OhioDAS
SERVICE · SUPPORT · SOLUTIONS
DEPARTMENT OF ADMINISTRATIVE SERVICES

TO: Agency CIOs
Agency CFOs

FROM: Stu Davis, Assistant Director/State CIO SRD

SUBJECT: FY17 IT SERVICES

DATE: September 26, 2016

Dear Colleagues,

The FY 2017 information technology service portfolio has been finalized and the associated rates approved. There are numerous changes including the introduction of new services, modification of existing ones as well as services no longer offered. These revisions and additions support IT Optimization's priorities of creating high-quality citizen and business experiences with state programs, supporting state employees with common and efficient enterprise solutions, and providing secure and reliable information technology services.

In summary, the majority of services remain unchanged. Thirty two are continuing services with no rate fluctuation. Five have been discontinued or combined with an existing service while two are new to the state. Twenty six existing services have a rate changes between FY16 and FY17. Nine are decreasing while seventeen are increasing. The individual services and rates are detailed on the spreadsheet that accompanies this letter.

Several services have been changed to improve employee access to enterprise solutions and improving reliability. These changes will improve the service continuity into the future and build upon the standardization for solutions available to state employees.

Ohio One Network service consolidation

The FY17 One Network allocation continues to be based on statewide IT operational spend. Your agency's IT operational spend for calendar year 2015 (FY15 Q3, Q4, FY16 Q1, Q2) at the FY17 One Network recovery percentage will be the annual agency assessment.

The LAN Connectivity rate will be discontinued. This service will be provided as a part of the Ohio One Network beginning in FY 2017. Expansion of the Ohio One Network will move the service toward the goal of a common enterprise end to end solution for all network connectivity providing high-speed Local Area Network (LAN) connectivity. This common solution will enhance the reliability and security of the State of Ohio's network infrastructure.

LAN cost will be included in the Ohio One Network cost, and DAS will provide maintenance on any edge switches that meet the current standard. If an agency requires a non-standard switch, it will be at the agency's cost with maintenance billed back to the agency. Please contact Henry Smith at henry.smith@das.ohio.gov for more information.

Microsoft Licensing has two additional categories of licensing available to consumer agencies including:

1. 5X G3 Contract Pass-through for those contractors not identified in HCM, but through Forefront Identity Manager (FIM). Addition of this rate will allow recovery of all licensed users, including those not tracked in HCM. Costs will be allocated to users at the same rate as the G3 Contract Pass Through service.
2. Exchange Plan 2 licensing provides Exchange only for shared or individual mailboxes with customer requirements for log in security. This licensing does not include the Office 365 suite or any client access to email. It must be accessed via Outlook Web Access. Use of this licensing structure will require approval of the DAS/OIT service manager. A lower rate, compared to the cost of the Microsoft G3 Licensing, will allow that requirement to be met while reducing potential cost for the customer.

Virtual Server services will be consolidated and expanded

We continue to refine our server services to encourage and consolidate virtual usage. Windows server rates will be modified in the following manner. The Server Virtualization – Managed rate will be discontinued. The separate rates for Server Virtualization and Server Virtualization – Managed will be combined to a single billed rate of Server Virtualization. This combination will clarify the costs and billing to customers, many who previously questioned the separation of the services.

The Windows System Services rate will be discontinued. The service will be provided as part of the Server Virtualization rate. This change is designed to provide consistent treatment of all servers with Windows O/S and continue the momentum toward the virtual environment. These physical services will be invoiced on the same methodology as virtualized servers including the following applicable rates: Server Virtualization, Server Virtualization – CPU Expansion, Server Virtualization – Memory Expansion, Windows Legacy Support, and applicable Data Storage rates. In addition, a rate will be applied for Server Virtualization – Dedicated Environment in instances where the customer requires specific equipment outside of the standard virtualized environment. This additional server virtualization-dedicated environment rate will ensure that the support of the non-standard equipment does not burden the Virtual Server customer population.

Enterprise timekeeping service

The Timekeeping rate will be discontinued. Timekeeping will become an enterprise solution available to all OAKS customers. The service will provide a single platform with the following benefits to the State:

- Standardize enterprise-wide HR and timekeeping policies
- Eliminate file-based time-keeping integration to agency systems
- Reduce operating overhead and complexity
- Standardize reporting and analytics

This change allows the state to maintain a single Kronos instance which will bring us uniformity to improve the enterprise service efficiency and reliability. The service will be provided as part of the OAKS enterprise rate. For agencies interested in utilizing Kronos, please contact Tom Cruse of DAS HRD at 614-728-7028 or tom.cruse@das.ohio.gov.

