics.

Included Discussion Topics:

1. IOT's Monthly Performance Reports (agency specific and statewide)
2. IOT's Monthly Bill (make sure the agency understands their bill, and help them minimize it)
3. Service Improvements (what the agency thinks IOT can do better)
4. Issue Escalation (help with issues not getting resolved per standard protocol)
5. IT Security (discuss current issues and upcoming programs)
6. IOT's Services Catalog (contains information regarding IOT's 100+ services and rates)
7. IT System Changes (near-term, IOT's and agency)
8. IT Project Review (what projects are coming that might affect them)
9. IT Training Availability and Needs Review

Not Included This service does not replace the IOT Helpdesk as the point-of-contact for issues and services.

Dependencies NA

Rate No Charge

Standard NA

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provide Monthly IOT Performance Reports	I		RA
Meet Monthly to Discuss Reports and 7 Additional Topics	R		A
Record Meeting Notes in BRM Database			RA
Work with IOT Mgt to Resolve Any Issues	I		RA

Service Owner Aaron Corbett Click here to send the Service Owner a Message.

Primary IOT Liaisons Corbett, Aaron; Rose, Tomorrow; Sullivan, Scott

SLO NA

Impact/Priority High / High

Usage 80 agencies are currently participating in this program.

Reports Agency Specific and Statewide Monthly IOT Service Performance Reports IOT monthly bill, IOT Change Management System (CMR Report).

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **ITSM Workflow Development**

Code Workflow

Purpose To automate the manual processes involved in a business process.

Included An automated business process workflow designed and supported in the IOT ITSM system.

Not Included Documentation of the current business process.

Dependencies NA

Rate Free for Simple Workflows (can be developed within one IOT business day)
$75 Per Hour for Complex Workflows (take longer than one IOT business day to develop)
$75 Per Hour for Ongoing Maintenance and Change Requests
MOU will be required for complex workflows, ongoing maintenance and change requests.

Standard Alemba Service Management System (ASM)

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Document/improve Internal Business Processes	CVO		RA
Create Partitions	CVO		RA
Establish Initial & Maintain Structure (cats, queues, etc.)	CVO		RA
Manage Accounts (add, remove, change)	CVO		RA
Create Portal Screens for User Submissions	CVO		RA
Create Agency Specific Call Screens	CVO		RA
Develop and Provide Application Training	CVO		RA
Develop and Run Metric & Usage Reports	I		RA
Perform System Management/Maintenance	I	I	RA
Interface with Alemba for Enhancements & Issues			RA
Develop Automated Interaction Process for Vendors		CVO	RA
Interface with IOT App Dev for Process Development			RA

Service Owner Toole, John Click here to send the Service Owner a Message

SLO **Request**: Respond to a Agency Partner request within 3 business days
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority Depends upon the purpose of the Workflow.

Usage New Service for FY21.

Reports Monthly Usage Reports will be provided to the Agency.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **ITSM Work Management**

Code Work-Mgt

Purpose ASM includes the following services: Incident Management, Request Management using ASM workflow engine, Problem Management, Change Management using ASM workflow engine, Knowledge Management, Asset Management, Inventory lifecycle using ASM workflow engine, Workflow, Self-Service Portal, Service Level Management, Service lifecycle Management. This application will be moving to the AWS Cloud in mid-2019.

Included Initial system planning services. Initial system setup. Ongoing system support and maintenance.

Not Included App Development Services, ASM System Interfacing Services, ASM Workflow Development

Dependencies A computer with state network access.

Rate No Charge - There is no charge to the Agency Partner if they use the shared database.

Standard ASM from Alemba.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Flowcharting Existing Business Process w/Integrations	R		RA
Identify Goals	R		RA
Capture Data Needed at Each Point of the Process	I		RA
Design Form to Capture Data	I		RA
Determine Ways to Automate Current Process	I		RA
Provide Environment for Testing	R		RA
Assist with Go-Live Communications	R		RA

Service Owner Toole, John Click here to send the Service Owner a Message.

SLO **Request**: Initial meeting will be held by Agency Partner and IOT ASM Application Admin. An installation/training plan will be established after Agency Partner determines ASM is sufficient to meet their needs.

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).

Incident: 90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 20 agencies are using their own ASM “partition” for a variety of services. There are 650 analysts statewide sharing 450 Concurrent and 70 Named licenses supporting 30,000 end users across the state. Around 300,000 calls are logged annually.

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **MS Power BI**

Code 1211

Purpose IOT has negotiated and holds the master accounts with our Cloud Service Providers (Microsoft Azure and Amazon Web Services as of this publication) and manages the overall account structure. Product fees are passed through to the Agency based on consumption of licenses and resources.

Included This service is a pass through of actual CSP consumption related to the Power BI product suite.

Not Included

Dependencies There are no dependencies on this service, however it can be purchased in addition to any other IOT services.

Rate Pass Through - As billed by the CSP

Standard MS Power BI

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Creating and publishing content to Power BI service	RA		
Granting/revoking access to Power BI workspaces, content, data	RA		
Tenant-level configuration, administration, and hygiene of Power BI Service	I		RA
Gateway and workspace provisioning	R		RA
Gateway monitoring, management and administration	RA		R
Cloud Service Provider Relationship			RA
Billing Management			RA
Reactive break/fix of service features	I	RA	I
Service Health and availability		RA	

Service Owner Jenkins, Larry Click here to send the Service Owner a Message

SLO **Request** IOT will work with the agency contact to make the Power BI resources available as soon as is practicable.

Availability N/A

Incident N/A

Impact/Priority **Impact** N/A

Priority N/A

Usage N/A – New Product

Reports Monthly Billing Statement.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

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GIS *(Geographic Information Systems)*

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 that 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.

In order to recover costs for managing the provision and operation of GIS server and desktop software, two ArcGIS offerings are provided.

Name **AGOL Level 1 (Viewer)**

Code 1153A

Purpose Read Only Access for Provided 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.

Included One Read-Only named user of ArcGIS Online for one fiscal year, access to one ArcGIS Online Organization. Product support.

Not Included N/A.

Dependencies N/A

Rate $10.00 Per Month Per Named User

Standard Esri

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Develop SOF	VO		RASCI
Complete SOF	RAVO		C
Approve SOF	RAVO		CI
Configure user account for access	I	S	RAS
Support for ArcGIS Online Access		C	RA
Technical Support for Esri Products	RASC	RA	RASC

Service Owner GIO Click here to send the Service Owner a Message

SLO **Request**: Access within 3 business days

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 650+ named users

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Monthly IOT Billing Statement.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

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Name **GIS Consulting**

Code 1153C

Purpose Provides consulting service to assist state agencies with creating/improving GIS capabilities specific to their agency.

Included Consultant

Not Included N/A

Dependencies N/A

Rate $100 Per Hour

Standard ArcGIS

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Establish project scope	RAO	SC	SCV
Establish level of effort	CIVO	SC	RA
Develop SOF	VO		RASCI
Complete SOF	RAVO		C
Approve SOF	RAVO		CI
Provide solution	IVO	RAC	RASC
Plan for phased support if needed	IVO	RAC	RASC
Plan for technical support if needed	IVO	RAC	RASC

Service Owner GIO Click here to send the Service Owner a Message.

SLO **Request:** 90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 3,500 users for GIS Desktop and growing slowly.

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Open-LM for License Usage

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **ArcGIS Desktop**

Code 1153D

Purpose Provide 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.

Included One installation of ArcGIS (ArcMap and ArcPro) 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.

Not Included N/A

Dependencies N/A

Rate $36.00 Per Month Per User

Standard ArcGIS

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Develop SOF	VO		RAS
Complete SOF	RAVO		C
Approve SOF	RAVO		CI
Integration & Installation of Solution	I		RA
Support for ArcGIS Online Access (Pro)	I	C	RA
Technical Support for Esri Products	CI	RASC	RSC

Service Owner GIO Click here to send the Service Owner a Message.

SLO **Request:** 90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 3,500 users for GIS Desktop and growing slowly.

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Monthly IOT Billing Statement.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **ArcGIS Online Level 2 (Creator)**

Code 1153O

Purpose Provide 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.

Included One named user for ArcGIS Online Level 2 (Creator) for one fiscal year, access to one ArcGIS Online Organization access to the credits associated with that ArcGIS Online Organization. Also includes product support.

Not Included N/A

Dependencies N/A

Rate $19.00 Per Month Per User

Standard ArcGIS

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Develop SOF	VO		RASCI
Complete SOF	RAVO		C
Approve SOF	RAVO		CI
Configure user account for access	I	S	RAS
Support for ArcGIS Online Access	I	C	RA
Technical Support for Esri Products	CI	RASC	RSC

Service Owner GIO Click here to send the Service Owner a Message.

SLO **Request:** 90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 3,500 users for GIS Desktop and growing slowly.

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Monthly IOT Billing Statement.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Portal Level 1 (Viewer)**

Code 1153P

Purpose Read Only Access for Provided 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.

Included One Read/View-Only named user of ArcGIS Portal for one fiscal year, access to one ArcGIS Portal Organization. Also includes product support.

Not Included N/A.

Dependencies N/A

Rate $10.00 Per Month Per Named User

Standard Esri

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Develop SOF	VO		RASCI
Complete SOF	RAVO		C
Approve SOF	RAVO		CI
Configure user account for access	I	S	RAS
Support for ArcGIS Online Access	I	C	RA
Technical Support for Esri Products	CI	RASC	RSC

Service Owner GIO Click here to send the Service Owner a Message

SLO **Request**: Access within 3 business days

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 650+ named users

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Monthly IOT Billing Statement.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **ArcGIS Server Instance**

Code 1153S

Purpose ArcGIS Server software and Licensing for Installations on Agency GIS Infrastructure.

Included Access to ArcGIS Server software install software and Provisioning file for licensing ArcGIS Server sites installed in agency environment, outside the GIO Structure.

Not Included N/A

Dependencies N/A

Rate $500.00 Per Month

Standard Esri

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Develop SOF	VO		RASCI
Complete SOF	RAVO		C
Approve SOF	RAVO		CI
Acquisition of Server Configured for ArcGIS	RA		RAC
Coordinate Software Install w/Appropriate IOT Server	RACV	S	RACV
Support for ArcGIS Server Software Access			RA
Creation of Provisioning License File		S	RA
Technical Support for Esri Products	CI	RASC	RSC

Service Owner GIO Click here to send the Service Owner a Message

SLO **Request**: Access within 3 business days

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 1 server license and install per Physical or VM Server.

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Monthly IOT Billing Statement.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **GIS End-User Training**

Code 1153T

Purpose Provides Technical Training to improve GIS skills in ArcGIS Desktop, ArcGIS Pro and more.

Included One seat to in-person technical training with our TeachMe GIS and Esri Certified trainer. Hard copy training materials and CD with exercises. Certificate of completion provided.

Not Included N/A

Dependencies Some pre-requisite course may be recommended for the Intermediate and Advanced courses

Rate Pass Through - Varies based on the material and duration of class.

Standard ArcGIS

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Develop SOF	VO		RASCI
Complete SOF	RAVO		C
Approve SOF	RAVO		CI
Generate invoice (external trainees only)			RA
Process payment (external trainees only)			RA
Computer with Network Access	RA	V	V
Trainer		RA	RA
Completion Certificates and Surveys	RA	RA	CI

Service Owner GIO Click here to send the Service Owner a Message.

SLO **Request:** 90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 3,500 users for GIS Desktop and growing slowly.

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Monthly IOT Billing Statement.

Open-LM for License Usage

Order Click here to request this service.

Cancel Click here to cancel your existing service.

2. GMIS (Government Management Information Services)

General:

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.

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 and TOS.

Name	**GMIS Human Resources Management**
Code	1120
Purpose	HCM is the State's official data record for all state employee's employment and Payroll.
Included	This service, provided by AOS and SPD, includes labor, hardware, software, module rollouts, Agency Partner training, upgrades, issue resolution and ongoing support for the PeopleSoft HR modules The 50% of the GMIS budget used to support these services is allocated to agencies based on headcount. **<u>Licensed & supported modules include</u>** Benefits Administration EBenefits EProfile EProfile Manager HRMS Portal Pack Reporting Tools for HR Time and Labor Fundamentals for Human Capital Management North American Payroll
Not Included	N/A
Dependencies	N/A
Rate	AOS Allocation – Monthly / Headcount
Standard	PeopleSoft and Hyperion from Oracle

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Desktop, Internet connection to access PeopleSoft	RA		SC
Compliance with State Business Process Owners Requirements	RA		SC
Use ITSM System for Issues and work / project requests	RA		SC
Perform User testing when required	RA		SCIVO
Utilize ESC for Reqmts/Customization Requests	RA		SCIVO
Agency timely mgt of user accounts and workflow access	RA		SCIVO
Engage ESC & GMIS for ERP Related Projects	RA		SCIVO
Sharing 3rd Party Vendor Costs with ESC	RA		CV
Provide/Support Infrastructure for GMIS Application			RASI
Provide/Support Infrastructure for GMIS Web Services			RASI
Provide/Support Infrastructure for GMIS Oracle Database			RASI
Provide/Maintain PeopleSoft Access			RASIV
Hardware kept current and monitored			RASCIV
Software infrastructure applications are kept current			RASIVS
PeopleSoft Update Management (PUM)- yearly			RASCIVO
SLA for problem resolution 90%			RASV
Support for Oracle Hyperion Module			RASCIVO
Support for PS HCM Module			RASCIVO
Support for PS Financial Modules			RASCIVO

Owner Harden, Scarlette Click here to send the Service Owner a Message.

SLO **Request:** Request Dependent
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90.0% Resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 33,000 HRMS. Consistent usage year to year.

Reports Statewide Monthly IOT Service Performance Reports can be found here.
"Dashboard" for year-end financial management

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **GMIS Financial and Hyperion**

Code 1121

Purpose PeopleSoft Financial is the State's official data record for all state financial transactions.

PeopleSoft Hyperion is the Budget agency's budgeting tool to prepare State Agencies Budgets.

Included This service, provided by IOT, includes labor, hardware, software, module rollouts, Agency Partner 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 agencies based on the number of transactions for previous 12 months.

Licensed & supported modules include

Accounts Payable	Asset Mgt
ePro / Purchasing	General Ledger / Commitment Control
P-Card	Project Costing
ROC / AR	Supplier Contracts Management
Accounts Receivable	Billing
Reports & Queries	Travel and Expenses
Catalog Management	Contracts
Grants Management	Grant
Inventory	Order Management
Strategic Sourcing	User Productivity Kit

Additional licensed modules, but not in use

Budgets	Esupplier Collaboration
Esupplier Connection	Scorecard
Supply Chain Portal	Trading Partner Mgt

Training: CBT Training is now available for most of the previous Instructor lead training. The rest are to be completed 4th quarter of 2022.

Requests: 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 775 financials-related tickets / month, while achieving 95% resolution within 24-business hours.

Not Included N/A

Dependencies N/A

Rate AOS Allocation – Monthly / Transaction

Standard PeopleSoft and Hyperion from Oracle

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Desktop, Internet connection to access PeopleSoft	RA		SC
Compliance with State Business Process Owners Requirements	RA		SC
Use ITSM System for Issues and work / project requests	RA		SC
Perform User testing when required	RA		SCIVO
Utilize ESC for Reqmts/Customization Requests	RA		SCIVO
Agency timely mgt of user accounts and workflow access	RA		SCIVO
Engage ESC & GMIS for ERP Related Projects	RA		SCIVO
Sharing 3rd Party Vendor Costs with ESC	RA		CV
Provide/Support Infrastructure for GMIS Application			RASI
Provide/Support Infrastructure for GMIS Web Services			RASI
Provide/Support Infrastructure for GMIS Oracle Database			RASI
Provide/Maintain PeopleSoft Access			RASIV
Hardware kept current and monitored			RASCIV
Software infrastructure applications are kept current			RASIVS
PeopleSoft Update Management (PUM)- yearly			RASCIVO
SLA for problem resolution 90%			RASV
Support for Oracle Hyperion Module			RASCIVO
Support for PS HCM Module			RASCIVO
Support for PS Financial Modules			RASCIVO

Owner Harden, Scarlette Click here to send the Service Owner a Message.

SLO
Request: Request Dependent
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage

2021 Ledger	**Transactions**
General Ledger	293,689
Accounts Payable	22,874,292
Project Costing	16,430,922
Order Mgt/Billing	960,923

Users:
6,600 Financial
200 Hyperion
Consistent usage year to year.

Reports Statewide Monthly IOT Service Performance Reports can be found here.
"Dashboard" for year-end financial management

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Collaboration

Name **Email-SharePoint G3**

Code 1014

Purpose Existing IOT Agency Partners (consolidated agencies) who need a Microsoft Office 365 G3 license for email and/or SharePoint services who do not already leverage a Seat charge. Seat already includes an O365 G3 license. A common use case is a service/automation account that cannot use a shared/resource mailbox or distribution list so is required to be licensed per Microsoft. The only IOT supported method for accessing O365 services (email/SharePoint) is through an IOT approved web browser. For security purposes any off-site access to O365 services will also require Multi-Factor Authentication (MFA).

Included Office 365 services (email, SharePoint, OneDrive for Business, etc.) as well as Self-Service Password Reset (SSPR) and Multi-Factor Authentication (MFA).

Not Included Does not include Office 365 Pro-Plus licensing (Office Desktop Client).

Dependencies Use IOT approved versions of web browsers, billing code, Multi-Factor Authentication and Self-Service Password Reset registration

Rate $17.22 Per Month Per Named User

Standard Office 365

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Support of Non-State Equipment	RA		
Use of Approved Versions of Web-Browsers	RA		
Provide Billing Code	RA		
Use of Multi-Factor Authentication	RA		
Self-Service Password Reset Registration	RA		
Support and Maintenance of Office 365 Services			RA
Support and Maintenance of Office 365 Infrastructure			RA
Technical Support for MS Products and Offerings		RA	

Service Owner Allen, Jeff Click here to send the Service Owner a Message

SLO **Request**: 90% Installed within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Availability: Microsoft Office 365 SLAs

Incident: Microsoft Office 365 SLAs

Impact/Priority High / High

Usage 100+ licenses

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Web Collaboration**

Code 1221 (**B**asic, **E**, **S**, **T** and **V**)

Purpose Web Collaboration Services via WebEx or MS Teams. WebEx and MS Teams enables virtually hosted business meetings via the Internet using a browser or desktop client.

