



Service Catalog

**Department of
Administrative Services**
Office of Information Technology

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Overview

The Office of Information Technology (OIT) delivers information technology (IT) and telecommunication services to the State of Ohio agencies, boards and commissions. OIT is responsible for operating and maintaining IT and telecommunication hardware devices, as well as the related software. OIT service offerings allow state agencies, boards and commissions to use technology for information processing, sharing and storing.

Mission

The Office of Information Technology strives to improve the effectiveness and efficiency of Ohio government by providing statewide leadership, oversight, products and services for activities related to information technology.

Vision

To be recognized as a leader for optimizing Ohio's investment in information technology

Goals

- Deliver more effective and efficient government by optimizing the return on information technology investment, finding and delivering on opportunities for technology enhanced business processes, leading appropriate consolidation and unification of technology solutions and fostering the creation of collaborative applications across agencies.
- Be the provider of choice for Ohio governmental information technology by identifying, procuring, providing and supporting (where appropriate) reliable, secure, optimally performing products, services and infrastructure that encourage the use of common technology.
- Build a customer responsive organization that inspires confidence, is helpful and actively collaborates to find enterprise-wide solutions while providing leadership in IT.
- Strengthen the OIT organization by successfully collaborating with central service agencies; developing leaders and strengthening our technical skills; improving procurement, customer relationship management and strategic planning processes; and building a first class service support organization.

Guiding Principles

Customers.

We understand our customers' requirements and meet their needs responsively and responsibly. We provide world class service. We carefully balance the roles of enabler and enforcer and make our actions/decisions transparent and understandable.

Stewardship.

We serve the citizens of Ohio and responsibly steward the resources and funds entrusted to us for their benefit.

Performance.

We set goals, achieve results and rigorously measure our contributions. We innovate wisely, take risks courageously, learn from our mistakes and leverage our successes.

Collaboration.

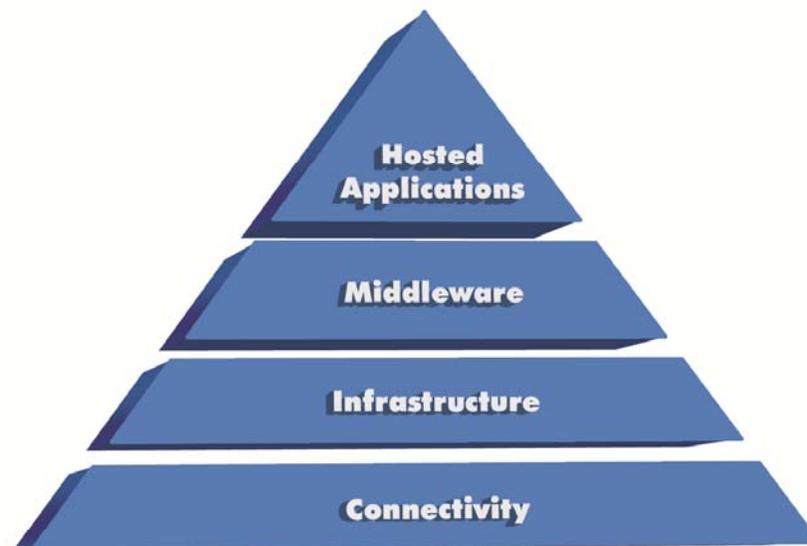
We constantly work in teams, treat one another with respect, engage in open dialogue and debate and treat organizational silos with irreverence.

Workforce.

We have the necessary tools we need to do our jobs, the skills and knowledge we need to meet future challenges and the support and guidance we need to be successful.

Service Platforms

OIT offers three (3) platforms of services: Hosted Applications, Middleware and Infrastructure. Connectivity services bring it all together, providing the strong foundation upon which the other services are built.



Connectivity - OIT envisions a connected State government: connecting employees to information, connecting State entities to stakeholders and customers, as well as connecting the systems that make State government run. OIT service platforms are built upon connectivity. OIT provides the central computer network and voice services to state and local government.