Over the past year, several new services have been created to meet the needs of Ohio's agencies for shared solutions, improved security, and standardization.

New services implemented within the past year include the following:

Database as a Service provides customers an enterprise database solution that is easy to use and simple to update without incurring the cost of setting up and maintaining an enterprise database environment through which scaling, load balancing, failover and backup can all be managed. OIT Database Specialists will ensure that all aspects of handling your data are taken care, of which include but are not limited to storage, backups, tuning and security.

The Enterprise Document Management Solution (DMS) is a standardized, integrated solution for document and content management. Document Management core capabilities include: secure check-in / check-out, version control, and index services for business documents, audio / video files, and Environmental Systems Research Institute (ESRI) / Geographic Information Systems (GIS) maps. Other capabilities provided are Image Processing, Workflow / Business Process Management (BPM), Records Management, Web Content Management (WCM), and Extended Components like Digital Asset Management (DAM), Document Composition, eForms, search, content and analytics, e-mail and information archiving.

Enterprise Hosted Virtual Desktop provides the back-end infrastructure, support, and licensing for VMware Desktop as a Service (DaaS) solution. This comprehensive service includes support for multi-domains, agency desktop management with centralized DAS support, System Center Configuration Manager (SCCM) for application deployment and patching, standardization of desktop images, Profile Unity which separates user profiles from their devices for streamlined replication, desktop monitoring and diagnostics tools, and secure remote desktop access through VPN or VMware Remote Access Server. Customers using this service will procure and manage their own desktop hardware.

Metro Site Facilities are offered to support Virtual Server and Data Storage customers providing Global/Metro Mirroring at a secondary near real time failover site within the Metro Columbus area. This service provides duplicative server facilities to match Server Virtualization and Data Storage Rates.

As OIT proceeds with IT Optimization, there are numerous additional services that have been identified to meet the needs of Ohio's agencies. Within FY 2017, there are several rates that OIT staff are working toward implementing. There may be additional services added as OIT engages customers and responds to needs and desired changes.

Office of the State CIO | 30 E. Broad St., 39th Fl. | Columbus, Ohio 43215
Phone 614.644.6446 | FAX 614.644.9382 | State.CIO@oit.ohio.gov

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Anticipated services within the next year include:

Open Systems Disaster Recovery will provide available server imaging and storage at a geographically separate site from Columbus. The service will provide customers with a private Disaster Recovery as a Service solution connected to the SOCC via the Ohio One Network that will consist of the following: compute to allow expected performance in the event of a complete fail over, 24vCPU per host with 32 host in the environment all licensed with VMWare, and support of the orchestration and replication environment.

MARCS Wave Application will provide MARCS voice services to iOS and Android mobile users using wireless data networks to support the non-public safety access of the MARCS voice system by current customers using MARCS as a primary public safety communication method. This service will provide secure push-to-talk on public or private broadband networks via smart devices.

SharePoint 2010 extended support will provide customers requiring SharePoint 2010 on premise environments with support of their environments moving forward. Microsoft is phasing out support of SharePoint 2010. However, DAS intends to provide this support as a new rated service until it can be merged into a single application or other solutions become available.

FY18 Adoption Incentive

While most agencies have successful migrated their infrastructure to the SOCC, there are several that still manage internal IT infrastructure. There needs to be a continued emphasis on completing this migration as soon as possible. In this way, those agencies that have already adopted the state's consolidated infrastructure solution will finally benefit from the lower rates that full adoption would provide.

Beginning in FY18, DAS will provide an adoption incentive to those agencies that have migrated their infrastructure to the SOCC. This will be in the form of lower server and storage rates. The adoption incentive will be funded through an additional IT Development Fund assessment to those agencies that have not yet migrated services. The assessment will be equal to the agency's total number of servers and storage units multiplied by the FY 2018 IT service rates. This adoption incentive will continue until the state has fully consolidated infrastructure services.

DAS/OIT IT Service Invoicing

Beginning in FY15, DAS implemented quarterly invoicing for several reasons: fewer invoices to process, less operating cash required, and consistent invoice amounts. DAS is committed to the quarterly invoicing concept and the benefits of stable amounts on fewer invoices. This method should provide costs that are known and predictable allowing a smoother budgeting process and a quicker invoice payment cycle from agencies to DAS. Prompt payment will reduce DAS's need for operational working cash, which is directly related to lower rates.