WebEx Basic (1221) supports a maximum of 1,000 participants with 200 using video, while **WebEx Enhanced** (1221E) supports a maximum of 3,000 participants. Enhanced includes a Toll-Free number. This service is priced per user per month. The service includes integrated Audio Bridge Conference service that is activated with the WebEx service. WebEx Enhanced toll-free is priced $0.10 per user per minute.

MS Teams (T) supports a maximum of 250 participants with video and MS Teams Live Events supports a maximum of 250 participants with video and 10,000 viewers. MS Teams Audio Conferencing requires a vFire ticket be submitted for any user wanting the Audio-Conferencing feature enabled for MS Teams.

MS Video (V) supports SIP video address dialer in Microsoft Teams. It is a WebEx Video Integration with Microsoft Teams that enables calling into Microsoft Teams meetings from Cisco and SIP – capable video devices. This integration enhances the experience on video supported devices when they join Microsoft Teams meetings hosted within your organization.

The price includes free long-distance during WebEx or MS Teams meetings for all users calling into the conference from a State of Indiana Voice as a Service (SoI VaaS) phone, computer Voice over IP (VoIP), or a cellular phone.

Included Service, Maintenance, License, Contract Negotiation, Competitive Rates, Managed Service

Not Included Desktop or Laptop

Dependencies Hosting Services with Storage Services

Rate

1221B	- WebEx Basic	$11.11 / Month / Account
1221E	- WebEx Enhanced	$45.00 / Month / Account
	- WebEx Enhanced Toll-Free	$0.10 / Minute / Participant
1221S	- WebEx Storage	$0.08 / Month / Account
1221T	- MS Teams Audio	$0.00 / Month / Account
1221V	- MS Video	$12.45 / Month / Account

Standard WebEx Meeting Center (up to 1000 participants) or MS Teams (up to 250 participants); contact Service Owner for more options.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Computer with Network Access	RAVO	I	CI
Contract Negotiations	SCI	RSCV	RASCVO
Manage Admin Portal and Sites	I	RSCV	RASCVO
Monitor Admin Portal and Sites	I	RSCV	RASCVO
Perform System Management/Maintenance	I	RSCV	RACVO
Provide Desktop Application	I	RSCV	RASCVO
Perform Desktop Application Upgrades	I	RSCV	RASCVO
Provide Technical Support	I	RSCV	RASCVO
Develop and Provide Application Training	I	RSCV	RASCVO
Provide Accurate Monthly Invoice	IV	RSCV	RASCVO
Provide Access to Service	I	RSCV	RASCVO
Submit Ticket for New Accounts and Disconnects	RAVO	I	SCIV
Audit Billing	RAVO	I	SCIV

Service Owner	Hicks, Mike	Click here to send the Service Owner a Message
SLO	**Request**:	90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	~ $72,000 annually	
	1,500 users of Standard, 15 users of Enhanced, 1500 users of MS Teams Audio Conferencing.	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	Monthly Agency Partner Billing and Usage Reports	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Communications

This section contains information for the following types of services:

- Mobile
- Network
- Telecommunications

Mobile

Name **Cellular Phone Service**
Code 1117
Purpose Account for Mobile Phone billing
Included Contract negotiation, vendor management, billing management
Not Included End-user devices
Dependencies N/A
Rate Pass-Through - Variable depending on service purchased
Standard IOS/Android hardware through Verizon, AT&T, or T-Mobile.
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Enterprise Mobility Management/Mobile Device Mgt (MDM)	SI	C	RA
Enterprise Mobility Management/MDM device registration	R	CI	A
Enterprise Mobility Management/Mobile App Mgt (MAM)	CI	RC	RA
Enterprise Mobility Management/Mobile security assurance	A	C	R
Enterprise Mobility Management/Retired devices processing	RA	RI	S
Service Management/Order new lines of service	R	A	V
Service Management/Billing services	CI	S	RA
Service Management/Billing payment remittance	R	A	S
Service Management/Service provider management	I	C	RA
Service Management/Collective service rates management	CI	R	RA
Service Management/Service level agreement management	I	RA	SO
Service Management/Cellular network services	I	RA	SO
End-User Support/Mobile device usability support	CVO	S	RA
End-User Support/Enterprise application support	SC	C	RA
End-User Support/Cellular activation support	RO	RA	SV

Service Owner Evans, Patrick Click here to send the Service Owner a Message.
SLO **Request**: N/A
Availability: N/A
Incident: N/A
Impact/Priority High / High
Usage 13,472 devices
Reports Statewide Monthly IOT Service Performance Reports can be found here.
Order Click here to request this service.
Cancel Click here to cancel your existing service.

Network

Name **Remote Access (Citrix)**

Code 1020

Purpose Remote connectivity for users who are authorized to use applications on the state private network.

Included Approved Citrix application access. Citrix client support.

Not Included Virtual desktops. PC local application support

Dependencies 1052 (Virtual server hosting), 1177a (SAN), 1187(Data Circuits), 1155 (Network AS)

Rate $10.59 Per Month Per Named User

Standard Citrix XenApp Server 6.x and 7.x hosting current and approved MS Windows applications.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Computer or Tablet with Network Access	RA		
Current MS Windows OS	RA		
Citrix Client Version Approved & Supported by IOT	RA		
Reliable Network	RA		
Licensing for Published Applications	RA		
Maintain Citrix Environment			RA
Supportable Connectivity			RA
Approved/Supportable Applications			RA
Core Citrix Product Support		RA	

Service Owner Ward, Kiszka Click here to send the Service Owner a Message

SLO **Request**:

New published applications are scoped by complexity, security layers and dependencies.

Basic Apps: 98% Installed within 5 IOT Business Days (6am-6pm, M-F excl. Holidays)

User access: 98% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).

Incident: 90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays).

Impact/Priority High / High

Usage 7,425 users, 517 applications, 180 servers. No growth

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Data Circuits - Off Network**

Code 1112

Purpose 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.

Included Agency Partner defined. IOT has various contracts in place to procure services. Services can invoice and pass through IOT billing at no cost.

Not Included Agency Partner defined.

Dependencies Carrier availability.

Rate Pass-Through - Per Month Per Circuit

Standard Agency Partner defined.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Define Requirements	RA		I
Choose carrier service	RA	CI	I
Place service order	RA	CI	I
Provide IOT with Service Order	RA	I	I
Notify IOT of any changes to service	RA	I	I
Audit Pinnacle Invoice for accuracy	RAV		
Disconnect services	RAVS	CI	SI
Contract Negotiation			
Maintains Carrier contracts		CI	RA
Negotiates competitive rates		CI	RAVS
Negotiates Service Levels		CI	RACS
Vendor Management	S	I	RA
Ensure carrier is meeting service levels	S	S	RA
Ensure carrier Day 2 support	S	S	RA
Billing Management			
Pass contracted rate through Pinnacle	S		RA
Audit carrier invoice for accuracy (Agency Partner provided SO)	S		RA
Stop billing - Disconnected services	S	CI	RAI
Meeting Agency Partner Requirements			
Provide Service Order Quote	I	RA	I
Set order completion timelines	I	RA	I
Provide NOC and escalation contacts	I	RA	I

Service Owner Sharp, Charles Click here to send the Service Owner a Message.

SLO
Request: Agency Partner defined. Typically 35-45 days for copper-based, 120 days for fiber-based. Varies based on the request.
Availability: Various. Based on carrier chosen and Agency Partner requirements
Incident: Agency Partner defined and managed

Impact/Priority Agency Partner defined.

Usage Agency monthly expenses pass through this product per month. The INDOT Traffic Management network is the primary user of this product.

Reports Statewide Monthly IOT Service Performance Reports can be found here.
Agency Partner defined.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **TSO/DSO/OCR**

Code 1126

Purpose At the Agency Partner's request, telephone and cabling parts are purchased by IOT and billed back to the agency. Materials are purchased from an approved QPA vendor and the cost passed through at no markup.

Included Provide a quote if requested. Upon agency approval, purchase material from an approved QPA vendor. Deliver/Install materials once they arrive at IOT.

Not Included N/A

Dependencies Dependent on type and quantity of materials, if the materials are in stock, and/or the size of the project.

Rate Pass-Through - Materials are billed back at the QPA vendor's price, no markup.

Standard NA

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Agency Voice Coord. Submits Ticket for Services with	RAV		SI
Site survey if required	SI		RAS
Provide quote if materials are required	CI		RA
Agency approval of work/materials	RA		I
Purchase Material		CI	RAV
Deliver Material to IOT		RA	CIV
Deliver Material to Agency	CV		RA
Install Material	CIVO		RA
Bill agency back for materials	IO		RAS

Service Owner Neuenschwander, Dan Click here to send the Service Owner a Message.

SLO
- **Request** NA
- **Availability** NA
- **Incident** NA

Impact/Priority Low / Low

Lead Time Dependent on type and quantity of materials, if the materials are in stock, and/or the size of the project.

Usage NA

Reports NA

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **WAN Management Service**

Code 1141

Purpose Management and infrastructure in support of the Statewide Area Network.

Included Three and a half (3.5) IOT resources in support of the core network and remote office structured cabling. Monthly audit of carrier invoices and project management of remote office moves, adds and changes.

Not Included Project management of remote office personnel, furniture and leases.

Dependencies Carrier facilities at the Lifeline Data Center

Rate $76.15 Per Month Per Circuit

Standard Dual NNI per carrier network

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Project Management - Remote Office Infrastructure			
Project Manager	S		RA
Moves, Expansion & Remodels	S		RA
Coordinate all IOT resources	I		RAV
Site survey - Office builds			
New office, Expansion & Remodel	S		RA
Development of SOW - Infrastructure Cabling	S		RAVO
Competitive Bidding - IOT Cable Vendors	I	CI	RAVO
Provide quote for infrastructure build	SIVO	CI	RAVO
Approval & PO	SIVO		RA
Inspection of completed infrastructure	I	S	RA
Audit of vendor invoice & JCO	SIVO		RAVO
Submit to agency for payment	IVO		RA
WAN Support			
Network Monitoring		SCI	RA
Oversight of Everstream NOC		SI	RA
Carrier Escalation - Day 2 support		SI	RA
Capacity Planning			RA
Carrier NNI		SCI	RA
Remote office connectivity	SI	SCI	RA

Service Owner Sharp, Charles Click here to send the Service Owner a Message.

SLO N/A

Impact/Priority High / High

Usage 43 Core Backbone circuits

25 Carrier NNI (Network to Network Interface)

8 DR Circuits; 7 Backbone Circuits; 3 Internet Egress Circuits

Reports Statewide Monthly IOT Service Performance Reports can be found here.

IOT Capacity Planning, Telco Utilization Report

Note: **This is NOT an orderable service. It is a distributed cost based on the overall cost for IOT to support the core of our carrier-provided network that all remote offices use.**

Name **Network Access Services**

Code 1155

Purpose Provides connection to the network via wired, wireless, mobile, or remote access using VPN

Included Physical network hardware to which connection to the network backbone may be accomplished. This may include routers, switches, wireless access points, firewalls, and any other hardware required to accomplish the connection. Includes access via wireless access point and remote access via Client VPN.

Not Included Wireless network access is not meant to provide wall-to-wall or blanket coverage for entire sites or facilities, nor is it meant to be used as an alternative to standard wired network connections. Outdoor wireless solutions, site surveys, solution specific hardware and physical cabling infrastructure are also not included.

Dependencies None

Rate $150.31 Per Month Per Switch/Router

Standard Cisco

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Wired Network - Computer w/Physical Network Interface Card	RA		SC
Wireless - Computer with Wireless Network Interface Card	RA		SC
Domain Account for Secure Access	RA		SC
VPN - Computer with Internet Access & Approved VPN Client	RA		SC
Determine Network Requirements		SC	RA
Plan for New or Changing Network Implementations		SC	RA
Network Design		SC	RA
Procurement of all Necessary Components		SC	RAS
Install & Test the Network			RAS
Monitor the Network			RA
Manage the Network			RA
Optimize the Network			RA
Maintain the Network			RA
Audit Billing	RA		SC

Service Owner Stipe, John Click here to send the Service Owner a Message

SLO **Request**: Varies based on nature of request

Availability: 6am-6pm, M-F excl. Holidays
99.9% - CAN (Campus Area Network)
98.9% - WAN (Wide Area Network)
99.9% - Remote Access (VPN)

Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage Over 4600 routers, switches, firewalls in management – growth rate static
Over 3000 wireless access points in management – growth rate 25%

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Data Circuits – On Network**

Code 1187

Purpose Network connectivity between remote State offices and the Indiana Government Center facility.

Included All carrier facilities from the minimum point of entry through the carrier network to the IOT core network.

Not Included Any construction to extend the service from the minimum point of entry to the agency's suite.

Dependencies Carrier availability per location.

Rate Pass-Through – Per Month Per Circuit

Standard 20m fiber service for single office, 100m fiber service for shared offices (Bandwidth is based on user count and applications being used).

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Remote Office			
Establish lease agreement	RAVO	CI	I
Provide lease term information	RAVO	CI	I
Provide onsite contacts for access and day 2 support	RA	I	I
Provide address (if new site)	RAV	I	I
Identify number of Users in the Office	RAV		I
Identify types of Applications Used	RAV		I
Provide usage projection (if possible)	RAV		I
Approvals			
Monthly Cost	RAO		I
Construction costs	RAO	SCI	I
Demarc extensioins	RAO	SCI	I
Order Management			
Place service order based on Agency Partner requirements	S	I	RAVO
Provide Agency Partner Cost Quotes			
Monthly Cost	IV	S	RAVO
Construction costs	IV	S	RAVO
Demarc extensions	IV	S	RAVO
Track Order Through Completion			
Construction	I	S	RA
Installation	I	S	RA
IOT Network turn up	I	S	RA
Contract Negotiation			
Maintains Carrier contracts	I	S	RA
Negotiates competitive rates	I	S	RA
Negotiates Service Levels	I	S	RA
Vendor Management			
Ensure carrier is meeting service levels	I	S	RAV
Ensure carrier Day 2 support	I	S	RAV
Billing Management			
Pass contracted rate through Pinnacle	IV		RAV
Audit carrier invoice for accuracy	IV		RAV
Stop billing - Disconnected services	IV	CI	RAV
Carrier Operations			
Provide Service Order Quote	I	RA	SIV
Service order tracking through completion	I	RA	SIV

Service Owner	Sharp, Charles Click here to send the Service Owner a Message
SLO	**Request**: NA **Availability**: NA **Incident**: NA
Impact/Priority	High - **Impact** to the Agency Partner's business if the service is interrupted High - **Priority** for IOT to restart the service
Usage	837 State office circuits 620 Point to point circuits 207 Encrypted Tunnels 142 State offices have Backup/Redundant solutions State Office Media Types 66.42% Fiber 4.18% Copper 19.95% Coax 2.03% Microwave 7.40% Wireless 120 Public Safety circuits 119 County circuits (ISETS & Stars Partners) 41 No Backbone Connection 1,117 Total Remote Office Solutions
Reports	Statewide Monthly IOT Service Performance Reports can be found here. IOT SLA Reports (Orion), Various Carrier reports.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Telecommunication

Name **Telephone - Centrex**

Code 1043

Purpose Centrex service for offices within the Indiana Government Center. This service is being replaced with the SOI VaaS service.

Included Contract Negotiation, Competitive Rates, Ordering Service, Process Returns & Disconnects, Technical Support.

Not Included Phone and cable

Dependencies Centrex phone and service.

Rate $21.35 Per Month Per Phone

Rate includes Centrex line only.

Standard Centrex IIN

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Desk Phone, headset (if required) and Cable	RAVO	I	SCIV
Contract Negotiation	I	RSCV	RASCVO
Vender Management	I		RASCVO
Manage Admin Portal	I	RSCV	RASCVO
Provide Accurate Monthly Invoice	IV		RASCVO
Provide Access to Service	I	RSCV	RASCVO
Submit Tickets for Moves, Adds, Changes and Disconnects	RAVO	I	SCIV
Perform System Management/Maintenance	I	RSCV	RACVO
Provide Technical Support	I	RSCV	RACVO
Pay Shipping Costs for Equipment	RAVO		SCI
Surplus Used Equipment	RAVO		SCI
Audit Billing	RAVO	CI	SCIV

Service Owner Hicks, Mike Click here to send the Service Owner a Message

SLO **Request**: 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage ~ $144,000 annually

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Monthly Agency Partner Billing and Usage Reports.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Telephone – Remote**

Code 1044

Purpose 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.

Included Contract Negotiation, Competitive Rates, Ordering Service, Process Returns & Disconnects, Technical Support, Project Management

Not Included Phone PBX (or KTS system), PRI or analog phone lines

Dependencies Avaya phone system and phone

Rate Pass-Through / Vendor Contract

Standard Avaya (formerly Nortel) PBX or KTS

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Purchase PBX or KTS Phone System	RAVO	I	RSCI
Provide PRI (or phone lines)	RVO	SC	RACV
Provide Desk Phone, headset (if required) and Cable	RAVO	I	SCIV
Manage Professional Installation Services	I	SC	RACVO
Quote T&M Support (plus travel)	ICVO	SCI	RASCV
Contract Negotiation	I	RSCV	RASCVO
Vender Management	I	S	RASCVO
Provide Accurate Monthly Invoice	IV	SCV	RASCVO
Provide Technical Support	I	RSCV	RASCVO
Submit Tickets for Moves, Adds, Changes and Disconnects	RAVO	I	SCIV
Pay Shipping Costs for Equipment	RAVO		CI
Surplus Used Equipment	RAVO	CI	SCI
Audit Billing	RASVO	CI	SCIV

Service Owner Hicks, Mike Click here to send the Service Owner a Message

SLO **Request**: 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage ~ $1,700,000 annually

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Monthly Agency Partner Billing and Usage Reports.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name	**TSO/DSO/OCR**
Code	1126
Purpose	**T**elecom 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. **Click Here** for more details.