Infrastructure - OIT knows that incorporating all of your IT systems, software and equipment streamlines your organization's IT operations and creates efficiency.

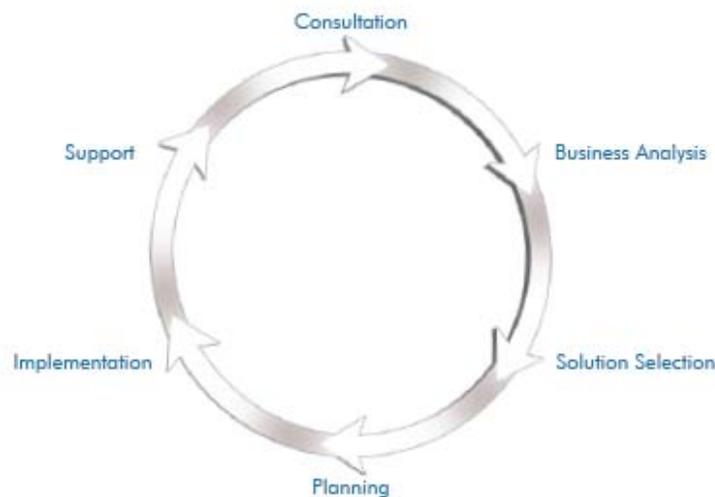
Middleware - OIT believes integration is essential to any IT operations. Middleware, a key component of integration, routes data and information transparently between different back-end data sources and end-user applications. OIT provides a variety of middleware platforms to connect software components to customer applications.

Hosted Applications - OIT understands that many organizations are faced with limited capital, rapid developments in technology, continuous increases in business demands and the need for secure, efficient data management, which are causing them to turn to hosted application solutions. Hosted Applications provide a new way to get business software and applications at a predictable cost, without significant up-front investment. OIT provides hosted application platforms. This includes, electronic mail (Exchange 2010), collaboration sites (SharePoint), geographic information systems/spatial technology, timekeeping (Kronos) and shared web hosting.

Service Delivery

Over the years, OIT has implemented several initiatives to enhance the State's fiscal prudence while ensuring continuity of services and improved quality of life for Ohioans. Many OIT service offerings provide an opportunity for increased effectiveness and efficiency of State operations.

As a provider of IT services, OIT utilizes a comprehensive service delivery model. This process is customer-centric, as it allows for customer collaboration throughout all service fulfillment activities. OIT is strongly committed to continuous interaction with our customers in an effort to provide high quality service outcomes.



Service Delivery Process

A well-designed IT service delivery process is critical to achieving success with service outcomes and IT operations. Our effective and comprehensive service delivery process helps customers improve the business value of their IT investments.

Consultation - During this phase of the process, OIT service staff solicits information from the customer to identify the customer's business and IT needs

Business Analysis - After all information is gathered, OIT service staff will analyze the information and provide recommendations for solutions that best address the customer's needs.

Solution Selection - In consultation with the customer, OIT service staff select the solution and implementation approach that best meets the customer's business and IT requirements.

Planning - Taking into consideration the customers operational needs, OIT service staff will develop a work plan for implementation of the solution.

Implementation - This phase includes the execution of the work plan in order to provide the customer with the selected solution.

Support - After service fulfillment is completed, OIT offers support services to resolve any outages or degradation in service that the customer may experience, as well as ongoing maintenance.

Customer Service Center

The Customer Service Center (CSC) is your single Point of Contact (POC) for incident resolution. The Customer Service Center facilitates the restoration of normal service operations to minimize business impact to our customers.

The Customer Service Center is available 24 hours a day, 7 days a week.* Through the Customer Service Center, OIT utilizes best practices to record, route and manage the timely response to all technical support service requests.