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In order to improve the accuracy of the invoiced amount, there will be some modifications to how services are billed. The majority of services will still be invoiced based on historical usage estimates. Service usage that cannot be reasonably estimated will be invoiced quarterly based on actual usage. We will coordinate with individual agencies on usage estimates for any infrastructure service not yet fully migrated to the SOCC or a service undergoing significant change.

The majority of agencies have completed their initial infrastructure migration to the SOCC. The change in invoicing process, in combination with stable infrastructure usage, should reduce the variance between actual and estimated service consumption. Unless there are significant volume fluctuations, we plan only one annual reconciliation to adjust estimated to actual usage after fiscal year end.

Services that are invoiced based on historical usage estimates

AIX Systems
AIX Systems - CPU Expansion
AIX Systems – Memory Expansion
Backup
Data Storage - Capacity
Data Storage - Capacity – Metro Site
Data Storage – General Purpose
Data Storage - General Purpose - Metro Site
Data Storage - Performance
Data Storage - Performance – Metro Site
EDI/Application Integration – Endpoint
EDI/Application Integration - KB
EDI/Application Integration - Messages
GIS Hosting - Application Hosting
GIS Hosting - Geodata
GIS Hosting - Geoprocessing Server
Mainframe Business Continuity and Disaster Recovery
Mainframe System
Mainframe Virtual Tape
Medicaid EDI Services
Metro Site Facility Charge
Microsoft License Administration
Microsoft Licensing - Educational G3 Contract Pass-Through
Microsoft Licensing - G3 Contract Pass-Through
Microsoft Licensing - K1 Contract Pass-Through
Ohio One Network

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Ohio Benefits
Point Of Presence (Pop Space)
Server Virtualization
Server Virtualization – CPU Expansion
Server Virtualization - CPU Expansion – Metro Site
Server Virtualization – Dedicated Environment
Server Virtualization – Memory Expansion
Server Virtualization – Memory Expansion – Metro Site
Server Virtualization – Metro Site
Wireless LAN
Data Storage - Performance - Mainframe
Data Storage - Performance Storage - Dedicated Volume
Data Storage - Performance Storage - Mainframe Migrated
Mainframe Business Continuity and Disaster Recovery Contract Pass-Through
Mainframe Systems - CICS CPU
Mainframe Systems - CICS Region CPU
Mainframe Systems - TSO CPU
Mainframe Systems - IMS CPU
Mainframe System
Mainframe Systems - DB2 CPU
Mainframe Systems - DB2 Region CPU
Mainframe Systems - DB2 ZIPP CPU
Mainframe Systems - Z/OS CPU
Mainframe Systems - Z/OS ZIIP CPU
Medicaid EDI Services
Private Line Pass-Through
Server Virtualization - Dedicated Environment

<u>Services that are invoiced based on actual usage</u>
Release and Permit Fee
AIX Systems Legacy Support
Centrex Support
Data Center Co-location - Facility Charges
Data Center Co-location - Misc. Charges
Data Center Co-location - Rack - Redundant Power
Data Center Co-location - Rack - Single Power

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Database As a Service
Database Support
Data Storage - Capacity (for Windows System Services Conversion)
Data Storage – General Purpose (for Windows System Services Conversion)
Data Storage – Performance (for Windows System Services Conversion)
Application Development
Application Programming
LAN Cabling
Microsoft Licensing - 5X G3 Contract Pass-Through
Microsoft Licensing -Exchange Plan 2 Contract Pass-Through
Network Equipment Administration
Secure Authentication
Social Security Verification
SSL Digital Certificate Provisioning
Windows Legacy Support
Domain Names Pass-Through
ITS End-User Limited Use Contractors
ITS End-User Support
ITS Desktop Services

If you want to subscribe to any service or have questions relating to existing services, please contact the DAS/**OIT Customer Service Center**:

1320 Arthur E. Adams Drive
Columbus, Ohio 43221
Email: csc@ohio.gov
Local: 614-644-6860
Toll Free: 877-644-6860

If you have questions regarding rates, costs or the invoicing process, you can also contact the Customer Service Center or the DAS/OIT Business Manager Stephen Boudinot at 614-466-9389 or stephen.p.boudinot@das.ohio.gov