Name **Contact Center Support**

Code 1183

Purpose Genesys, formerly Interactive Intelligence, tier 1 and 2 support services provided by IOT. This service established a Genesys Contact Center Support team to manage and assist agencies with Genesys contact center support needs.

Included Contract Negotiation, Managed Service, Contact Center Design, Project Management, Some Report Filtering and Automation, standard call flow scripting

Not Included IP Phones, Complex scripting and programming necessary to establish call flows. Hardware, Software Licensing, Storage. Project work and custom reporting are quoted on an as-needed basis.

Dependencies Database Hosting (1114), Physical Server Hosting and Management (1050), Virtual Server Hosting - Base (1052, 1052a, 1052b), VoIP-Capable Network Infrastructure, Active Directory Connectivity.

Rate $13.22 Per Month Per Basic Station
Service support is priced to match specific Genesys licensing and assumes the use of IP phones.

Standard Genesys (formerly Interactive Intelligence)

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Architecture Management	ACI	C	RCI
Application Pilot Testing	RA		SC
Best Practice & Solution Consulting	CI		RA
Billing Management	RCI		RASCI
Contract Negotiation	CI	RCI	RACI
Core Functionality/SIT Testing	RCI		RA
Implementation Management	CI	C	RAI
IP Voice Infrastructure	I	C	RASCIV
License Auditing & Validation	CI		RASC
On-Net Encryption	I	RC	RA
Product Training (Initial)	AC	RC	R
Product Training (Post Go-Live)	RA	C	C
Quoting & Procurement Support	CI	RC	RASCI
Regression Testing	RA		SC
Security & Auditing Support	RAC	C	RSCI
System & Database Integration	RCI	C	RACI
System Management & Monitoring (Kaseya)		RA	RCI
Technical Support (Tier 1-3)	C		RASCIV
Upgrade Management	CI	C	RASCI
User Acceptance Testing	RA		SC
User Administration (add/remove/change)	AC		R
Vendor Escalation	C	RC	RA
Vendor Project Management	C	RA	RCI

Service Owner Kaseman, Nate Click here to send the Service Owner a Message

SLO
Request: 90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage ~ $792,000.00 annually

Reports	Statewide Monthly IOT Service Performance Reports can be found here. Monthly Agency Partner Billing and Usage Reports and various call center reports.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name **Sol VaaS - IP Phone**

Code 1186

Purpose **S**tate **of** **I**ndiana **V**oice **a**s **a** **S**ervice provides IP Telephony services. Agency Partner has the option of a softphone or desk phone with the service. Upgrades are available at an additional cost; see Sol VaaS Catalog for options and rates.

Included Service includes voicemail, caller ID, call forwarding, call transfer and many other enhanced calling features. IP Phone, Jabber, Voicemail, Contract Negotiation, Competitive Rates, Managed Service, Chat Client.

Not Included Support of Jabber on non-State-owned devices.

Dependencies Must be on SEAT

Rate Pass-Through – Per Vendor Contract

Standard Cisco HCS Voice over IP and G711 voice protocol.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provide Cat5 Cabling (or higher)	RAVO	SCI	RSCIV
Provide Desktop, Laptop, Headset (if required)	RAVO	I	SCIV
Provide PoE Switches Capable of QoS	RAVO	C	RSCV
Provide Adequate Bandwidth to Support VoIP	RAVO	I	RSCIV
Manage Admin Portal and Systems	I	RSCV	RASCVO
Monitor Admin Portal and Systems	I	RSCV	RASCVO
Perform System Management/Maintenance	I	RSCV	RASCVO
Provide Desktop Application	I	RSCV	RASCVO
Perform Desktop Application Upgrades	I	RSCV	RASCVO
Develop and Provide Application Training	I	RSCV	RASCVO
Provide Tier 1 Technical Support	I	SC	RASCVO
Contract Negotiation	I	RSV	RASCVO
Vendor Management	I	S	RASCVO
Provide Accurate Monthly Invoice	IV	C	RASCVO
Provide Tier 2-3 Technical Support	I	RSCV	RAVO
Submit Tickets for Moves, Adds, Changes and Disconnects with Deployment Workbook	RAVO	I	SCIV
Return Disconnected Equipment to IOT	RAVO	I	SCIV
Audit Billing	RAVO	CI	SCIV

Service Owner Hicks, Mike Click here to send the Service Owner a Message

SLO **Incident:** 16 IOT Business Hours

Request: 90.0% Installed within 120 IOT Business Hours (6am-6pm, M-F excl. Holidays)

90.0% = 2 – 3 business days for up to 5 units

7 – 10 business days for 6 to 12 units

case-by-case for larger deployments.

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage ~ $2,900,000 annually

Reports Statewide Monthly IOT Service Performance Reports can be found here.

IOT SLA Report, Call Detail Reports, Billing Reports

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Telecom Management Services**

Code 1188

Purpose Provides management and support for all telephony services including:

- Cellular Phone Service (1117)
- Telephone – Centrex (1043)
- Telephone – Remote (1044)
- SoI VaaS (1186)
- WebEx (1221)

Included Managed Services

Not Included NA

Dependencies Agency Partner must have one of the 1043, 1044, 1117, 1221 or 1186 products.

Rate $3.97 Per Month Per Line

Standard Please see the relevant service (1043, 1044, 1117, 1221 or 1186)

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Purchase Telephony Service	RAVO		SCIV
Provide Accurate Monthly Invoice	IV	CI	RASCVO
See Services Related to Relevant Service	RAVO		SCIV
Audit Billing	RAVO	CI	SCIV

Service Owner Hicks, Mike Click here to send the Service Owner a Message

SLO **Request**: 90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage ~ 39,000 device managed

Reports Statewide Monthly IOT Service Performance Reports can be found here.

OT SLA Report, Telco Utilization Report, Call Detail Reports, Billing Reports

.

Note: **This service is not purchased "directly" by the Agency Partner. This service is billed to the agency simply by size. No pre-planned purchases are required.**

Name **Contracted Long Distance**

Code 1201

Purpose Simple pass-through service from vendor.

Included Contract Negotiation, Competitive Rates, Managed Service

Not Included NA

Dependencies Centrex, PBX, KTS or VoIP phone

Rate Pass-Through @ $0.0000 - $0.0200 Per Minute

Service is invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency.

Standard CBTS and CenturyLink

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Contract Negotiation	I	RSCV	RASCVO
Vendor Management	I	S	RASCVO
Perform System Management/Maintenance	I	RSCV	RASCVO
Provide Desktop Application	I	RSCV	RASCVO
Perform Desktop Application Upgrades	I	RSCV	RASCVO
Provide Technical Support	I	RSCV	RASCVO
Provide Accurate Monthly Invoice	IV	CI	RASCVO
Provide Access to Service	I	RSCV	RASCVO
Audit Billing	RAVO	CI	SCIV

Service Owner Hicks, Mike Click here to send the Service Owner a Message

SLO **Request**: NA

Availability: NA

Incident: NA

Impact/Priority High / High

Usage ~ $24,000 annually

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Monthly Agency Partner Billing and Usage Reports

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **800# Service Long Distance**

Code 1202

Purpose Simple pass-through service from vendor.

Included Contract Negotiation, Competitive Rates, Managed Service

Not Included NA

Dependencies Centrex, PBX, KTS or VoIP phone

Rate Pass-Through

Service is invoiced according to the contracted rate (between $0.0080 - $0.0200 Per Minute) with each vendor and passed through IOT billing to each agency.

Standard CBTS and CenturyLink

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Contract Negotiation	I	RSCV	RASCVO
Vendor Management	I	S	RASCVO
Perform System Management/Maintenance	I	RSCV	RASCVO
Provide Desktop Application	I	RSCV	RASCVO
Perform Desktop Application Upgrades	I	RSCV	RASCVO
Provide Technical Support	I	RSCV	RASCVO
Provide Accurate Monthly Invoice	IV	CI	RASCVO
Provide Access to Service	I	RSCV	RASCVO
Audit Billing	RAVO	CI	SCIV

Service Owner Hicks, Mike Click here to send the Service Owner a Message

SLO **Request**: NA

Availability: NA

Incident: NA

Impact/Priority High / High

Usage ~ $588,000 annually

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Monthly Agency Partner Billing and Usage Reports

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Misc. Telecom Services**

Code 1203 (1203C)

Purpose Simple pass-through service from vendor.

Included Contract Negotiation, Competitive Rates, Managed Service

Not Included NA

Dependencies Centrex, PBX, KTS or VoIP phone

Rate Pass-Through

Service is invoiced according to the contracted rate (between - $0.0080 - $0.0200 Per Minute) with each vendor and passed through IOT billing to each agency.

Standard CBTS and CenturyLink

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Contract Negotiation	I	RSCV	RASCVO
Vendor Management	I	S	RASCVO
Perform System Management/Maintenance	I	RSCV	RASCVO
Provide Desktop Application	I	RSCV	RASCVO
Perform Desktop Application Upgrades	I	RSCV	RASCVO
Provide Technical Support	I	RSCV	RASCVO
Provide Accurate Monthly Invoice	IV	CI	RASCVO
Provide Access to Service	I	RSCV	RASCVO
Audit Billing	RAVO	CI	SCIV

Service Owner Hicks, Mike Click here to send the Service Owner a Message

SLO **Request**: NA

Availability: NA

Incident: NA

Impact/Priority High / High

Usage ~ $96,000 annually

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Monthly Agency Partner Billing and Usage Reports

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Customer Service

Name	**HelpDesk**
Code	1204
Purpose	To provide a single point of contact for Agency Partners to request, access and receive IT services and support.
Included	Active Directory NTFS account support including account creation, modification, and deletion. Password support for Mainframe, PeopleSoft, Phones and Active Directory.
Not Included	Application project support
Dependencies	ASM system administration, Contact Center system administration, Exchange system administration
Rate	This service is included with SEAT (1001)
Standard	ASM System, Genesys Contact Center System, MS Exchange
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provide fully staffed Helpdesk during normal IOT business hours.			
Answer incoming calls from SOI Agency Partners		S	RASIV
Review and Process Tickets Received From Online Ticket Submittal System (HDA Tickets)		S	RASIV
Review and Process Tickets Received From the Online Ticketing System Portal		S	RASIV
Review and Process Tasks Received From the Online Ticketing System Portal		S	RASIV
Review and Process Requests Received from the CAA Tool		S	RASIV
Provide Account Management Support			
Manage Email Distribution lists		S	RASIV
Manage Resource Access Control Facility (RACF) – Mainframe Security		S	RASIV
Assign Phone Numbers for the Creation of RightFax Accounts		S	RASIV
Manage User Based VPN Requests		S	RASIV
Manage SiteManager Accounts		S	RASIV
Manage Active Directory		S	RASIV
Manage NT File System (NTFS) Rights		S	RASIV
Utilize Exchange Tool Kit to Perform Exchange Maintenance		S	RASI
Manage Office 365 User Maintenance		S	RASI
Manage INDOT Folder Permissions		S	RASI
Manage CAA Processing for Individual Users		S	RASI
Provide Customer Service Support			
Manage ITSM Ticketing System		S	RAS
Provide Password Mgt for; Mainframe, ISDH, Peoplesoft, DOC Oracle, INDOT and EBT etc.		S	RAS
Utilize MS Teams as a Communications Platform as Well as a Documentation Repository		S	RASIV
Utilize the IOT Support Tool to Check Machine Connectivity and Remote into Agency Partner Machines		S	RASIV
Manage and Process tickets from the HDA Queue		S	RASIV
Utilize PhoneFactor to look up account information and / or issue bypass		S	RASIV
Provide Citrix Support		S	RASIV
Provide Mobile Device Support		S	RASIV
Create RightFax User Accounts		S	RASIV
Maintain IOT Outage Pages and Bumper Messages		S	RASIV
Provide Lan Line Support		S	RAS
Assist Agency Partner with installation of Printers and Drivers			RASIV
Provide Microsoft Outlook Support		S	RASIV
Provide VPN Support		S	RASIV
Provide Limited Desktop Support		S	RASIV
Escalate Tickets as required			RASIV
Provide limited (emergency) support outside of regular business hours.			
Answer incoming calls from SOI Agency Partners		S	RASIV
Review and Process Tickets Received From Online Ticket Submittal System (HDA Tickets)		S	RASIV
Review and Process Tickets Received From the Online Ticketing System Portal		S	RASIV
Review and Process Tasks Received From the Online Ticketing System Portal		S	RASIV
Develop & use Standard Operating Procedures.			
Maintain documentation templates			RASCIVO
Maintain documentation Library		S	RASCIVO
Perform periodic review of documentation content			RASCIVO
Publish documentation for team use			RASCIVO
Support self-service offerings.			
Assist Agency Partners with registration for access multifactor authentication		S	RASIV
Assist Agency Partners with registration for access to the password reset tool		S	RASIV

Service Owner	Lex, Joe Click here to send the Service Owner a Message
SLO	**Call Abandoned Rate** Maintain less than or equal to 5% of calls abandoned after 120 seconds **Speed to Answer Call** Speed to Answer 90% of calls answered within 120 seconds **1st Level Resolution** **Account Management** Delete Existing Network Accounts - 98% within 4 business hours Create New Network Accounts - 99% within 24 business hours **NOTE:** All above SLOs are in effect from 6am-6pm, M-F excl. State Holidays
Impact/Priority	High / High
Usage	State of Indiana employees, State of Indiana contractors and the constituents of several state agencies.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.

Database

Data is King and you need a safe and reliable place to keep it. IOT utilizes the power of Oracle databases and the flexibility of MS SQL database to provide solutions that will keep your data available and secure. Built on redundant infrastructure, you can rest assured that your data will be available when you need it.

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 Services**).

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.

Name **Database Maintenance Services**

Code 1049

Purpose Database Consultant for:

- application trouble shooting
- restoring databases to Dev or Test locations for troubleshooting activities
- creation of SSIS or scripts
- creating or troubleshooting custom agency jobs

Included Database Consultant

Not Included N/A

Dependencies N/A

Rate $100.00 Per Hour

Standard Database Consultant

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Develop Request for Services	RA		
Pay for Database Consultant			RA
Provide Qualified Consultant			RA

Service Owner Khan, Faisal Click here to send the Service Owner a Message

SLO **Request**: N/A

Availability: 6am-6pm, M-F excl. Holidays, possible after-hours availability

Incident: N/A

Impact/Priority N/A

Usage N/A

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Database Hosting**

Code 1114

Purpose Create an empty database (SQL or Oracle).

Included 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.

Not Included N/A

Dependencies SAN Storage, Disaster Recovery, Hosting Services

Rate $21.86 Per Database Per Month

Types of databases that will incur these charges include, but are not limited to: Test, Development, QA, Production and Replicated databases.

Standard SQL, Oracle

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Computer with Network Access	RA		
Select Dedicated or Shared Database Hosting Services	RA		
Database Management Software			RA
DBA System Duties and Responsibilities			RA

Service Owner Khan, Faisal Click here to send the Service Owner a Message

SLO **Request**: 3 Business Days

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90% resolved within 12 IOT Business Hours (6am-6pm, M-F excl. Holidays).

Impact/Priority High / High

Usage 2,692 databases –> 2,463 SQL and 229 Oracle

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Database Size Overage**

Code 1114A

Purpose Cover support services required for large databases. The larger the actual database, the more services are required to support it.

Included N/A

Not Included N/A

Dependencies N/A

Rate $1.25 Per Month Per GB over 1GB

Fee based upon the size of the database. These are in addition to the Database Hosting fees.

This fee will be measured per GB, over 1 GB.

Databases of less than 1 GB will not be charged this fee.

Standard N/A

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Manage Database to Minimize Cost	RA		
Measure Database Size			RA
Determine / Report Overage Cost			RA

Service Owner Khan, Faisal Click here to send the Service Owner a Message

SLO **Request**: N/A

Availability: N/A

Incident: N/A

Impact/Priority N/A

Usage 502,365 GB –>171,365 SQL and 331,00 GB Oracle

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Note: **This service is not purchased "directly" by the Agency Partner. This service is billed to the agency simply by size. No pre-planned purchases are required.**

Name **Exadata Hosting**

Code 1114B

Purpose Premium Oracle RAC environment

Included System 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.

Not Included N/A

Dependencies Network, Disaster Recovery, Hosting Services

Rate $656.52 Per Month Per Database

Standard Oracle Premium

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Computer with Network Access	RA		
Database Management Software	RA		
DBA System Duties and Responsibilities			RA

Service Owner Khan, Faisal Click here to send the Service Owner a Message

SLO **Request**: N/A

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).

Incident: 90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays).

Impact/Priority High / High

Usage 20 databases (Oracle)

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Data Exchange Services

Name **Mulesoft Services**

Code 1226

Purpose To provide agency partners the ability to host and call APIs for the purpose of exchanging data among agency and vendor systems and platforms.

Included Access to Anypoint Platform organization and log information pertaining to MuleSoft APIs deployed on the cluster.

Not Included Development of MuleSoft APIs.

Dependencies Network Services, Storage, and Identity Management

Rate No charge. Enterprise initiative at no cost to agencies.

Standard Mulesoft

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Code	Service Owner	Service Name / Activities	Agency Partners	Supplier Partners	IOT
1226	Jenkins	MuleSoft	O	RO	RAC

Service Owner Jenkins, Larry Click here to send the Service Owner a Message

SLO **Request**: 90% Installed within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 650+ named users

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **GoAnywhere Services**

Code 1227

Purpose To provide agency partners the ability to transmit files and data that are secured, controlled, and managed. Advanced orchestrations can be custom built to facilitate more advanced file transfers for automated transfer actions.

Included Access to "gasecuremft.in.gov" through HTTP, FTPS, and SFTP/SSH

Not Included Development of new GoAnywhere orchestration services.

Dependencies Network services, storage, SQL database services, and identity management.