The Customer Service Center provides assistance with:

- Request fulfillment
- Incident management
- Information requests
- Token resets
- Service notifications and alerts

When contacting the Customer Service Center customers will be asked to provide the following information:

- Service affected
- Detailed description of the issue
- Urgency
- Impact

Contact Us

E-mail: CSC@ohio.gov
Local: (614) 644-6860
Toll Free (877) 644-6860



*Please note that not all services have 24 x 7 support, refer to the respective service sheets for further detail on Incident Response & Resolution

Services

This catalog represents a range of service offerings from OIT to help your organization enhance its performance capacity and improve operational efficiency. Explanations of each service are provided and are grouped according to these solution categories:

- Communications
- Hosting
- Networking
- Protecting
- Storage and Backup

Please contact the Customer Service Center if there is interest in a service not identified.



Communication

Reliable, scalable and effective communication solutions are critical to the success of any business. OIT offers an array of communication services from telephone support to electronic mail to internet. Whether you are looking for a way to connect to your staff or your customers, OIT can meet your needs with our communication solutions.

Aggregated Port Management

This service provides a physical Ethernet port on an OIT device and allows the customer to leverage the services of multiple transport providers.

Auto Attendant-Shared Port

The Auto Attendant-Shared Port is a call processing service that allows customers to develop menu driven call routing. This, in turn, permits the callers to be automatically transferred to an extension without operator intervention.

Centrex Support

OIT provides Centrex support for AT&T Centrex customers, which includes Directory Assistance, voicemail and incident resolution services.

Exchange Mail

Microsoft Exchange Mail Services provides integrated e-mail and information management and is offered in two basic configurations:

Standard - A premise-based service intended for heavy e-mail users who require frequent access, search capabilities, and archiving capabilities.

Lite - A web-based service intended for light e-mail users who require only periodic access.



Communication (cont.)

Reliable, scalable and effective communication solutions are critical to the success of any business. OIT offers an array of communication services from telephone support to electronic mail to internet. Whether you are looking for a way to connect to your staff or your customers, OIT can meet your needs with our communication solutions.

MARCS Computer Aided Dispatch

The Multi-Agency Radio Communication System (MARCS) Computer Aided Dispatch (CAD) service computerizes the mission critical dispatching functions for agencies requiring effective information sharing and dispatch within wide area networks.

MARCS Data Communication

The Multi-Agency Radio Communication System (MARCS) Wireless Mobile Data Communications service facilitates wireless connectivity across the state of Ohio for first responders (police, fire, EMS).

MARCS Radio Communication

The Multi-Agency Radio Communication System (MARCS) Radio Service provides the infrastructure required to support voice radio communications for first responders across the state of Ohio, thereby facilitating interoperability among all participants.

Ohio.Gov Backbone

The Ohio.gov Backbone is the core of the State's data network infrastructure. A connection to the ohio.gov backbone delivers wide ranging features and services. Those features and services include on-net and off-net encrypted VPNs, DNS hosting services, IP Address Space (both private and public), technical/engineering assistance needed to configure and maintain the connection, 24 x 7 x 365 monitoring and proactive troubleshooting.

Remote Access

Remote Access enables local and long distance dial-up network connections for access to OIT-supported systems, agency systems and network resources and the Internet.

SharePoint

SharePoint offers Microsoft Office SharePoint Server portal setup and hosting services for agencies interested in internal collaboration, external collaboration, organizational portals, business process workflow and business intelligence.

Hosting

Incurring extraordinary expenses from purchasing software can be a thing of the past. OIT hosting solutions provide the needed flexibility to meet the growing demands of your organization without licensing and in-house maintenance costs.

Aggregated Port Management

This service provides a physical Ethernet port on an OIT device and allows the customer to leverage the services of multiple transport providers.

AIX System

AIX System Services enable customers to develop applications and/or databases without incurring the cost of setting up and maintaining an operating system environment.

Application Integration

Application Integration Services is a combination of Data Exchange and Electronic Data Interchange (EDI) functionalities that provide comprehensive data integration.

Auto Attendant-Shared Port

This is a call processing service that allows customers to develop menu driven call routing. This, in turn, permits the customer's callers to be automatically transferred to an extension without operator intervention.

Call Center Reporting

Call Center Reporting provides production reports related to auto attendant information to customers with a call center environment. The call center reports include information such as call volumes, wait times and abandonment rates.



Hosting (cont.)