Rate Charges associated with GoAnywhere are captured under product codes 1227B, 1227C, 1227D, and 1227E. See the following pages for details.

Standard GoAnywhere

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Code	Service Owner	Service Name / Activities	Agency Partners	Supplier Partners	IOT
1227	White	GoAnywhere Automated File Transfers			RA
1227B	White	GoAnywhere Domains	RA		RO
1227C	White	GoAnywhere Users	RO		RA
1227D	White	GoAnywhere Agents	RA		RO
1227E	White	GoAnywhere Support	RO		RA

Service Owner Jenkins, Larry Click here to send the Service Owner a Message

SLO **Request**: Access within 3 business days

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 6000+ named users

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **GoAnywhere Automated File Transfers - Domain**

Code 1227B

Purpose To provide the customer the ability to isolate and manage their own GoAnywhere users, resources, workflows, and logs.

Included Setup and configuration of domain in GoAnywhere. Introduction to admin portal.

Not Included Project creation services from the Data Exchange Team.

Dependencies Customer must have an admin account tied to this user.

Rate $2,100.00 per domain/year

Standard GoAnywhere

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Code	Service Owner	Service Name / Activities	Agency Partners	Supplier Partners	IOT
1227	White	GoAnywhere Automated File Transfers			RA
1227B	White	GoAnywhere Domains	RA		RO
1227C	White	GoAnywhere Users	RO		RA
1227D	White	GoAnywhere Agents	RA		RO
1227E	White	GoAnywhere Support	RO		RA

Service Owner Jenkins, Larry Click here to send the Service Owner a Message

SLO **Request**: Access within 3 business days

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 650+ named users

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **GoAnywhere Automated File Transfers - User**

Code 1227C

Purpose Grants a user access to GoAnywhere' s Web and SFTP/SSH client interfaces for file transmissions, sharing and forms submissions

Included Access to "gasecuremft.in.gov" through HTTP, FTPS, and SFTP/SSH

Not Included Agent or domain access

Dependencies Users must have a registered account with the State's active directory

Rate $3.30 per named user/month

Standard GoAnywhere

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Code	Service Owner	Service Name / Activities	Agency Partners	Supplier Partners	IOT
1227	White	GoAnywhere Automated File Transfers			RA
1227B	White	GoAnywhere Domains	RA		RO
1227C	White	GoAnywhere Users	RO		RA
1227D	White	GoAnywhere Agents	RA		RO
1227E	White	GoAnywhere Support	RO		RA

Service Owner Jenkins, Larry Click here to send the Service Owner a Message

SLO **Request**: Access within 3 business days

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 6000+ named users

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **GoAnywhere Automated File Transfers - Agent**

Code 1227D

Purpose Agents are lightweight applications that work to automate file transfers and workflows on systems that reside in the PDZ and outside of the State network. Agents facilitate the automated and secure transmission of files between GoAnywhere MFT and servers within the PZ, as well as external to the State network using existing global firewall rules.

Included Creation and configuration of Agent installation files.

Not Included Agent installation on server

Dependencies Server Administrator will need to install agent.

Rate $180.00 per agent/year

Standard GoAnywhere

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Code	Service Owner	Service Name / Activities	Agency Partners	Supplier Partners	IOT
1227	White	GoAnywhere Automated File Transfers			RA
1227B	White	GoAnywhere Domains	RA		RO
1227C	White	GoAnywhere Users	RO		RA
1227D	White	GoAnywhere Agents	RA		RO
1227E	White	GoAnywhere Support	RO		RA

Service Owner Jenkins, Larry Click here to send the Service Owner a Message

SLO **Request**: Access within 3 business days
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 650+ named users

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **GoAnywhere Automated File Transfers - Support**

Code 1227E

Purpose To provide support and maintenance for users and jobs for existing automated data transfers.

Included Data Exchange Team member assistance.

Not Included Existing GoAnywhere service subscription (Users, Agents, Domains, Automation)

Dependencies Existing GoAnywhere service subscription (Users, Agents, Domains, Automation)

Rates 1227F: Domain Support $1,050.00 per domain/year
1227G: Agent Support $90.00 per agent/year

Standard GoAnywhere

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Code	Service Owner	Service Name / Activities	Agency Partners	Supplier Partners	IOT
1227	White	GoAnywhere Automated File Transfers			RA
1227B	White	GoAnywhere Domains	RA		RO
1227C	White	GoAnywhere Users	RO		RA
1227D	White	GoAnywhere Agents	RA		RO
1227E	White	GoAnywhere Support	RO		RA

Service Owner Jenkins, Larry Click here to send the Service Owner a Message

SLO **Request**: Access within 3 business days
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 6000+ named users

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Desktop

Name	**Legacy Application Access (Citrix)**
Purpose	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. Agency Partners who publish applications in the Citrix environment are responsible for licensing their published applications. See Citrix for more details

Name **Workstation Software License**

Code 1189

Purpose The purpose of this product is to process the purchase of software for the agencies supported by the Indiana Office of Technology

Included Any software that can be purchased through the QPA with our software reseller. Which is currently Dell.

Not Included Any software that can't be purchased from the Dell QPA

Dependencies 1001 Seat Services

Rate Pass-Through

Standard NA

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Purchase Software from Dell QPA	RA	S	VOC
Facilitate Software Purchase from Dell QPA	CIV	S	RAO
Track Purchased Licenses	CIV	S	RA
Package Software and License Information	CIO	S	RAO

Service Owner Allen, Jeff Click here to send the Service Owner a Message

SLO **Request**: There is no defined SLO for this product, as the software purchase time can vary.

This is a two-ticket process. The first ticket generates the quote and is closed when the quote is delivered. The second ticket is generated when the software request form sent with the quote is submitted. The second ticket tracks the purchase and install of the purchased software.

Impact/Priority High / High

Usage NA

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Agencies receive reports on the number of machines they are using and the rate they are being charged on their monthly bill.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Adobe Products**

Code 1178 x

Purpose The State of Indiana currently has an Enterprise Term License Agreement with Adobe for the Acrobat Professional and Adobe Creative Suite Products. Taking advantage of these subscriptions allows agencies to access the latest versions of Adobe Products 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 & free online videos/learning content.

Included All Adobe products currently offered through the Enterprise License Agreement (ETLA) between the State of Indiana and Adobe.

Not Included Adobe products not on the ETLA.

Dependencies Seat

Standard Adobe Products

Code	Product / Service Name	Units	FY23 Rate
1178 (E)	Acrobat Pro	Monthly Per User	6.00
1178AAE	Adobe After Effects	Monthly Per User	25.00
1178AA	Adobe Animate	Monthly Per User	25.00
1178AU	Adobe Audition	Monthly Per User	25.00
1178F	Adobe Captivate	Monthly Per User	46.00
1178C	Acrobat CC Enterprise	Monthly Per User	68.00
1178AD	Adobe Dimension	Monthly Per User	25.00
1178W	Adobe Dreamweaver	Monthly Per User	25.00
1178AF	Adobe Fresco	Monthly Per User	25.00
1178I	Adobe Illustrator	Monthly Per User	25.00
1178AI	Adobe Incopy	Monthly Per User	25.00
1178D	Adobe InDesign CC	Monthly Per User	25.00
1178P	Adobe Photoshop	Monthly Per User	25.00
1178AP	Adobe Prelude	Monthly Per User	25.00
1178PP	Adobe Premier Pro	Monthly Per User	25.00
1178APR	Adobe Premier Rush	Monthly Per User	25.00
1178R	Adobe Robohelp	Monthly Per License	35.00
1178G	Adobe Sign	One Time	2.99
1178S	Adobe Stock (10 per mo.)	Monthly Per User	29.27
1178S	Adobe Stock (40 per mo.)	Monthly Per User	78.33
1178S	Adobe Stock (750 per mo.)	Monthly Per User	195.22
1178AXD	Adobe XD	Monthly Per User	25.00

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Networked Computer	RA		
Installation			RA
Patching			RA
All Products Offered Through the ETLA		RA	

Service Owner Allen, Jeff Click here to send the Service Owner a Message

SLO **Request**: The purchase of software has no SLA

Availability: Software dependent.

Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority Medium / Medium

Usage Adobe Acrobat Pro 3,363 licenses 395 avg. annual growth, running at 86 agencies

Reports Agencies can view what software licenses they own through the online software mgt. portal

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Microsoft Visio**

Code 1219

Purpose Microsoft Visio is diagramming and vector graphics application

Included Monthly subscription for Microsoft Visio Application

Not Included Other Office ProPlus offerings. Agencies would request this separate from standard the Office ProPlus Applications.

Dependencies Office ProPlus

Rate $10.77 Per Month Per Named User

Standard Microsoft Visio Plan 2 Subscription

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Integration	RA	S	S
Request Removal	CI		RA
Installation	CI		RA
Technical Support for MS Products	CI	RA	CI

Service Owner Allen, Jeff Click here to send the Service Owner a Message

SLO **Request**: Access within 3 business days

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority Low /Low

Usage 117+ named users

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name	**SEAT**	
Code:	1001	
Purpose	All direct labor, contracts, hardware, and other direct costs required by IOT to provide IT Service Delivery for the desktop and associated centralized services.	
Included	PC Refresh (the replacement of all state PCs on a defined four-year schedule). See following pages for the complete list of included items.	
Not Included	Standard User License, Monitors and accessories are considered an upgrade and may result in an extra cost to the agency.	
Dependencies	Standard User License (1001L), Hosted Services, Collaboration Services, Storage Services, Network Services.	
Rate	$77.16 Per Month	
Standard	Desktop – Dell OptiPlex 7000, Laptop – Dell Latitude 54XX	
Service Owner	Allen, Jeff	Click here to send the Service Owner a Message
SLO	**Request**:	90% Installed within 5 IOT Business Days (6am-6pm, M-F excl. Holidays). (Standard machines only, 5 max. / request)
	Availability:	N/A
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority	High / High	
Usage	20,000 laptops, 16,000 desktops not much change annually, ~10,000 Refreshed annually.	
Reports	Statewide Monthly IOT Service Performance Reports can be found here. Agencies receive reports on the number of machines they are using and the rate they are being charged on their monthly bill.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

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. Agency Partners 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, nor is it meant to be used an alternative to standard wired network connections. 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.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Customer Service			
Email and Collaboration			
Administration of Public Distribution Lists			
Webmail (Outlook Web Access)	I	RAS	CI
SharePoint Online site collections creation (1-4 per agency)	IC	S	RA
SharePoint Online site collections backups	IC	SR	CA
SharePoint Online recovery services	I	CS	RA
File Storage			
Daily backup of all HOME/project data	I	RCS	A
Automatic archival of unmodified files 6 months and older	I	SC	RAO
Data recovery services	I	SC	RA
Desktop			
Hardware support (break/fix desktops and laptops)	IC	S	RA
Hardware maintenance and repair	IC	S	RA
Warranty tracking	IC	S	RA
Sanitizing data from desktops to be surplused or released from service.	I	S	RA
Operating System (OS) support	IC	S	RA
OS installation.	IC	S	RA
OS patch management	IC	S	RA
Service packs management	IC	S	RA
Application software support	AIC	S	R
IOT "supported software" installations and updates/patch management	IC	S	RA
Provide icons on desktop for Business Application Software	IC	S	RA
Anti-virus software provided (FireEye)	IC	S	RA
Encryption of local drives on all Desktops and Laptops	IC	S	RA
Remote control software provided to assist Customer Support with issues	IC	S	RA
PC Refresh approximately every 4+ years	IC	S	RA
Remote Server			
File and Print Servers for Remote location	IC	S	RAO
Network			
Local Area Network			
Network cable (copper/fiber) diagnose & repair - State Facility	I	S	RA
Network cable (copper/fiber) diagnose & repair - Leased Facility	R	A	SC
Wired and wireless connectivity to the network (limitations)	I	S	RA
Replacement/Repair for failed network hardware and devices	I	S	RA
Cable/fiber plant upgrades (at agency's expense) - State Owned Facility	R	S	A
Cable/fiber plant upgrades (at agency's expense) - State Owned Facility	R	A	SC
New Network Systems			
Local Area Network Design & Implementation	I	SC	RA
LAN Design for new, enhanced or future network needs	I	SC	RA
Data network design consulting services	I	SC	RA
Configuration and installation of newly defined LAN switching hardware solutions (limitations)	I		RA

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Network Management			
Management of existing IP enabled/manageable networking devices	I	S	RA
Support for network circuits to off-campus agency offices purchased/leased by the agency via IOT	I	RA	SC
Network monitoring and reporting upon request & availability	I		RA
Network Security			
Secure access to the internal state network	I	S	RA
Limited to capabilities of networking hardware devices in use at that location.	I	S	RA
Intrusion prevention at the campus core and edge.	I	S	RA
Network Administration Services			
Active Directory (AD) management	I	S	RA
Dynamic Host Configuration Protocol (DHCP) management	I	S	RA
Windows Internet Naming Service (WINS) management (name resolution)	I	S	RA
Printer			
Printer (Networked only)	IC	S	RA
Hardware (break/fix) support	IC	S	RA
Consumables (paper, ink cartridges, toner, etc.).	RA	S	IC
Network connectivity	I	SC	RA
Printer/queue setup and access	IC	S	RA
Print server administration, if part of supported domain	IC	S	RA
Management software to control printing to maximize cost effectiveness	IC	S	RA
Warranty tracking	I	SC	RA
Printer mgt., operations, performance monitoring, where technically feasible	IC	S	RA
Large scale multifunction office machines (scanners, copiers, fax and printers) are NOT maintained by IOT. IOT will assist with proper network connections	IC	S	RA
IOT supports printers within warranty, and outside warranty until they are determined to be no longer serviceable	IC	S	RA
Field Operations			
Develop, document distributed computing operations and workload monitoring requirements and policies, including schedules	CI		RA
Ensure procedures developed meet requirements, adhere to defined policies.	CI		RA
Manage and support test-to-production migration of desktop or remote server activities	CI	S	RA
Approve monitoring and problem resolution procedures	CI		RA
Monitor operation of distributed hardware and systems as scheduled	CI		RA
Answer and respond to inquiries and trouble resolution items (trouble tickets) and escalate in accordance with established notification procedures	CI		RA
Provide level 2 and 3 computing technical assistance for the help desk	I	SC	RA
Approve software deployment/management procedures	I	SC	RA
Manage software deployment, including use of automated tools	CI	S	RA
Issue broadcasts to announce availability of upgrades to desktop and remote server software	CI		RA
Develop and implement desktop images/builds to meet State Agency business needs	CI	S	RA
Perform all State desktop and remote server software upgrades	CI	S	RA
Install new or enhanced hardware components or peripherals to meet State Agency computing and/or processing requirements	CI	S	RA
Perform diagnostics as required to identify cause of hardware problems, and report findings	CI	S	RA
Provide direct contact with dispatch for management of warranty maintenance and support	CI	S	RA
Install manufacturer changes, firmware upgrades, and other manufacturer supplied hardware improvements	CI	S	RA
Replace defective parts on non-warranty std. hardware, but not to exceed 80% of replacement value	CI	S	RA
Ensure all hardware maintenance activities conform to configuration mgt. and change control processes	CI	S	RA
Perform tuning to maintain optimum performance across the distributed computing environment	CI		RA
Provide technical advice and support to Customer Service staff as required	I	SC	RA
Evaluate, identify and recommend configuration changes which will enhance distributed computing performance	CI		RA
Adhere to all configuration management requirements	CI	S	RA
Perform data migration from existing distributed systems to new systems	I	S	RA
Provide technical assistance during all Agency remote and local office moves	R	A	SC
Ensure all support activities adhere to defined security IOT requirements	CI	S	RA

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

Adobe Reader XI and released patches
Microsoft Edge
Cisco AnyConnect (portable only)
Citrix Online Web Plug-in
IOT specific Logos and Backgrounds
Microsoft Bitlocker Encryption
FireEye
Microsoft Office 365 **(extra charge – 1001x)**
Microsoft SCCM Agent
Non-descript security software
OEM Specific Applications and Utilities
Tricerat Citrix Printing Client (Screw Drivers)

Name	**Standard User License**	
Code	1001L	
Purpose	Standard User License for Microsoft Office 365 Services	
Included	Exchange Online, SharePoint Online, Office 365 office applications, Windows 10 Enterprise license, and EMS 3 license	
Not Included	Visio, Project Online	
Dependencies	Desktop Services	
Rate	$25.00 Per Month Per Named User	
Standard	Office 365	
Responsibility	See SEAT	
Service Owner	Allen, Jeff	Click here to send the Service Owner a Message
SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	35,000 + named users	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Web Productivity**	
Code	1001LW	
Purpose	Web Productivity User License for Microsoft Office 365 Services	
Included	Exchange Online P1, SharePoint Online Kiosk, Web Based Office 365 office applications, Windows 10 Enterprise license, and Security Features	
Not Included	Visio, Project Online, On-Premise Office Pro-Plus	
Dependencies	Desktop Services	
Rate	$5.23 Per Month Per Named User	
Standard	Microsoft Office 365	
Responsibility	See SEAT	
Service Owner	Allen, Jeff	Click here to send the Service Owner a Message
SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	New product offering no usage data available.	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Web Productivity Enhanced SharePoint**
Code	1001ES
Purpose	Web Productivity User License for Microsoft Office 365 Services with enhanced SharePoint Collaboration and Teams capabilities
Included	Exchange Online P1, SharePoint Online, Web Based Office 365 office applications, Windows 10 Enterprise license, and Security Features, Teams
Not Included	Visio, Project Online, On-Premise Office Pro-Plus
Dependencies	Desktop Services
Rate	$12.68 Per Month Per Named User
Standard	Microsoft Office 365
Responsibility	See SEAT
Service Owner	Allen, Jeff Click here to send the Service Owner a Message
SLO	**Request**: Access within 3 business days **Availability**: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) **Incident**: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	New product offering no usage data available.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Complete Web Productivity**
Code	1001KL
Purpose	Web Productivity User License for Microsoft Office 365 Services with enhanced SharePoint Collaboration, Teams, and Email capabilities
Included	Exchange Online, SharePoint Online, Web Based Office 365 office applications, Windows 10 Enterprise license, Teams, and EMS 3
Not Included	Visio, Project Online, Locally Installed Office Pro-Plus
Dependencies	Desktop Services
Rate	$16.40 Per Month Per Named User
Standard	Microsoft Office 365
Responsibility	See SEAT
Service Owner	Allen, Jeff Click here to send the Service Owner a Message
SLO	**Request**: Access within 3 business days **Availability**: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) **Incident**: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	New product offering no usage data available.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Web Productivity Enhanced Email**
Code	1001LE
Purpose	Web Productivity User License for Microsoft Office 365 Services with enhanced email capabilities
Included	Exchange Online P2, SharePoint Online Kiosk, Web Based Office 365 office applications, Windows 10 Enterprise license, and Security Features, Teams
Not Included	Visio, Project Online, On-Premise Office Pro-Plus
Dependencies	Desktop Services
Rate	$8.95 Per Month Per Named User
Standard	Microsoft Office 365
Responsibility	See SEAT
Service Owner	Allen, Jeff Click here to send the Service Owner a Message
SLO	**Request**: Access within 3 business days **Availability**: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) **Incident**: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	New product offering no usage data available.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Identity Access**	
Code	1001LI	
Purpose	Identity access to state network	
Included	Azure Active Directory P1	
Not Included	Visio, Project Online, On-Premise Office Pro-Plus	
Dependencies	Desktop Services	
Rate	$4.48 Per Month Per Named User	
Standard	Microsoft Office 365	
Responsibility	See SEAT	
Service Owner	Allen, Jeff	Click here to send the Service Owner a Message
SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	New product offering no usage data available.	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Hosting

Name **Physical Server Hosting and Management**

Code 1050

Purpose Provide agencies a location for physical server hosting in the State of Indiana datacenters.