Incurring extraordinary expenses from purchasing software can be a thing of the past. OIT hosting solutions provide the needed flexibility to meet the growing demands of your organization without licensing and in-house maintenance costs.

Database Support

Database Support Services provide technical assistance for database implementation and usage.

Enterprise Geocoding

Enterprise Geocoding Services (EGS) combine address standardization, geocoding and spatial analysis into a single service.

GIS Hosting

GIS Hosting Services deliver dynamic maps, spatial content and spatial analysis via the Internet.

Linux Systems

The Linux Systems Services provides installation, maintenance, as well as support and administration of the Linux operating system software.

Mainframe Systems

Mainframe Systems Services are offered via an IBM mainframe computer with a rated processing speed of 4,162 Millions of Instructions per Second (MIPS).

Server Virtualization

Server Virtualization Service provides the capability to convert physical servers into multiple virtual environments. Through this service, OIT offers a common infrastructure and provides solutions for ensuring business continuity.

Shared Web Hosting

The Shared Web Hosting Environment is a public facing Internet environment for agency websites and SQL applications.

SharePoint

SharePoint Services offers Microsoft Office SharePoint Server portal setup and hosting services for agencies interested in internal collaboration, external collaboration, organizational portals, business process workflow and business intelligence.

Timekeeping

OIT uses Kronos timekeeping software to offer timekeeping services. Kronos timekeeping software automates the employee clock-in and clock-out process and allows for direct uploads of employee work hours to the State's payroll system.

Windows Support

This service allows for support of Windows-based operating systems. It enables customers to develop applications without incurring the costs of setting up and maintaining an operating system environment.

Networking

The network is the foundation that enables operational effectiveness and productivity. As the backbone to any IT operations, the network must offer reliable, secure support for converged data, wireless, real-time applications, data centers and more. OIT delivers a variety of networking solutions that will help your network serve as the mission-critical platform for your business.

Client VPN

Client VPN is a secure form of communication between computer networks providing confidentiality of the data in transit through the use of encryption.

Connection Management

This service provides Wide Area Network (WAN) support and management service for internal network connections.

Dedicated Network

Dedicated Network Services provides a devoted environment to a specific customer, which is designed to house their critical servers and applications.

LAN Connectivity

High-speed Local Area Network (LAN) connectivity from agency desktop environments to the State of Ohio's resources and the Internet, as well as planning, installation, documentation and certification of UTP-Category 5E cabling services.

Ohio.Gov Backbone

The Ohio.gov Backbone is the core of the State's data network infrastructure. A connection to the Ohio.gov backbone delivers wide ranging features and services. Those features and services include on-net and off-net encrypted VPNs, DNS hosting services, IP Address Space (both private and public), technical/engineering assistance needed to configure and maintain the connection, 24 x 7 x 365 monitoring and proactive troubleshooting.

PoP Space

Point of Presence (PoP) Space provides the customer with one fourth of a cabinet (10U) within a secured OIT network hub location.

Server Virtualization

Server Virtualization Services provides the capability to convert physical servers into multiple virtual environments. Through this service, OIT offers a common infrastructure and provides solutions for ensuring business continuity.

Virtual Connection

Virtual Connection Service allows customers to use the Metro Ethernet services of various providers. This service supports access to network services from AT&T and TW Telecom.



Protecting

A properly secured network ensures data integrity, confidentiality and availability. OIT can help you protect your information from unauthorized access and malicious attacks. These OIT services offer safeguarding of sensitive data and business transactions.

Application Integration

Application Integration Services is a combination of Application Integration, Data Exchange and Electronic Data Interchange (EDI) functionality. This service provides application to application connectivity to support interoperable communication, data transformation, and business process orchestration amongst applications on the same or different computing platforms.

Client VPN

Client VPN is a secure form of communication between computer networks providing confidentiality of the data in transit through the use of encryption.

ePayment Business Solutions

ePayment Business Solutions Services allows State agencies to accept payments from customers electronically.

Exchange Mail

Microsoft Exchange Mail Services provides integrated e-mail and information management, and is offered in two basic configurations:

Standard - A premise-based service intended for heavy e-mail users who require frequent access, search capabilities, and archiving capabilities.