Included Hardware, OS and application software setup, installation, and configuration

Tracking of warranty and non-warranty status in archer.	Data and OS backups.
Performance tuning, monitoring alerts and reports (SCOM).	Monthly OS Patch management.
Redundant Network connectivity (1GB and 10GB Cisco).	OS Software upgrades.
	Enterprise Anti-Virus.
	Redundant Power.
	Proxy Load balancing for WEB Servers.

All physical servers shall be ordered from the current IDOA Hardware QPA. The Server Admin Team will work with the QPA vendor to receive a quote that should be provided to your agencies procurement department for ordering the hardware. The OS licensing will also be ordered as part of this process.

Geo-blocking and IP-Intelligence self-service features are available on the proxy for agencies to use. Please contact Operational security team for self-service portal access and training.

All information systems in the State of Indiana Datacenters are maintained by IOT. Servers that provide some “centralized services” at off-campus offices must be approved with a MOU before they are deployed.

Maintained by the Indiana Office of Technology both on and off-campus.

Not Included Hardware not procured from IOT

Dependencies Storage services, Backup

Rate $317.04 Per Month Per Server

Standard IOT-CS-ARC-001

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Configuration Guidance	CI	C	RA
Coordination of Physical Installation (Rack Space)	I		RACI
Hardware Repair & Part Replacement	I	C	RACI
Physical Server Cost Estimates and Quoting	I	C	RA
Redundant Network Connectivity (1GB and 10GB)	I		RACI
Redundant Power	I		RACI
Warranty/Non-Warranty Status Tracking (Archer)	CI	C	RACI

Service Owner Ward, Kiszka Click here to send the Service Owner a Message

SLO **Request**: Installed within 5 IOT B-Days once order arrives (6am-6pm, M-F excl. Holidays)

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).

Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High

Usage 1,200 Servers in multiple datacenters

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Shared Server Hosting and Management**

Code 1052

Purpose Shared hosting of Virtual Machines (VM) reflecting the varying configurations requested by Agency Partners. The base configuration includes CPU, 1 GB RAM and up to 100 GB disk space.

Included

1. High Availability: Automatic failover of VM's between hosts.
2. Snapshots: A bookmark in time to roll back all changes occurring after this bookmark. Retained for 72 hours as a hard limit.
3. See IOT Responsibility below

Not Included

1. Windows OVA deployments. Windows prepackaged appliances. Windows VM's created outside of IOT.
2. Guest Operating Systems support/configuration: OS and applications (other than VMware Tools) within the hosted VM.

Dependencies 1177a (SAN), 1187 (Data Circuits), 1155 (Network AS), 1050 (Physical Server Hosting)

Rate $31.58 Per Month Per Server

Standard Hypervisor: VMware ESXi

Host VMs (virtual hardware layer) running IOT approved Microsoft Windows and Linux operating systems within supportable lifecycle.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Virtual Server Hosting - Base			
Computer with Network Access	RA		
Physical Hardware Support			RA
Virtual Storage Support			RA
Virtual Networking Component Support			RA
Hardware / Software Support & Parts Replacement		RA	C
Virtual Hardware & Software Support		RA	CI

Service Owner Thatcher, John Click here to send the Service Owner a Message

SLO **Request**: 90% Installed within 12 IOT Business Hours (6am-6pm, M-F excl. Holidays)

For virtual hardware layer, base OS and base applications such as anti-virus and DPA Agent (backup/restores). Final OS configurations and application deployments determine the Agency Partner delivery schedule

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).

Example: Guest Windows OS or Linux OS may crash, shutdown, not boot, but the VM can be powered on and available for troubleshooting, re-installation and Guest side resolution at 99.9% uptime/availability.

Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 3,624 Virtual Servers, 19% increase over previous year.

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Virtual Server Hosting (Additional CPU)**

Code 1052A

Purpose Custom core count for additional processing as needed.

Included Core count change while powered off.

Not Included Core count change while powered on.

Dependencies 1052 and its dependencies. Guest OS limitations and OS/Application licensing.

Rate $2.86 Per Month Per Additional CPU

Standard Intel

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Virtual Server (extra CPU)			
Computer with Network Access	RA		
Email	RA		
Planning and Scheduling Downtime Window	CI		RA
Validate Core Count Request Limit & Exception			RAC

Service Owner Thatcher, John Click here to send the Service Owner a Message

SLO

Request: 4 hours - with an approved downtime window of 1 hour falling within the 4 hour lead-time/schedule-notification (6am-6pm, M-F excl. Holidays)

Availability: Server = 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Example: Guest Windows OS or Linux OS may crash, shutdown, not boot, but the VM can be powered on and available for troubleshooting, re-installation and Guest side resolution at 99.9% uptime/availability.

Downtime for increasing CPU Core count should be expected and planned for even if a hot-add can accomplish the desired count by multiplying sockets. A 20 core maximum is standard. More will require validated usage and exception.

Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).

Impact/Priority **Delivery** = Medium / Medium

Uptime = High / High

Usage 9,645 extra CPU beyond the single CPU included in 1052

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Virtual Server Hosting (Additional RAM)**

Code 1052B

Purpose Custom RAM count in units of 1GB for additional memory as needed.

Included Hot add (while powered on) of RAM (Memory) in units of 1GB

Not Included Support for applications/OS unable to adapt/use additional RAM/Memory. Management of virtual memory/page files impacting physical RAM/Memory access by OS.

Dependencies NA

Rate $1.79 Per Month Per Additional 1 GB RAM

Standard N/A

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Virtual Server (extra GB RAM)			
Computer with Network Access	RA		
Email	RA		
Validation of Current Utilization & Need			RA
Validate RAM/Memory Count Request			RAC

Service Owner Thatcher, John Click here to send the Service Owner a Message

SLO **Request**: 4 hours (6am-6pm, M-F excl. Holidays)

Availability: Server = 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Example: Guest Windows OS or Linux OS may crash, shutdown, not boot, but the VM can be powered on and available for troubleshooting, re-installation and Guest side resolution at 99.9% uptime/availability.

RAM can be added while the VM and Guest Operating System are online, but some applications and operating systems will only tally memory at boot up. A reboot is recommended if expected gains are not realized.

Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority **Delivery** = Medium / Medium

Uptime = High / High

Usage 41,024 GB (41TB)

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Cloud Service Provider (CSP)**

Code 1053

Purpose IOT has negotiated and holds the master accounts with our Cloud Service Providers (Microsoft Azure and Amazon Web Services as of writing) and manages the overall account structure. Each Agency provides IOT a billing code, and we create a tenant account under that master account for the agency at the appropriate CSP. As the agency turns up services at the CSP, those service charges are passed through to the agency based on consumption and as billed to IOT.

Included This service is a pass through of actual CSP consumption.

Not Included IOT Cloud Operations Support (1053a).

Dependencies There are no dependencies on this service, however it can be purchased in addition to any other IOT services.

Rate Pass-Through - As billed by the CSP

Standard N/A

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Management of Turn Up & Turn Down Services	RA		
Pay Associated CSP Charges	RA		
Implementing Processes to Track & Use Notifications to	RA		
Overall Relationship with CSP			RA
Ingesting Usage Data in Billing System			RA
Financial Transfers			RA

Service Owner Stahl, Ben Click here to send the Service Owner a Message.

SLO

Request IOT will work with the agency contact to make the Agency Tenant available as soon as is practicable.

Availability N/A

Incident N/A

Impact/Priority NA / NA

Usage As of 1/6/23 we have 29 Agencies using IOT as a Cloud Service Provider..

Reports Monthly Billing Statement. It is possible to activate “notifications” from the CSP based on spend limits to track usage and give the agency the opportunity to make changes to services over the course of the month. (This is what is currently is, so no changes needed).

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Cloud Operations**

Code 1053A

Purpose The Cloud Operations organization within IOT provides the operational overlay between the agency and the cloud service provider (CSP). This is the same role as IOT plays between our on-premises infrastructure and the Agency Partners.

Included This service includes the Architecture and Policy governance work to align CSP implementation with the State Security and Compliance standards. In addition, IOT provides the operational support for CSP services including a team that is ready to respond to tickets and outages 24*7. This support is requested through the IOT ITSM tools and HelpDesk processes. Finally, this service charge covers the monitoring and management tools necessary to align services consumed from a CSP into the State Standards.

Not Included This does not include the service costs from the CSP for compute, storage, backups, disaster recovery configurations, custom software and other application specific items.

Dependencies There are no dependencies on this service, however it can be purchased in addition to any other IOT services.

Rate 25% of the cost of the CSP services consumed by the agency.

Standard Cloud Consumption / Availability Standards

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Manage Hub and Spoke Model	I	SC	RA
Manage transport between CSP and On-Premise Networks	I	SC	RA
Provide baseline compliance and security monitoring	I	SC	RA
Maintain Service Availability and Integrity	I	RA	C
Solution Design	RA	S	CI
DevOps Pipeline Setup	CI	S	RA
Testing and Tuning	RA	S	CI
Identity Management	CI	S	RA
Control Consumption Burn Rate	RA	S	CI

Service Owner Stahl, Ben Click here to send the Service Owner a Message.

SLO

Request IOT will work with the agency contact to enable the CSP tenant infrastructure and billing information. Once requirements are clear, this is typically 1 business week.

Availability Per the CSP standards.

Incident Per the CSP standards.

Impact/Priority **Impact** will vary based on service, however IOT can work with the Agency Partner to ensure that the appropriate redundancy & resilience are architected into the solution.

Priority will be determined by the CSP.

Usage IOT provides Cloud Operational support services for all 29 agencies using IOT as a cloud service provider as of 1/6/23.

Reports Monthly billing and usage reports can be scheduled by IOT within the cloud service provider portal.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Oracle Application Hosting**

Code 1191

Purpose Oracle Applications provides agencies with a shared WebLogic Server environment which offers a highly available and secure platform for deploying enterprise applications including Oracle Forms, Oracle Reports, Oracle Portal, Oracle Internet Directory and custom Java Apps.

Included Infrastructure required to host these services and the Oracle WebLogic Server Suite licensing.

Not Included Agencies are responsible for the database costs affiliated with their application as well as any licensing not covered by the IOT license. Agencies requesting a dedicated environment require the agency to be responsible for the additional licensing and server hosting fees.

Dependencies Storage Services, Server Hosting, Database Services

Rate $2,042.77 Per Month Per Site

Standard Oracle WebLogic

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Day-to-Day Application Development	RA		
Application Administration	RA		
Application Deployment	RA		
Application Maintenance	RA		
Application Troubleshooting	RA		
Oracle WebLogic Infrastructure Support & Maintenance			RA
Technical Support for Oracle Products		RA	

Service Owner Khan, Faisal Click here to send the Service Owner a Message

SLO **Request** Project Based

Availability 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).

Incident 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 17 sites

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Server Management**

Code 1195

Purpose This is a standard fee for server management for any server hosted in the State of Indiana's Datacenters.

Included Troubleshooting, Support and OS configuration. Recommendations for redesign and configuration of operating systems and system applications. Solutions design for new projects.

Not Included 3rd party application support. While we don't know your applications as well as you do, we will always be open to help you figure out solutions or collaborate on how to resolve the issue.

Dependencies N/A

Rate $117.94 Per Month Per Server

Each physical and virtually hosted server in the IOT datacenter that is managed by IOT will be assessed this fee on top of the monthly rate. Salaries of all IOT intermediate and Senior System Administrators that are assigned to the Server Administration team are included here along with VMware admins and datacenter management.

Standard Make OS and Application-Level configuration changes and troubleshoot issues impacting operability. Collaborate with Agency Partner and vendor to analyze and provide solutions.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Active Directory & Group Policy Management	CI		RACI
Application Certificate Management	RA	C	RAC
Application Deployment	RA	S	RCI
Application Troubleshooting	RA		SC
Application Vulnerability Management	RA	C	RSCI
Build and Configuration of New Servers	CI		RACI
Certificate Management Services	CI	C	RAI
Domain Name Services	CI	C	RA
IIS web support	CI		RA
IP Intelligence & Geoblocking	RCI	C	RACI
LDAP Services			RA
Load Balancing Services	CI		RA
Mail Relay/SMTP Services			RAC
Operating System Vulnerability Management	CI	C	RASCI
Patch/Update Management	I	C	RASCI
Perf. tuning, monitoring alerts, & reports (SCOM)		C	RASI
Premier Linux support for RedHat Linux servers		C	RA
Proxy Services	CI		RA
Server Configuration Management (SCCM)	I		RACI
Server Privilege Management (EPM)	C		RA
Server/Service Architecture Management	CI	C	RA
Server/Service Implementation Management	CI	C	RA
Server/Service Troubleshooting & Identification	C	C	RA
Small Infrastructure Project Management	AC		R
SQL Reporting Services			RAC
Third Party Software Patching	RAI		RSCI
Vendor Remote Session Hosting	C	C	RA
Windows Application Firewall Services (via F5)	CI	C	RA

Service Owner	Ward, Kiszka	Click here to send the Service Owner a Message
SLO	**Request**:	Not a requested service.
	Availability:	6am-6pm, M-F excl. Holidays - 24x7 support for production.
	Incident:	N/A
Impact/Priority	High/High	
Usage	5000+ Servers	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	

Note: This service is not purchased "directly" by the Agency Partner**.**

Name **Rack Hosting (Agency Partner Provided Rack)**

Code 1200F (Floor Space Only)

Purpose To allow state agencies or other municipalities, when not infringing on IOT's ability to deliver on its' core function, the ability to host their server racks in our data center.

Included The Agency Partner will be provided with a minimum of 2 redundant power feeds that both have UPS and generator backed up included. Cooling. State of the art fire suppression system. A secured facility with 24x7 onsite staff to monitor the environment and video cameras throughout which is monitored and kept for a minimum of 30 days.

Not Included Rack, servers or networking hardware required to populate the rack.

Dependencies Network Services will be generally available to Agency Partners availing themselves of this service. However, it will need to be evaluated on a case-by-case basis. The Agency Partner must understand that IOT will maintain the right to conduct network maintenance which may periodically result in loss of connectivity. These changes will follow the standard change process so notification will be provided well in advance of any planned service.

Rate $300.00 Per Month Per Rack.

Standard Server Rack not exceeding 42 U in height.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Support for all Hardware Placed in Rack	RA		
Maintain Staffing and Facilities to Support Environment			RA

Service Owner Adkins, David Click here to send the Service Owner a Message

SLO **Request**: TBD determined at the time of the request and based on availability.

Availability: 99.9%

Incident: 90% Resolved within 16 Hours.

Impact/Priority High / High

Usage Determined by Agency Partner

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Rack Hosting (Agency Partner Provided Rack)**

Code 1200R (IOT Provided Rack and PDU)

Purpose To allow state agencies or other municipalities, when not infringing on IOT's ability to deliver on its' core function, the ability to host their server racks in our data center.

Included The Agency Partner will receive a server rack and 2 (30Amp) PDU's with fully redundant power feeds that both have UPS and generator backed up included. Cooling. State of the art fire suppression system. A secured facility with 24x7 onsite staff to monitor the environment and video cameras throughout which is monitored and kept for a minimum of 30 days.

Not Included Servers or networking hardware required to populate the rack.

Dependencies Network Services will be generally available to Agency Partners availing themselves of this service. However, it will need to be evaluated on a case-by-case basis. The Agency Partner must understand that IOT will maintain the right to conduct network maintenance which may periodically result in loss of connectivity. These changes will follow the standard change process so notification will be provided well in advance of any planned service.

Rate $350.00 Per Month Per Rack.

Standard Server Rack not exceeding 42 U in height.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Support for all Hardware Placed in Rack	RA		
Maintain Staffing and Facilities to Support Environment			RA

Service Owner Adkins, David Click here to send the Service Owner a Message

SLO **Request**: TBD determined at the time of the request and based on availability.

Availability: 99.9%

Incident: 90% Resolved within 16 Hours.

Impact/Priority High / High

Usage Determined by Agency Partner

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name	**Server Hardware Extended Maintenance (REMI)**	
Code	1223	
Purpose	Provides repair work to physical servers and equipment after manufacturer warranty expires.	
Included	Most equipment is now automatically enrolled in REMI maintenance when manufacturer expires.	
Not Included	Agencies should contact IOT for REMI maintenance.	
Dependencies	Physical server or additional components	
Rate	Varies depending on equipment, schedule, and time.	
Standard Responsibility		
Service Owner	Adkins, David	Click here to send the Service Owner a Message
SLO	**Request**:	Not a requested service
	Availability:	N/A
	Incident:	N/A
Impact/Priority	N/A	
Usage	1000+ components	
Reports	N/A	

Note: This service is not purchased "directly" by the Agency Partner.

IN.Gov

General

The IN.gov program consists of 5 major components: Web Portal Services, Web Applications, Single Sign-on and Authentication (SSO), Payment Processing, and Local Government Solutions. Check out our services and let us know how we can help with your IN.gov needs!

Services provided by the IN.gov Program include:

- Website Design & Development
- Web Application Development
- Creative & Branding Services
- Mapping & Location Services
- Payment Processing: Online, Over-the-Counter, and Mobile
- IN.gov Domain Registration
- Single Sign-On and Authentication services (Access Indiana)
- Local Government DNS services

Code	1131
Service Owner	White, Mike Click here to send the Service Owner a Message
Dependencies	Web Application Service requires Database Services
Usage	100 state agencies and 60+ local agencies with IN.gov hosted websites 5000 IN.gov domains in use statewide 120+ customized applications to each agency's unique needs 78 State and local agencies processing $2billion+ annually SSO via Access Indiana with over 1.8 million users accessing 120+ state applications daily
Website	https://www.in.gov/inwp/

Name	**Access Indiana ID Verification**
Code	1225
Purpose	Provide identity verification options for agency applications.
Included	LexisNexis Identity verification uses Instant QA to assess a customer's identity. IOT supplies the interface and transmits the success/failure to the agency.
Not Included	Agencies are responsible for authorizing customers that fail the identity verification questions.
Dependencies	Client/application integration with Access Indiana
Rate	Minimum of $500/month, costs are shared between agencies and prices vary depending on whether the user is new or already verified within an agency application. Agencies voted on a shared cost model that is based on an approved formula. Maximum cost is $0.50 per verification, but all agencies combined must meet a minimum of 1,250 verifications per month or there is a flat $500 charge divided equally among participating agencies.
Standard	Access Indiana
Responsibility	Customer is responsible for properly integrating their client to receive data from Access Indiana and to manage failed identify verification tests.
Service Owner	Lubsen, Graig Click here to send the Service Owner a Message
SLO	**Request**: Response within 3 business days – client setup times vary **Availability**: 99.9% 24/7 **Incident**: LexisNexis service for Severity Levels 1 & 2 are within two to four hours.
Impact/Priority	High / High
Usage	Planned for 12,000 users per year, paying for 1,250 verifications per month ($500/month). 100 state agencies and 60+ local agencies with IN.gov hosted websites 5000 IN.gov domains in use statewide 120+ customized applications to each agency's unique needs 78 State and local agencies processing $2billion+ annually SSO via Access Indiana with over 1.8 million users accessing 120+ state applications daily
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

IT Business Continuity

Disaster Recovery Premium (Formerly **MHA**) and Traditional Planning (**DRP**) are the components of IT Business Continuity Services. Please refer to standards 20.1.1 Business Continuity and 20.1.1 Disaster Recovery for more information.

It is highly recommended for the agency to work on their overall Business Continuity Plan (COOP – Continuity of Operation Plan) which is handled by the Indiana Department of Homeland Security (IDHS). Part of the Business Continuity Plan (COOP) indicates the agency is responsible to prioritize their critical systems to partner and collaborate with IOT on a plan for recovering their systems in the Secondary Data Center in case the Primary Data Center is impacted by a disaster event.

Disaster Recovery As A Service purely concentrate on the IT recovery of critical systems hosted in the IOT Data Center to the Secondary Data Center with prescribed Recovery Time Objective - Downtime / Recover Point Objective - Data Loss (RTO/RPO) timelines, provided the agency has partnered with IOT to perform a yearly DR test and have a current documented Recovery Plan.

The Disaster Recovery Plan should not be assumed as a High Availability option provided the system is architected with Multi-site High Availability which is currently in testing phase (certain conditions and restrictions may apply).

IOT will provide consulting and operation support to agency business continuity efforts in the Primary Data Center. This document dictates day-to-day operations recoverability and business continuity of critical systems hosted in the Primary Data Center.

IOT also offers limited rack hosting services in the Secondary Data Center for vendor supported DR solutions. IOT explores all the logistics and technical requirements before offering this as a service to IOT and agencies.

What is ISI (Information System Inventory)?

ISI is an Archer based authoritative inventory of all information systems maintained by state agencies. An “information system” is broadly defined as any process, whether electronic or paper-based, that processes information for recordkeeping purposes.

https://isi.iot.in.gov/

Who updates the information in Archer (ISI – System of Records)?

All “state agencies” can update the information in Archer

Who has access to Archer (ISI – System of Records)?

All “Agency system owners” should have access to ISI to update their system information

How to request an Access to Archer (ISI – System of Records)?

Access to Archer can be requested through the ITSM ticketing tool and route it to IOT Security Group

RTO and RPO:

IOT DR team focuses on Business Continuity (Recovery Time Objective/ Recovery Point Objective) and Disaster Recovery (Recovery Time Objective/ Recovery Point Objective) in ISI ARCHER to set expectations to the agencies on their Operations Recovery Plan and the Disaster Recovery plan. This timeframe will help IOT meet service level objectives for systems that have operational production outages in the primary data center and also in a Disaster scenario where the primary data center no longer exists, triggering the DR declaration by IOT CIO upon advice from Governor.

Some of the Systems Architecture decisions will also be made based on these timeframes provided by the agencies.

Business Continuity Recovery Time Objective (Downtime):

Business Continuity - Recovery Time Objective(BC-RTO) is the targeted duration of time and a service level with in which the system must be restored after an outage at Primary Data Center (hardware, network, or software issues), during that outage agency business enacts their Business Continuity Plan to continue their operations with alternate business functions while IOT works to recover the system back on operations on the prescribed RTO timeframes agreed upon by the agency and IOT

Business Continuity Recovery Point Objective (Data loss):

- Business Continuity - Recovery Point objective (BC-RPO) is the maximum targeted period in which data might be lost from an IT service due to issues with the servers (hardware or software related). The RPO gives the specified timeframe the agencies can recover from the data loss during the outage of hardware or software failure in the primary data center.

  IOT performs a backup of servers everyday so the RPO for most of the systems would be 24 -48 hours any reduced RPO timeframes need to be negotiated and worked on with IOT operational teams

  Ex: Database backup frequencies need to be worked on with the respective Database teams to understand what they can offer to reduce the RPO for your systems. Additional costs might incur.

Disaster Recovery Time Objective (Downtime)

- Disaster - Recovery Time Objective (DR-RTO) is the targeted duration of time and a service level within which the system must be restored after a disaster (e.g., data center catastrophe) in the secondary data center when the primary data center no longer operational upon evaluation by IDOA

Disaster Recovery Point Objective (Data Loss):

Disaster - Recovery Point Objective (DR-RPO) is the maximum targeted period in which data might be lost from an IT service outage due to a major disaster experienced in the primary data center and the restoration triggered in the secondary data center. The RPO gives the specified timeframe the agencies can recover from the data loss during the disaster recovery situation.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
3 Year Budget projection for 1137			RA
Seek approval for finalized costs for projected budget for the next fiscal year			RA
Prepare yearly contract with updated terms and support language		RA	
Review the contract and negotiate any change in reqmts (rack counts, power, costs etc.)			RA
Finalize the contract		RA	
Approve and Sign the contract			RA
Submit Procurement Request			RA
Send the PO information to IU for invoice			RA
Send Monthly Invoice		RA	
Review and approve the invoice			RA
Pay the Invoice			RA
Attend monthly projection meeting to keep the budgets in sync for 1137			RA
Develop Roadmap for the calendar year			RA
Develop Business Plan with Critical Applications & Priorities	RA		
Develop Business Continuity Plan (Alternate Business Plans) for BC RTO	RA		
Complete Archer Profile	RA		
Submit Project Request Through PSC	RA		
Submit Ticket to Disaster Recovery Queue	RA		
Participate in DR Testing	RA		
Collaborate with IOT PSC			RA
Follow IOT Standard for DR Premium/Traditional Implementation		RA	IV
Collaborate and Partner w/Agency to Initiate Planning Process			RA
Align Business Continuity/Disaster Recovery to IOT recoverability times with current/future Architecture of systems			RA
Update Archer with the recommended BC/DR RTO/RPO offered by IOT	RA		
Provide the cost estimates			RA
Review the cost estimates	RA		
Provide Service Order Form (SOF)			RA
Open a Ticket to add the servers to IOT DR plan with replication			RA
Add Servers to IOT DR plan and Replication			RA
Develop System Architecture Drawing			RA
Discovery of Inter/Intra agency and IOT Core Infrastructure dependencies			RA
Approve the scope and exclusions	RA		
Plan DR Testing			RA
Seek Buyin on schedule			RA
Approve the schedule	RA		
Develop a DR Testing Plan with all stakeholders			RA
Develop Application DR Testing Script	RA		
Coordinate with Operational Teams for the DR test			RA
Schedule a DR Test			RA
Submit Change Management Request			RA
Communication Plan for end users	RA		
Execute DR Testing			RA
Participate in the DR Testing Exercise	RA		
Conduct Lessons Learned			RA
Provided Updated DR Documentation			RA
Acknowledges the DR Documentation	RA		
Track Next DR Test Scheduling Options			RA
Inform if there are any major changes to the system	RA		
Justification why the DR test cannot be repeated every year	RA		
Develop KPI for Management and Executive Reporting			RA
Conduct Biweekly Status Meeting to keep the Operational Teams in the loop			RA
Develop and Update COOP and Emergency and Safety Preparedness Plan			RA
Conduct Biweekly Status Meetings for COOP and Emergency and Safety Preparedness			RA
Propose Continuity and Safety Improvements			RA
Communication to the teams about any policy, standards, and any Safety updates			RA
Maintain the Master Spreadsheet with Essential Staff Information with working schedule			RA
Develop roadmap for the calendar year			RA
Training Staff on Safety			RA

Name	**Disaster Recovery Premium - Physical Server**
Code	1137MP
Purpose	Only new emerging or existing systems that have upgrade plans with a possible parallel environment existence will be explored for possible support. IOT reserves the rights to evaluate the system requirements and its interfaces to inter/intra systems to set expectations before offering this premium service to the agency. 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 Primary and Secondary Data Center. The fee is applicable to servers of systems categorized in the IOT IT Business Continuity Plan as Critical - Premium (1.5 hours planned and 3.0 hours unplanned Recover Time Objective-Downtime) for operational and disaster recovery needs with hot or cold servers (VMs) maintained in the Secondary Data Center with possible automatic fail over capabilities to Secondary site (certain restrictions and limitations may apply). This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and also salaries for the Director and the team that oversees the DR Premium planning and testing efforts for those critical systems bought in to this plan. Additional Storage fees may apply for the replicated copy of the database to secondary datacenter SAN.
Included	Project Management Services for DR Premium standardization, implementation with Standards, DR testing, and DR documentation. Secondary Data Center Rack Space up to 4U.
Not Included	Agency Business Continuity Planning but would collaborate on IT related Services on operational recovery procedures. Cloud or Vendor hosted solutions.
Dependencies	Storage Services (1177a), Physical Server Hosting
Rate	$221.97 Per Month Per Server
Standard	20.1.1 Business Continuity and 20.1.1 Disaster Recovery
Service Owner	Larimer, Emily Click here to send the Service Owner a Message
SLO	**Request**: DR Premium planning for critical system with all IOT infrastructure dependencies and also with clustering options to provide redundancies for the application/system environment **Availability**: 1.5 hours Recovery Time Objective (Testing) and 3.0 hours Recovery Time Objective (Testing) **Incident**: Hardware or software related operational incidents impacting the physical database clusters (SQL Cluster/Oracle Fail Safe) that have DR Premium Service. Excludes monthly Operating System or scheduled database patches. DR incident impacted the Primary Data Center.
Impact/Priority	High / High
Usage	IOT maintains the list of agency systems with server information that are supported in DR Premium plan. The information is available upon request specific to the agency.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Disaster Recovery Premium - Virtual Server**
Code	1137MV
Purpose	Only new emerging or existing systems that have upgrade plans with a possible parallel environment existence will be explored for possible support. IOT reserves the rights to evaluate the system requirements and its interfaces to inter/intra systems to set expectations before offering this premium service to the agency. Applies to each individual **virtual** (VMware) server dedicated to the agency, supporting a production application environment/system hosted virtually in Primary Data Center and Secondary Data Center. The fee is applicable to servers of systems categorized in the IOT IT Business Continuity Plan as Critical - Premium (1.5 hours planned and 3.0 hours unplanned Recover Time Objective-Downtime) with operational and disaster recovery needs with hot or cold servers maintained in the Secondary Data Center with possible automatic fail over capabilities to Secondary site (certain restrictions and limitations may apply) This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and also salaries for the Director and the team that oversees the DR Premium planning and testing efforts for those critical systems bought in to this plan. Virtual Server Hosting (1052), CPU(1052a), Memory (1052b) & storage fees (>100 GB – 1177f) may also apply if the virtual server(s) are added to IOT DR plan and replicated to Secondary Data Center. Please note this would be an addition to the Virtual Server hosting, CPU, Memory, and Storage cost that is already incurred for the production VM hosted in Indianapolis. This additional cost helps IOT to maintain a copy of the production VM for the agency in the dedicated DR VM infrastructure at Bloomington by VMware Hosting and Storage team.
Included	Project Management Services for DR Premium standardization, implementation with Standards, DR testing, and DR documentation.
Not Included	Agency Business Continuity Planning but would collaborate on IT related Services on operational recovery procedures. Cloud or Vendor hosted solutions.
Dependencies	Hosting Services (1052, 1052a, 1052b), Storage Services (1177f)
Rate	$115.28 Per Month Per Server
Standard	20.1.1 Business Continuity and 20.1.1 Disaster Recovery
Service Owner	Larimer, Emily Click here to send the Service Owner a Message
SLO	**Request**: DR Premium planning for critical system with all IOT infrastructure dependencies and also with clustering options to provide redundancies for the application/system environment **Availability**: 1.5 hours Recovery Time Objective and 3.0 hours Recovery Time Objective **Incident**: Hardware related operational incidents impacting the VM farm (SQL, App, and Web VMs) in the primary data center. Excludes monthly Operating System or scheduled database patches. DR incident impacted the Primary Data Center
Impact/Priority	**High / High**
Usage	IOT maintains the list of agency systems with server information that are supported in DR Premium plan. The information is available upon request specific to the agency.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Disaster Recovery Traditional - Physical Server**
Code	1137P
Purpose	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 Primary Data Center. The fee is applicable to servers of systems categorized in the IOT DR plan as Critical – Traditional (6 hours Recover Time Objective-Downtime) for disaster recovery needs with warm or cold servers maintained in the Secondary Data Center with manual fail over capabilities to Secondary site upon CIO's disaster declaration upon advice from the Governor. This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and also salaries for the Director and the team that oversees the DR and Business Continuity planning and testing efforts for those critical systems bought in to this plan. Additional Storage fees may apply for the replicated copy of the database to Secondary Data Center SAN.
Included	Project Management Services for DR standardization, implementation with Standards, DR testing, and DR documentation. Secondary Data Center Rack Space up to 4U.
Not Included	Agency Business Continuity Planning but would collaborate on IT related services on operational recovery procedures. Cloud or Vendor hosted solutions.
Dependencies	Storage Services, Physical Server Hosting
Rate	$131.45 Per Month Per Server
Standard	20.1.1 Business Continuity and 20.1.1 Disaster Recovery
Service Owner	Larimer, Emily Click here to send the Service Owner a Message
SLO	**Request**: DR planning for critical system with all IOT infrastructure dependencies and also with clustering options to provide redundancies for the application/system environment **Availability**: 6 hours Recovery Time Objective (post disaster recovery declaration from the IOT Chief Information Officer upon advice from the Governor) **Incident**: DR incident impacted the Primary Data Center
Impact/Priority	High / Medium
Usage	IOT maintains the list of agency systems with server information that are supported in DR plan. The information is available upon request specific to the agency.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Disaster Recovery Traditional - Virtual Server**
Code	1137V
Purpose	Applies to each individual **virtual** (VMware) server dedicated to the agency, supporting a production application environment/system hosted virtually in Primary Data Center. The fee is applicable to virtual servers categorized in the IOT disaster recovery (DR) plan as Critical - Gold (6 hours Recover Time Objective-Downtime) for disaster recovery needs with warm or cold servers maintained in the Secondary Data Center with manual fail over capabilities to Secondary site upon CIO's disaster declaration upon advice from the Governor. This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and also salaries for the Director and the team that oversees the DR and Business Continuity planning and testing efforts for those critical systems bought in to this plan. Basic Virtual Server Hosting (1052) & storage fees (>100 GB – 1177f) may also apply if the virtual server(s) are added to IOT DR plan and replicated to Secondary Data Center. Please note this would be an addition to the Virtual Server hosting cost that is already incurred for the production VM in Indianapolis. This additional cost helps IOT to maintain a copy of the production VM for the agency in the dedicated DR VM infrastructure at Bloomington by VMware Hosting and Storage team.
Included	Project Management Services for DR standardization, implementation with Standards, DR testing, and DR documentation.
Not Included	Agency Business Continuity Planning but would collaborate on IT related services on operational recovery procedures. Cloud or Vendor hosted solutions.
Dependencies	Hosting Services, Storage Services
Rate	$104.21 Per Month Per Server
Standard	20.1.1 Business Continuity and 20.1.1 Disaster Recovery
Service Owner	Larimer, Emily Click here to send the Service Owner a Message
SLO	**Request**: DR planning for critical system with all IOT infrastructure dependencies and also with clustering options to provide redundancies for the application/system environment **Availability**: 6 hours Recovery Time Objective (post disaster recovery declaration from the IOT Chief Information Officer upon advice from the Governor) **Incident**: DR incident impacted the Primary Data Center
Impact/Priority	High/Medium
Usage	IOT maintains the list of agency systems with server information that are supported in DR plan. The information is available upon request specific to the agency.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name **Rack Hosting Service**

Code 1137R

Purpose Applies to a dedicated rack supporting any non-standard or vendor supported servers, appliances, storage, or tape library hosted in a Rackspace at the Secondary Data Center (currently the IU Data Center in Bloomington).