Lite - A web-based service intended for light e-mail users who require only periodic access.

Firewall

Firewall Services protect agency networks against unauthorized access. OIT offers a turnkey solution that includes setup, configuration and administration.

Secure Authentication

Secure Authentication provides a managed two-factor user authentication solution to protect valuable network assets.



Storage/Backup

As data retention needs continuously increase, information storage becomes more critical. Before purchasing a storage/backup solution, your organization must consider business requirements for storage/backup, archiving, disaster recovery and costs. OIT can meet the complex storage/backup needs of your organization. From high availability backup and long-term archiving to data recovery, OIT delivers a range of solutions to satisfy your storage challenges.

Backup

OIT provides Backup Services via IBM Tivoli Storage Manager Software. This software provides automated data backup and restore functions, as well as centralized storage management to protect data.

Mainframe System

OIT offers Mainframe System Services via an IBM mainframe computer with a rated processing speed of 4,162 Millions of Instructions per Second (MIPS).

Tier 1 Disk Storage

The Tier 1 Disk Storage is comprised of high-performance, highly reliable, fully redundant storage subsystems attached to a redundant Storage Area Network (SAN).

Tier 2 Disk Storage

The Tier 2 Disk Storage provides a lower-cost, non-enterprise level storage subsystem attached to a redundant SAN.

Tier 3 Disk Storage

Tier 3 Disk Storage is the least expensive level of disk storage available from OIT. Snapshots offer a point-in-time, read-only version of a disk and are useful for backups and data mining.

Shared File

Shared File Services offers a network drive for storing files. Access to stored files may be restricted or public, which allows for privacy or sharing of vital information.

Future Service Offerings

OIT delivers a shared infrastructure that streamlines IT and encourages a holistic approach to lower customers' cost by providing Infrastructure as a Service (IaaS) and Application Hosting Services. Through our solutions, OIT strives to deliver business value that allows customers to focus on their core functions rather than IT issues. This is accomplished through the centralization of applications, servers and other IT resources, extensive virtualization of the major components of IT and the standardization of IT infrastructure.

OIT plans to expand its service offerings in the future with:

Service Desk Management

OIT plans to offer Numara FootPrints' software, which is a 100% web-based service desk management solution. It provides internal and external support through automated service desk workflows. It gives you unparalleled flexibility and ease-of-use with enterprise-level functionality.

Storage As A Service

OIT is currently in the process of expanding and enhancing its storage solutions. Future storage services will include cloud storage, which will provide a storage-on-demand solution. Customers will have complete control over their data storage, distribution and retrieval from any location, anytime, with web-based access.

Unified Communication Solutions

Current communication offerings provide effective and efficient communications, but function independent of one another. OIT is in the midst of streamlining and integrating its communication solutions to allow for secure and efficient communication with customers and partners.

Identity Management

Identity Management is a long-term strategic effort to manage the provisioning of customer identities. The service provides a single identity to customers for multiple services within OIT and allows controlling access to resources. Its scope includes devices, network equipment, servers, portals, content, applications and/or products as well as a user's credentials, address books, preferences, entitlements and profile information.

ID Management allows automation and self service capabilities for password resets, provisioning and de-provisioning, and also facilitates comprehensive security to the environment. The future offering will enable customers to access their internal systems, which will increase efficiencies without compromising security.

OIT SERVICE LEVEL AGREEMENT

Background

As the Office of Information Technology continues with its endeavor to enhance the delivery of IT services, the effectiveness of many operational items and processes are being examined. This assessment has led to the recent development and implementation of the new OIT Service Level Agreement (SLA).

The new SLA was designed to ensure timely delivery of IT services and effective execution of service levels objectives (SLOs). You will find that the SLA presents clarity on several key service components such as:

- **Contact coordination and management** - Presents the new contact management process, where customers are responsible for generating and updating contacts to serve as Principle, Authorized, Technical, and Communications point of contacts (POCs). The POCs are used by the Customer Service Center to facilitate support and continuity of service.
- **Security provisions** - Outlines OIT's and customers' responsibilities for handling matters with security implications.
- **Customer Service Center (CSC) operations** - Explains the CSC's hours of operations and contact information.
- **Incident handling** - Identifies OIT's and customers' responsibilities related to incident response, resolution and escalation.
- **Emergency outage notification requirements** - Identifies the parameters for emergency outage communications.
- **Dispute resolution process** - Provides information on the procedures for dispute resolution.
- **Service termination stipulations** - Explains the requirements for requesting service termination.
- **Service Billing** - Outlines OIT's and customers' responsibilities related to invoicing and billing.

Although the new SLA offers an enhanced level of transparency, the real value remains with the operational changes that have been instituted to ensure alignment with the SLA, SLOs and OIT's internal processes. These changes will aid customers as they navigate through OIT's services.

Approach

OIT services are governed by a multi-faceted approach. It consists of three components: SLA, SLOs and Agency SLOs (A-SLOs).

- **SLA** - Specifies the roles and responsibilities of OIT and customers for service related items.
- **SLOs** - Defines the metrics and targets used to measure service effectiveness and efficiency.
- **A-SLOs** - Outlines the metrics associated with customers' business requirements.

Ultimately, the intent of revising the SLA and streamlining the service delivery process is to allow for timely implementation of agreements and enhanced communications between OIT and customers. Additionally, presenting the SLA in this manner affords OIT customers and potential customers with an opportunity to make informed business decisions and ensure the selection of services that are viable solutions to meet their business needs.

OIT SERVICE LEVEL AGREEMENT

1.0 Relationship and Terms

The purpose of this Service Level Agreement (SLA) is to formalize an arrangement between the Office of Information Technology, Infrastructure Services Division (Provider) and _____ (Customer) to deliver technological services, with specific levels of support, and at an agreed upon cost in support of the Customer's applications, functions, projects, and programs. The Infrastructure Services Division (ISD) is a technology utility providing integrated computing, networking infrastructure and related services statewide. ISD is a division of the Ohio Office of Information Technology (OIT).

This SLA documents the service related roles, responsibilities, and objectives of the Provider and the Customer. By purchasing services from ISD, the Customer agrees to the terms stipulated in this SLA. The following terms referenced throughout this document are defined as:

Customer Service Center (CSC) provides service support for OIT Customers.

Customer refers to the state agency, commission, board, or other organization with whom OIT is establishing this agreement.

Customer applications are the applications developed by the Customer, developed by contractors for the Customer, or purchased by the Customer. The Customer is responsible for maintaining such applications.

Emergency Outage is an unplanned disruption of service that cannot wait to be addressed until the next normal maintenance window. This is a provider imposed disruption.

Incident is the unplanned interruption to service or reduction in the quality of service.

Outage is when a known issue needs to be addressed that will affect most customers. Under this circumstance OIT plans and creates the outage with input from the customer.

Provider refers to the Ohio Office of Information Technology, Infrastructure Services Division.

If the Customer enters into an SLA with another party for services, the Provider will not be identified within that SLA. The Customer does not represent the Provider and cannot make commitments on the Provider's behalf. The Provider does not represent the Customer and cannot make commitments on the Customer's behalf.

2.0 Contact Information

Chief Operating Officer/Deputy Director: Dan Orr
Phone: 614.752.7320
Email: Dan.Orr@oit.ohio.gov

3.0 Providing Contacts

Roles and Responsibilities

The Customer agrees to identify individuals responsible for the following roles:

- **Contact Coordinator** (primary and secondary) – The Contact Coordinator is responsible for updating and maintaining the Contact List and ensures that the Contact List provides the correct contact information for each Contact role.
- **Principal Contact** (primary and secondary) - The Principal Contact has ultimate authority over service related decisions for all of the Customer's services.
- **Authorized Contact** - The Authorized Contact is authorized to make service modifications including any service requests for existing services that may have a financial impact.
- **Technical Contact** (primary and secondary) - The Technical Contact serves as the technical counterpart to the Provider and will collaboratively work with the Provider to resolve service issues such as service degradation or failure of service. The Technical Contact must have authority to approve a service recovery that may include a financial impact.
- **Service Communication Contact** – The Service Communication Contact receives notification of emergency outages, announcements, scheduled maintenance, and other service communications.