This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in the Secondary Data Center.

Note: Space is limited at Secondary Data Center. IOT may not be responsible for operational support for the hardware and software, testing and the recovery of the system hosted in those dedicated racks. The agency is expected to have a contract with the vendor with all the support expectations documented in it.

Included Rack Space in Secondary Data Center.

Not Included Rack, Power Outlets, CDUs, Support of hardware or application hosted on that rack.

Dependencies None

Rate $433.44 Per Month Per Rack Space

Contract with the vendor stipulates the one time and monthly costs to host the rack.

Standard NA

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Submit Project Request Through PSC	RA		
Submit Ticket to Disaster Recovery Queue	RA		
Develop Justification for Vendor Dedicated Rack(s)	RA		
Provide Availability Expectations to IOT	RA		
Provide the cost estimates			RA
Review the cost estimates	RA		
Provide Service Order Form (SOF)			RA
Provide Vendor Contact List	RA		
Validate Rack Meets Standards & Power Requirements			RA
Add Vendor to Approved Access List			RA
Coordinate the rack installation with power and network			RA
Approve the rack installation with power		RA	
Follow Secondary Data Center Standards		RA	
Install the Equipment	A	R	O

Service Owner Larimer, Emily Click here to send the Service Owner a Message

SLO

Request: Seek approval from agency sponsor and have IOT Computer Operations email IOT operation for accessing the vendor supported racks in Bloomington

Availability: Varies with IOT and vendor provided timelines

Incident: Hardware or Application Issues need to be directed to vendor provided phone number or email address for support

Impact/Priority Medium/Medium

Usage IOT maintains the list of racks maintained by IOT and the vendor

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Project Risk Management

Large IT projects are extremely complex, costly, risky, and challenging. In response to these challenges, the IOT Project Risk Management (PRM) team developed and now owns and manages a full lifecycle PRM Framework that is **REQUIRED** for all SOI IT projects with a budget of $1M or more, the project is deemed "Critical" by the Governor's Office, the Office of Management and Budget, or IOT Leadership, or the agency that owns the IT project requests risk management services and the IOT PRM team approves. As part of the overall PRM Framework, a member(s) of IOT's PRM team leverages experience and expertise to deliver senior risk consulting services and own and manage IV&V contracts and performance to help project teams identify and mitigate project risks and to enhance the opportunity for project success.

Name	**Project Risk Management – Senior Consultant**
Purpose	Deliver risk services to help agencies successfully strategize, plan, and deliver large IT projects.

Included	Services are offered throughout the large IT project lifecycle and include, but are not limited to:
	• Managing the intake process to include creation of the Project Investment Proposal (PIP)
	• Providing feedback and proven questions and artifacts for agency procurements
	• Providing guidance on agency contracts and Statement or Work (SOW) documents
	• Conducting a Risk Profile Analysis (RPA) to determine areas of heightened project risk
	• Establishing the delivery of independent risk management services by either:
	  ○ Procuring an Independent Verification & Validation (IV&V) vendor, managing IV&V vendor performance, and owning the associated IV&V vendor contract **OR**
	  ○ Delivering Project Assurance (PA) services at an agreed upon capacity
	• Owning and administering required SOI large IT project status reporting and visibility by:
	  ○ Preparing the large project dashboard and training the agency PM
	  ○ Generating and distributing monthly project status reports
	  ○ Maintaining the large IT project document repository
	• Managing project escalation activities as deemed needed
	• Other high level strategic and consulting services as needed

Not Included	IOT delivered Project Management services via the Project Success Center and any project specific work beyond the processes and activities described in the PRM Framework and those activities identified and described in product codes 1220v and 1220m.
Dependencies	Levels and types of services vary by project and are dependent on the overall risk landscape.
Rate	$135.00 Per Hour
Standard	Project Risk Mgt Requirements for Large-Scale and Critical IT Projects (IOT-CS-OPS-014)

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Project Risk Management - Senior Consultant			
Notify Director - PRM of large IT project over $1M	RA		I
Initial project meeting	RCI		RA
Update Project Investment Proposal document section 1	RAO		RSCIVO
PIP section 1 meeting	RCI	I	RAVO
Procurement(s) related to project:			
Create / Finalize procurement document(s)	RAO	VO	SCI
Advising / Scoring on procurement(s) as needed	RSCI	A	RSCI
Update Cloud Hosting Questionnaire		RA	SCIV
Create / Finalize contract(s) / SOW(s)	RA		SCIV
Approve contract(s)	RAO	RO	RVO
Project Risk Assessment:			
Complete Risk Assessment Document	RA		RSCIV
Analysis of Risk Assessment results			RA
Meeting to review Risk Assessment results	RCIV		RA
Project Risk Management Approach:			
Identify / Agree to project risk mgmt. approach	IO	CIO	RAO
Share PIP and Risk Assessment documents			RASCI
If IV&V risk management approach:			
Create / Finalize IV&V MSP procurement document	RAO	O	RSCVO
Advising / Scoring on IV&V MSP procurement	RSCI	A	RSCI
Create / Finalize contract for IV&V services	RA		SCIV
Approve contract for IV&V services	RAO	RO	RVO
If PA risk management approach:			
Recommend % capacity for PA or RC	CI		RAC
Agree to % capacity	RAO		O
Letter of engagement	IVO		RACO
Provide billing code for PA / RC services	AR		IV
Update Billing Application			RASCIV
Fund PA services	AR		V
Monthly project status reporting:			
Monthly reporting from the Agency Project Manager:			
Setup up project for status reporting in MSPO	CIVO		RAO
Training agency PM for status reporting	SI		RA
Provide monthly project status updates	RAC		SCIV
Monthly report from IV&V vendor (as applicable):			
Provide monthly project status report	SCIVO	RAC	SCIVO
Management briefing meetings	CIV	RAC	SCI
Monthly reporting from PA (as applicable):			
Provide monthly project status updates	SCIVO		RACO
Management briefing meetings	CIV		RACO
Generate / Distribute monthly individual status reports	IV		RAO
Generate / Distribute monthly consolidated report		I	RAO
Monthly large project overview meeting		SI	RACIVO
Project Meetings:			
Invite IV&V personnel to appropriate meetings	RA	I	IV
Attend meetings (IV&V personnel)		RASC	CIV
Invite PA/RC personnel to appropriate meetings	RA		IV
Attend meetings (PA/RC personnel)			RASC
Invite PRM team to appropriate meetings	RA		IV
Attend meetings (PRM personnel)			RASC
Grant access to project docs for IV&V/PA/RC/PRM	RA	I	IV
High-Level Risk Consulting throughout the project	CIV		RASC
Escalation for troubled projects (repeating steps):			
Update "Get Well" plan	RA	SCI	RSCIVO
Schedule meeting(s) with IOT CIO and OMB	I	I	RA
Attend meeting(s)	RCV	RCIV	RACIV
Lessons Learned:			
Schedule lessons learned sessions	I	R	RAI
Participate in lessons learned sessions	RCV	RCIV	RACIV
Create / Finalize lessons learned report	CIVO	RCIV	RA
Migrate lessons learned into overall database			RAV
Benefits Measurement:			
Take steps to measure benefits	RA	C	CI
Compare results with expected results	RAV	C	CI
Document overall results and share with PRM team	RAVO	C	CI

Service Owner	Baker, Bill	Click here to send the Service Owner a Message.
SLO	**Request:**	Requestor of services will be contacted within 5 IOT business days
	Availability:	These services are available as needed by agencies with large IT projects
	Incident:	N/A
Impact/Priority	Impact on service interruption is dependent on type of service requested.	
Usage	Currently providing services for 15 large IT projects in execution phase ($210M+ combined budget) with 3 additional projects in planning phase.	
Reports	As part of the service, monthly PM and IV&V/PA project status reports are generated, distributed, and made available on the large project site.	
Order	Click here to send a message to the service owner about requesting this service.	
Cancel	Click here to send a message to the service owner about canceling your existing service.	

Name **Project Risk Management – IV&V Vendor Services**

Code 1220v

Purpose Enable IOT to bill back for IV&V vendor charges to agencies that own large IT projects.

Included IV&V vendors deliver independent risk management services for the project to help agencies identify and mitigate current and approaching project risks to enhance project success. In doing so, IV&V vendors will follow the requirements established in the PRM Framework for delivering independent risk management services.

Not Included No work by the PRM team is billed through this product code. That includes the work required to manage and own the IV&V vendor and associated contract. Those charges and all other charges for work by the PRM team is billed through the 1220 Project Risk Management – Sr. Consultant or the 1220m Project Risk Management – IV&V Vendor Management Product Codes.

Dependencies Levels and types of IV&V vendor services vary by project and are dependent on the overall project risk landscape.

Rate Monthly rate is dependent on cost of vendor selected during IV&V vendor procurement process.

Standard Project Risk Management Requirements for Large-Scale and Critical IT Projects (IOT-CS-OPS-014)

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Project Risk Management - IV&V Vendor Services			
Establish IV&V contract and associated payment setup	SCI		RAVO
Fund IV&V vendor directly			RA
Fund IOT for IV&V vendor services as part of bill back	AR		CIVO

Service Owner Baker, Bill Click here to send the Service Owner a Message.

SLO **Request:** Requestor of services will be contacted within 5 IOT business days

Availability: These services are available as needed by agencies with large IT projects

Incident: N/A

Impact/Priority Impact on service interruption is dependent on type of service requested.

Usage Currently IV&V services being delivered for 4 large IT projects in execution phase ($70M+ combined budget) with 1 additional project in planning phase.

Reports As part of the service, monthly PM and IV&V/PA project status reports are generated, distributed, and made available on the large project site.

Order Click here to send a message to the service owner about requesting this service.

Cancel Click here to send a message to the service owner about canceling your existing service.

Name **Project Risk Management – IV&V Vendor Management**

Code 1220m

Purpose Ownership and management IV&V vendor performance and contract

Included Services include managing and owning the IV&V vendor contract including any amendments that may be needed, managing the IV&V vendor performance, and acting if needed, participating in IV&V meetings, reviewing IV&V reports, etc.

Not Included IOT delivered Project Management services via the Project Success Center and any project specific work beyond the processes and activities described in the PRM Framework and those activities identified and described in product codes 1220 and 1220v.

Dependencies IV&V vendor management services are required for all projects that have an IV&V vendor delivering independent risk management services.

Rate $1,100 per month for each project that has an IV&V vendor

Standard Project Risk Management Requirements for Large-Scale and Critical IT Projects (IOT-CS-OPS-014)

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Project Risk Management - IV&V Vendor Management			
Own IV&V Vendor Contract and amendments as needed	SCI		RAVO
IV&V Vendor performance management	CI		RAV
Participation in IV&V meetings	SCI		RA
Reviewing IV&V reports	SCI		RA

Service Owner Baker, Bill Click here to send the Service Owner a Message.

SLO **Request:** Requestor of services will be contacted within 5 IOT business days
Availability: These services are available as needed by agencies with large IT projects
Incident: N/A

Impact/Priority Impact on service interruption is dependent on type of service requested.

Usage Currently IV&V services being delivered for 4 large IT projects in execution phase ($70M+ combined budget) with 1 additional project in planning phase.

Reports As part of the service, monthly PM and IV&V/PA project status reports are generated, distributed, and made available on the large project site.

Order Click here to send a message to the service owner about requesting this service.

Cancel Click here to send a message to the service owner about canceling your existing service.

Mainframe *(other document)*

Note Please reference the IOT Services Catalog Mainframe document for all mainframe related service information, which includes the following services:

Code(s)

1066	Batch and Script Workloads
1092	Disk Subsystem Storage
1094	Tape Storage Subsystem
1206	Batch / System
1207	Relational Database - DB2
1209	CICS

Project Success Center

General. A poorly run project will ultimately result in a longer duration, with more effort, and heightened cost. Let the Indiana Office of Technology (IOT) Project Success Center (PSC) team take your project from conception to completion and bring it home on time and on budget.

For agency-owned projects, the PSC team provides project management services for only the IOT specific project activities OR for both agency and IOT project activities. Additionally, the PSC team also offers various Project Management and MS Project Online training services. *Let the PSC team take your PMO to the next level by migrating your agency projects to IOT's MS Project Online. This service includes consulting, configuration, and training.*

The PSC team's goal is to promote the successful delivery of quality products or services for the State of Indiana utilizing industry-best project management practices and using a structured project management framework developed by the PSC team. Refer to the IOT PSC home page for more information about the PSC Framework.

To get started today, email the PSC team at PSC@iot.in.gov or submit a project request via the PSC Project Request Form (from link above). Once a project request is received, a member of the PSC team will conduct a Project Classification Assessment with the requesting agency to evaluate the project and to generate the priority, complexity, and risk scores for the project. Those scores guide the PSC team to determine which role(s) are best suited to provide PSC services to the requesting agency for that project. The service options and rates below reflect that guidance.

Starting July 1, 2021, IOT's Project Success Center (PSC), will not be charging a PM service fee for managing the IOT portion of any agency-initiated project.

The IOT Project Success Center's mission is to Organize, Execute and Deliver a quality product or service for the State of Indiana utilizing industry best practices and a structured framework.

Listed below are the criteria for non-fee and fee-based PSC services.

Agency Initiated Projects — non-fee-based

- Agency will be responsible for creation of Charters, Statement of Work and Master Schedule for work to be done between agency and vendor(s).
- The IOT PSC project manager will create a Project Charter for the IOT work only. The charter will be reviewed, approved and signed by IOT and Agency Project Sponsors.
- The IOT project manager will work with vendor and/or agency project manager to add IOT tasks to master schedule.
- IOT will work with agency project team to create a RACI (Roles and Responsibilities Matrix).
- IOT project managers will provide a project status report for the IOT work to be completed.

PSC Service — fee-based

- The PSC performs the Business and IT project management services for a project.
- Business Analysis work.
- Process Improvement work.
- Project management training and mentoring.
- Consulting and setup of Project Online.

Name **MS Project Plan 5 (formerly MS Project Online Premium) License/Support**

Code 1199PR

Purpose This provides Agency Partners a Microsoft Project Plan 5 license and IOT Project Online administration support. The license provides portfolio-level cross-project analysis dashboards/reports in addition to project-level dashboards/reports, online project management, project sites, and the Microsoft Project Professional client software. This provides enterprise-level project management, collaboration, and resource management/time recording solution which enables an organization to easily create and manage custom team-focused and project-focused sites based on the environment configured for each agency and managed by IOT.

Included Microsoft Project Web App, Project Professional, Project sites, Project for the Web, and project reports.

Not Included Initial environment setup. Initial setup as well as subsequent enhancement requires Code 1182c (Project Management Specialist). The setup "project" will be scoped, and the cost estimate will be provided to the Agency Partner.

Dependencies Project Management Specialist to set up the Project Online environment.

Rate $45.00 Per User Per Month

MS Project Plan 5 license + IOT site administration/update fee*.

Standard Microsoft Project Online (Plan 5, Plan 3, Plan 1, or Essentials) and Microsoft Project Professional.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
A Windows 7 or Windows 10 computer with minimum 2 GB RAM, minimum 3 GB Hard Drive space, and network access	RA		
Request specific licenses	RA		I
Push license to Agency Partner machine	I		RA
Order licenses to true up		CR	RA
Maintain and support Project Online environment and related			RA
Technical support for Microsoft products		RA	CI

Service Owner Kelly, Diane Click here to send the Service Owner a Message.

SLO **Request**: Licenses require 10 IOT business days to become active

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority Low/Medium

Usage Currently 108 licenses, growing by 20 per quarter.

Reports Statewide Monthly IOT Service Performance Reports can be found here

Dependencies Project Management Specialist to set up the Project Online environment.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **MS Project Plan 3 (formerly MS Project Online Professional) License/Support**

Code 1199PP

Purpose This provides Agency Partners a Microsoft Project Online Professional license and IOT Project Online administration support. The license provides project-level dashboard/reports, online project management, project sites, and the Microsoft Project Professional client software. This provides enterprise-level project management, collaboration, and resource management/time recording solution which enables an organization to easily create and manage custom team-focused and project-focused sites based on the environment configured for each agency and managed by IOT.

Included Microsoft Project Web App, Project Professional, Project sites, Project for the Web, and project reports.

Not Included Initial setup as well as subsequent enhancement requires Code 1182c (Project Management Specialist). The setup "project" will be scoped, and the cost estimate will be provided to the Agency Partner.

Dependencies Project Management Specialist to set up the Project Online environment.

Rate $27.00 Per User Per Month

MS Project Online Professional license + IOT site admin/update fee*.

Standard Microsoft Project Online (Plan 5, Plan 3, Plan 1, or Essentials) and Microsoft Project Professional.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
A Windows 7 or Windows 10 computer with minimum 2 GB RAM, minimum 3 GB Hard Drive space, and network access	RA		
Request specific licenses	RA		I
Push license to Agency Partner machine	I		RA
Order licenses to true up		CR	RA
Maintain and support Project Online environment and related			RA
Technical support for Microsoft products		RA	CI

Service Owner Kelly, Diane Click here to send the Service Owner a Message.

SLO **Request**: Licenses require 10 IOT business days to become active

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority Low/Medium

Usage Currently 108 licenses, growing by 20 per quarter.

Reports Statewide Monthly IOT Service Performance Reports can be found here

Order Click here to request this service.

Cancel Click here to cancel your existing service.

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Name **MS Project Online Essentials License/Support**

Code 1199PE

Purpose This provides Agency Partners a Microsoft Project Online Essentials license and IOT Project Online administration support. The license provides project-level reports, online task updating/recording and project sites. This provides team resources with enterprise-level project task updates, collaboration, and time recording solution to allow organizations to easily manage custom team-focused and project-focused sites based on the agency-specific environment configuration managed by IOT.