For each contact, the Customer will indicate the preferred method of notification (phone, e-mail, etc.) during normal business hours and outside of business hours. The Customer is responsible for submitting the Contact List in the defined categories above to the Provider via the Customer Service Information SharePoint site. The Customer agrees to review and update the Contact List on a quarterly basis.

The Provider agrees to the following responsibilities:

The Provider agrees to retain the Contact List, maintain the Customer Service Information SharePoint site and distribute quarterly notifications to the Customer's Contact Coordinator with directions for updating the Contact List.

4.0 Security

The Customer agrees to the following responsibilities regarding security:

- Work cooperatively with the Provider on network, host, and database security issues.
- Have only Authorized Contacts submit request to Provider for security changes in writing to CSC@ohio.gov
- Remove administrative access restrictions for any applications the Provider must access.

The Provider agrees to the following responsibilities regarding security:

- Manage privileges or other system level authorities associated with the service.
- Work cooperatively with the Customer on network, host, and database security issues, and make recommendations about security to the Customer.
- Make security changes only upon receiving a written request from one of the Customer's Authorized Contacts. Note: Certain changes, such as requesting upgrades or changes to accommodate updated equipment/applications may cause the Customer to incur an additional charge.
- Verify that administrative access restrictions have been removed for existing applications.

5.0 Customer Service Center

The Customer Service Center (CSC) supports all ISD services in a centralized and consistent manner. The CSC process allows for collaboration with the Customer during the incident diagnosis and resolution processes.

The CSC regular hours of operation are Monday through Friday, 7 a.m. to 5 p.m. 24 x 7 support is provided for primary services. You may request support services by calling **877.644.6860 (614.644.6860** for local calls) or emailing CSC@ohio.gov. Enhanced support is available upon request, which may result in an additional charge. The Customer must submit enhanced support requests to the Provider's SLA Coordinator.

*Please note that not all services have 24 x 7 support, refer to the respective service sheets for further detail on Incident Response & Resolution.

6.0 Incident Handling

6.1 Incident/Problem Reporting and Resolution

The Customer agrees to the following responsibilities:

- Make a reasonable effort to determine that the incident/problem does not reside with the Customer.
- Contact the Provider's Customer Service Center.
- Communicate to the Provider's CSC staff regarding the following:
 - Service affected
 - Detailed description of the incident/problem
 - Urgency (i.e. service degradation, partial functionality or total work stoppage)
 - Impact (i.e. one user, one site, or multiple sites)

6.2 Provider Responsibilities

The Provider agrees to the following responsibilities:

- Gather information on the nature of the incident/problem.
- Create a trouble ticket with an assigned urgency and impact level.
- Allocate and mobilize appropriate resources to resolve the incident/problem.
- Communicate on-going status of the incident/problem to the Customer until resolution.
- Schedule a post-resolution meeting (when necessary).

6.3 Problem Severity

Severity is determined by the urgency and the impact of an incident/problem. The following matrix shows the method the Provider uses in determining incident severity, and maps various levels of urgency and impact to their corresponding severity levels (Levels 1, 2, or 3, with Level 1 being of the highest severity).

		Impact		
		One User	One Site	Multiple Sites
Urgency	Degraded Service	3	3	1
	Partial Functionality	3	2	1
	Total Work Stoppage	2	1	1

6.4 Application Monitoring

The Provider is not responsible for monitoring Customer applications or for end-user support for those applications unless such activity is specifically included in one or more of the services covered by this SLA.

6.5 Customer Participation in Incident/Problem Resolution

If the Customer does not adequately participate in the incident/problem resolution process, the Provider will not be held responsible for unusually lengthy resolution times or for failure to restore services.