Included Microsoft Project Web App, Project sites, and project reports..

Not Included Initial setup as well as subsequent enhancement requires Code 1182c (Project Management Specialist). The setup "project" will be scoped, and the cost estimate will be provided to the Agency Partner.

Dependencies If needed, Project Management Specialist to set up the Project Online environment.

Rate $6.00 Per User Per Month

MS Project Online Essentials license + IOT administration/enhancement fee*.

Standard Microsoft Project Online (Plan 5, Plan 3, Plan 1, or Essentials) and Microsoft Project Professional.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
A Windows 7 or Windows 10 computer with minimum 2 GB RAM, minimum 3 GB Hard Drive space, and network access	RA		
Request specific licenses	RA		I
Push license to Agency Partner machine	I		RA
Order licenses to true up		CR	RA
Maintain and support Project Online environment and related			RA
Technical support for Microsoft products		RA	CI

Service Owner Kelly, Diane Click here to send the Service Owner a Message.

SLO **Request**: Licenses require 10 IOT business days to become active

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority Low/Medium

Usage Currently 420 licenses in use.

Reports Statewide Monthly IOT Service Performance Reports can be found here

NOTE: This Service is being phased out in 2023.

Name **MS Project Plan 1 License/Support** **This Service started in 2022 and will replace 1199PE.**

Code 1199P1

Purpose This provides Agency Partners a Microsoft Project Plan 1 license and IOT Project for the Web administration support. The license provides project-level reports, online task updating/recording and project sites. This provides agency-level project management, updates, and collaboration which enables an organization to easily manage custom team-focused and project-focused sites based on an environment configured for each agency (as needed) and managed by IOT.

Included Microsoft Project Web App, Project/Teams sites, Project for the Web, and project reports.

Not Included Initial setup as well as subsequent enhancement requires Code 1182c (Project Management Specialist). The setup "project" will be scoped, and the cost estimate will be provided to the Agency Partner.

Dependencies If needed, Project Management Specialist to set up the Project for the Web environment.

Rate $8.50 Per User Per Month

MS Project Plan 1 license (Project for the Web PM/Project Online resource) + IOT administration/enhancement fee*.

Standard Microsoft Project for the Web or as a part of Microsoft Project Online (Plan 5, Plan 3, Plan 1, or Essentials) and Microsoft Project Professional.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
A Windows 7 or Windows 10 computer with minimum 2 GB RAM, minimum 3 GB Hard Drive space, and network access	RA		
Request specific licenses	RA		I
Push license to Agency Partner machine	I		RA
Order licenses to true up		CR	RA
Maintain and support Project Online environment and related			RA
Technical support for Microsoft products		RA	CI

Service Owner Kelly, Diane Click here to send the Service Owner a Message.

SLO **Request**: Licenses require 10 IOT business days to become active

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority Low/Medium

Usage Currently 5 licenses in use and 420 licenses to be transferred from 1199PE.

Reports Statewide Monthly IOT Service Performance Reports can be found here

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Security

Name **Security Baseline**

Code 1175

Purpose 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 baseline security levels needed for the secure operation of State information resources. Baseline Security components comprise the minimum-security standards applied for the enterprise regardless of data.

Included

- Web Filtering
- Server Protections
- Incident/Event Management
- Vulnerability Scanning
- Training & Awareness
- Endpoint Protection
- Network Protection
- SIEM
- Security Operation Center
- DLP
- Policy, Governance, Risk and Compliance and GRC Tooling

Not Included Security services related to the network protected zone

Dependencies NA

Rate $30.23 Per Month Per Server and SEAT

Standard NA

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Foster an environment of security policy compliance, encouraging staff to play their role in the securing of citizen data.	RA		
Work with IOT to complete required security initiatives and	RA		
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			RA
IN-ISAC			
Provide monthly cybersecurity trainings for all state agencies.	RA		RA
Provide quarterly phishing simulations for all state agencies, more frequently if requested by specific agencies. Provide KPI	RA		RA
Perform outreach efforts to locals as requested. Consulting,	RA		
Provide threat information as appropriate, filtered from data sources, to locals and state agencies	RA		
Create and deliver a unique cybersecurity awareness weekly	RA		
Maintain the cybersecurity training environment in	RA		RA
Establish QPA contracts for locals to buy from leveraging state economies of scale - MediaPro, KnowBe4?	RA		

Service Owner Lobaugh, John Click here to send the Service Owner a Message

SLO

Request: No request required; services applied automatically to all servers/workstations.

Availability: This rate is comprised of multiple services for which availability may vary.

Incident: This rate is comprised of multiple security services where redundancy levels and overall resiliency will vary per component.

Impact/Priority	High / High
Usage	IOT captures multiple usage statistics for the services incorporated into the 1175 rate. These statistics are available on request.
Reports	IOT captures multiple usage statistics for the services incorporated into the 1175 rate. These statistics are available on request.
Order	NA
Cancel	NA

Name **Confidential Systems Security**

Code 1180

Purpose Applies to 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 requires additional security protection components and schemes beyond those provided by baseline security components.

Included

- System Isolation and Network Segmentation
- System Hardening
- Encryption (In Transit, At Rest)
- Restricted Access Through Enhanced Account Management
- Tiered Architectural Design (Web, App, Database)
- Additional Server Protections (Hardened, Application and Network Communications Whitelisting)
- Additional Layers of Policy, Governance, and Compliance
- Additional Auditing Requirements (Storage is Separate)

Not Included Baseline Security Services

Dependencies NA

Rate $207.31 Per Month Per Server and Database comprising systems with confidential data

Standard NA

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Ensure systems containing confidential data are appropriately segregated from other systems through use of protected zone.	RA		
Provide appropriate architecture, tools and operational expertise to implement systems into the protected zone.			RA
Ensure agencies understand the weakening of this architecture and protections in the case of exceptions.			RA

Service Owner Lobaugh, John Click here to send the Service Owner a Message

SLO

Request: Will vary dependent on agency resources and system complexity.

Availability: This rate is comprised of multiple services for which availability may vary.

Incident: This rate is comprised of multiple security services where redundancy levels and overall resiliency will vary per component.

Impact/Priority High / High

Usage

927,664,998	Blocked Connections (Only Top 6 Countries) - Annually
1,899,309,034	Web requests blocked due to URL - Annually
1,148,403	Web requests blocked due to Virus - Annually
102,928	Emails blocked due to malicious content - Annually.
4,770	Malware Events Blocked at the Desktop - Annually.
243,408,283,476	SIEM Events Processed - Annually
112,135,599,615	Firewall Events Processed - Annually

Reports Available upon request. Several measurements are being tracked or plan to be tracked as the rollout of the security tools continues.

Order NA

Cancel NA

Name	**Security Operations as a Service (SOaaS)**
Code	1212
Purpose	Agencies often have the need for a highly qualified cybersecurity resource that can assist in defining strategy, assessing maturity, and putting programs in place to better secure applications and systems. Further, this need is not always a full-time requirement for smaller agencies. This product is designed to consume an IOT resource in a part-time capacity to fulfill the needs described.
Included	7.5 hours per week/unit
Not Included	Agencies are accountable for security decisions, IOT will serve as an advisor.
Dependencies	MOU agreement with 2 year commitment
Rate	$3,827.51 Per Month Per Agency
Standard	N/A
Cust Responsibility	Customer is responsible for security decisions and other responsibilities as defined in the MOU.
IOT Responsibility	Provide a satisfactory and competent resource that can execute against the agreed upon roles and responsibilities of the ISO.
Ven Responsibility	N/A
Service Owner	Jain, Hemant Click here to send the Service Owner a Message
SLO	**Request**: N/a
	Availability: N/a – 1 day per week/unit
	Incident: N/a
Impact/Priority	N/A
Usage	4-8 named agencies.
Reports	N/A
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name **Compliance Center of Excellence (CoE)**

Code 1215

Purpose Agencies that are subject to Federal or state audits associated with the receipt, handing, and management of sensitive information (and systems) and/or those agencies with the business need to perform risk and compliance-associated assessments will need to utilize the IOT Compliance CoE.

Included % allocation to agencies through MOU

Not Included There will not be management from the CoE to agency resources, only IOT.

Dependencies MOU agreement with 2-year commitment

Rate $131.46 Per Month, with 250 units ($37,995/mo.).

Standard N/A

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Security decisions and other responsibilities as defined in the MOU.	RA		
Provide satisfactory and competent resources that can execute against the agreed upon roles and responsibilities of the CoE.			RA
Assist in obtaining information necessary to comply with audits and reduce findings year over year.			RA

Service Owner Davis, Heidi Click here to send the Service Owner a Message

SLO **Request**: N/A

Availability: N/A

Incident: N/A

Impact/Priority N/A

Usage 4-8 named agencies.

Reports N/A

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Storage

Name **Shared SAN Storage**

Code 1177A

Purpose

1. Replaces or adds storage beyond the internal disks of a physical server.
2. Provides recover point features for DR under services **1137p** & **1137v.**
3. Provides stretched storage for Multi-Site-High-Availability under services **1137mp** & **1137mv.**

Included All flash SAN storage.

Not Included Replication, File/Data Retention, versioning, snapshots. IOT is not responsible for retention of electronic documents. Raw Device Mapping to VM.

Dependencies There are no service dependencies for the default offering of 1177a, however the features provided to 1137* depends on site-to-site physical connections. Physical server or Hypervisor (VM Host).

Rate $0.3934 Per Month Per GB.

Standard Provision high performance enterprise-shared-storage at scale and on demand.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provide a server with compatible HBA hardware, Software and Operating System in IOT's data centers/sites.	RA		C
Provide service uptime 24/7/365 measured from 6am to 6pm business days.			RA
Provide Hardware/software support and parts replacement.		RA	C

Service Owner Thatcher, John Click here to send the Service Owner a Message

SLO

Request: 90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays) with approved change or downtime window of 1 hour falling within the 4 hour lead-time/schedule-notification

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).

Impact/Priority High / High

Usage Shared SAN Storage – 106,837 GB (20% growth / year)

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

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Name **VM Server Additional Storage**

Code 1177F

Purpose Additional virtual server (VM) disk beyond the 100 GB base.

Included All flash SAN storage as with base hosting in 1052

Not Included Raw Device Mapping to VM

Dependencies There are no service dependencies for the default offering of 1177a, however the features provided to 1137* depends on site-to-site physical connections.

Rate $0.389 Per Month Per GB over 100 GB

Standard Storage Hot-add in increments of 1GB (while the VM and Guest OS are online). Once added, the server administrator must access the OS and expand the OS disk before recognizing the additional space.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provide a computer with network access and State of Indiana Email.	RA		
Provide service uptime 24/7/365 measured from 6am to 6pm business days			RA
Provide Hardware/software support and parts replacement		RA	C

Service Owner Thatcher, John Click here to send the Service Owner a Message

SLO **Request**: 90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).

Impact/Priority High/Medium

Usage 401,236GB 20% growth over previous year

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Standard File Storage**
Code 1177K
Purpose To accommodate shared and application file storage needs.
Included Data Protection (30-day retention of Snapshot backups; Replication/DR)
Not Included User access, account, and permission management.
Dependencies 1187 (Data Circuits) and 1155 (Network AS)
Rate $0.15 Per Month Per GB
Standard Provide enterprise shared file.
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provide a computer with network access and State of Indiana Email.	RA		
Provide service uptime 24/7/365 measured from 6am to 6pm business days			RA
Provide Hardware/software support and parts replacement		RA	C

Service Owner Thatcher, John Click here to send the Service Owner a Message
SLO **Request**: 90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
For additional non-standard shares.
Home folders are accessible to standard user accounts.
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority High / High
Usage 1PB Indy Datacenter and 1PB replication data at the Bloomington Datacenter
Reports Statewide Monthly IOT Service Performance Reports can be found here.
Order Click here to request this service.
Cancel Click here to cancel your existing service.

Name **Secure File Storage**

Code 1177S

Purpose To accommodate shared and application file storage needs that have PII, FTI, or any other confidential data requirement.

Included Data Protection (30-day retention of Snapshot backups; Replication/DR)

Not Included User access, account, and permission management.

Dependencies 1187 (Data Circuits) and 1155 (Network AS)

Rate $0.17 Per Month Per GB

Standard Provide enterprise shared file.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provide a computer with network access and State of Indiana Email.	RA		
Provide service uptime 24/7/365 measured from 6am to 6pm business days			RA
Provide Hardware/software support and parts replacement		RA	C

Service Owner Thatcher, John Click here to send the Service Owner a Message

SLO **Request**: 90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
For additional non-standard shares.
Home folders are accessible to standard user accounts.
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).

Impact/Priority High / High

Usage 1PB Indy Datacenter and 1PB replication data at the Bloomington Datacenter

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Archive Cold Storage**

Code 1177R

Purpose To accommodate archive / cold storage needs. Can accommodate PII, FTI, or any other confidential data requirements as requested. Meant for archiving purposes only and requires the submission of a ticket to the Enterprise Storage team for data retrieval.

Included Data Protection (30-day Snapshot backups and retention; Replication/DR)

Not Included User access, account, and permission management.

Dependencies 1187 (Data Circuits) and 1155 (Network AS)

Rate $0.03 Per Month Per GB

Standard Provide enterprise shared file.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provide a computer with network access and State of Indiana Email.	RA		
Provide service uptime 24/7/365 measured from 6am to 6pm business days			RA
Provide Hardware/software support and parts replacement		RA	C

Service Owner Thatcher, John Click here to send the Service Owner a Message

SLO **Request**: 90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
For additional non-standard shares.
Home folders are accessible to standard user accounts.

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).

Impact/Priority High / High

Usage 1PB Indy Datacenter and 1PB replication data at the Bloomington Datacenter

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name **Data Protection**

Code 1224B

Purpose: To provide business continuity by protecting state data from disaster or accidental deletion. Agency Partner is charged for each gigabyte of data per server that exists on the backup media at the point in time when billing is collected monthly.

Included: 11 backup cycles are kept for a month. Backup cycles are defined as points in time where data can be restored from. The original data and all daily incremental changes during that time period are kept.

Not Included: TBD

Dependencies: Avamar, File Storage (1177K, 1177S, 1177R), VM (1052), Physical Servers (1050)

Rate: $0.1800 Per Month Per GB

Standard: Base = 11 Backup cycles

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Data Retention Policy	RA		
Backup 11 Cycles of Data			RA
Technical Support from Dell/EMC		RA	CI

Service Owner Thatcher, John Click here to send the Service Owner a Message

SLO **Request**: 90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).

Impact/Priority ….

Usage ….

Reports Statewide Monthly IOT Service Performance Reports can be found here.

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Appendix A - File Retention & Recovery

Agencies are responsible for managing their electronic mail (email). Like all government records, email is subject to the state's Access to Public Records Act (APRA) 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 (IARA). 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 Email Recovery

Mailboxes hosted in Office 365 (Exchange Online) have a 30-day deleted item retention as Microsoft no longer provides traditional backup methods. Mailboxes using on-premise email servers have daily full backups for 30 days and year-end backups of email servers are kept for three 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 and do not constitute a long-term record-keeping solution for email. Email content is managed by the agency and should follow their respective retention schedules as dictated by IARA.

IOT Home and Shared Files Retention

Agencies are responsible for managing their electronic documents. Like all government records, electronic documents are subject to the state's Access to Public Records Act (APRA) 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.

Jeff Allen and Jason Littrell

Appendix B - 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.

Todd Baxter

Appendix C - Minimizing Your IT Bill

Listed below are a few suggestions that may help you reduce your monthly IT bill. You may also review the has a billing dashboard.

1. **Run a Report**

   While on the state network, run a detailed report of your IOT billing using the IOT Billing Dashboard located https://dataviz.in.gov/#/site/IOT/workbooks. This will provide six months of detail of your IOT charges. Audit your charges by starting with the areas where your charges are greatest. If you don't need all the resources, place a ticket to have the service reduced or disconnected. If you need access to the IOT Dashboard, please have your security coordinator submit a ticket.

2. **Database**

   View your detailed database charges and verify with your internal app support groups that they are all still needed. Many times, databases are no longer needed and IOT isn't notified, so we continue to host and charge for it.

3. **Desktop**

   a. Look at the detailed report and verify the workstation count aligns with the number of employees and contractors in your agency.

   b. There is an associated user with each desktop to help you audit your bill. This is the user we have on record as having logged in last, it may or may not be the primary user. IOT produces monthly reports to ensure of up-to-date accounts.

4. **Physical Server Hosting**

   a. Are you still using the servers?

   b. Can you move your application to a virtual machine? Virtual servers can now run most applications and are less expensive than a physical server.

5. **Virtual Server Hosting**

   a. View your detailed billing, does your app need all the allocated CPUs and RAM, or will it run on less? IOT can provide tools and reports upon request for agencies' application development teams to review.

   b. Are you using all the virtual machines on your bill?

6. **Telecom**

   We recently completed moves for all the campus and many remote office telephones to a new IP based voice system, SoI VaaS (State of Indiana Voice as a Service). During that project we validated billed lines used. We highly recommend you continue auditing your SoI VaaS charges (Product 1186). Additionally, if you have remote office telephones that have not been migrated to SoI VaaS, you should audit other telecom services found in Product 1044. Potential savings could be achieved with increased functionality by replacing older telecom services with SoI VaaS.

7. **Cell Phones**

   Audit your detailed bill and make sure all phones you are paying for are in use. Verify the assigned person still needs to have a state-issued cell phone.

8. **Adobe Software**

   Adobe software is billed monthly per assigned user. Audit the bill and ensure all assigned users still need Adobe software for their job.

9. **File Storage**

   a. Storage is generally associated with a server so if the server is not needed you will also save on storage.

   b. IOT charges for allocated space, not used space. What this means is if you tell us that you need a terabyte, and only use a gigabyte, you are still paying for the other 999 gigabytes that you aren't using. Submit a ticket with the server's name and IOT can run a report to compare allocated versus used storage.