6.6 Escalation Procedures

Although the basic escalation procedure will be followed for all services, the decision points and timeframes at which escalation will occur vary from service to service. The following table is a general listing of escalation decision points and timeframes. Additional actions may occur depending upon the service.

Timeframe	Customer	Provider
Immediately on receipt of notification of problem/issue	Report problem/issue via CSC	<ul style="list-style-type: none">• Create Numara trouble ticket• Identify issue severity• Forward the Numara trouble ticket to the Provider's service owner(s)• Notify Customer of trouble ticket and related reference number
Upon expiration of resolution time	The customer will receive notice from CSC	<ul style="list-style-type: none">• CSC notifies the Provider's service owner lead of expiration and requests an update on the progress of resolving the incident• CSC provides customer with resolution update
After resolution time expiration, on an hourly basis	The customer will receive notice from CSC	<ul style="list-style-type: none">• CSC notifies the Provider's service owner lead of expiration and requests an update on the progress of resolving the incident• CSC provides customer with resolution update

7.0 Emergency Outages

The Customer agrees to receive and monitor notices of emergency outage. The Provider agrees to notify the Customer's Authorized Contact of any planned emergency outage. The Provider will make every attempt to notify the Customer at least 30 minutes before the outage occurs. The Provider will not be held responsible for failure to meet service level objectives due to causes beyond the Provider's control.

8.0 Dispute Resolution

The Chief Operating Officer/Deputy Director will actively work with the Customer to resolve disputes. If the Chief Operating Officer/Deputy Director and the Customer cannot resolve the issue after 30 days, the State Chief Information Officer/Assistant Director will intervene to resolve the dispute.

9.0 Termination of Service

The Customer agrees to the following responsibilities:

- At least 120 days before expected termination date, an Authorized Contact provides written request to the Provider's SLA Coordinator for termination of the SLA.
- If postponement/delay of termination is desired, the Authorized Contact provides written request to the Provider's SLA Coordinator at least 7 days before scheduled termination.

The Provider agrees to the following responsibilities:

- Within 5 business days of SLA termination request, the Provider shall submit written notice to the Authorized Contact confirming the Customer's intent to terminate.
- Within 2 business days of termination delay request, the Provider shall submit written notice to Authorized Contact confirming the Customer's intent to delay termination.
- Invoice the Customer for services using the rate applicable for the billing period being invoiced until the service is terminated.

10.0 Service Billing

The Customer agrees to the following responsibilities:

- Pay for each service in accordance with billing period in arrears.
- If applicable, negotiate new charges with the Chief Operating Officer/Deputy Director based on changes to service requirements or extended services.
- Review billing rates annually.

The Provider agrees to the following responsibilities:

- Invoice the Customer for each service in accordance with billing period in arrears.
- If applicable, the Chief Operating Officer/Deputy Director will negotiate new charges with the Customer based on changes to service requirements or extended services.
- Review billing rates annually.

AGGREGATED PORT MANAGEMENT

Service Description

OIT's Aggregated Port Management service provides a physical Ethernet port on an OIT core device. This port allows the customer to use the services of multiple transport providers, including AT&T, TW Telecom, Time Warner Cable, and OARnet. Virtual circuits from any supported provider may be mapped to this physical port.

An Aggregated Port Management customer might also be interested in these OIT services:

- Aggregated Port (Applies to TWTelecom and AT&T Ethernet Services Only)
- Aggregated Bandwidth (Applies to TWTelecom and AT&T Ethernet Services Only)
- Connection Management
- Ohio.gov Backbone

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service. It allows customers to use Ethernet WAN Services from multiple providers without incurring the costs associated with purchasing physical connections at locations where this service is available.
- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Service provisioning and implementation
- An Ethernet port on an OIT managed Ethernet switch
- Configuration of the port to 10 MB, 100 MB, or 1 GB. Copper or fiber handoff is determined by distance and speed
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Monitoring/alerting

Maintenance Schedule

Scheduled maintenance for Aggregated Port Management occurs every Tuesday from 3:00 a.m. to 6:00 a.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled between 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Aggregated Port Management support staff is available 24 x 7 for both incident reporting and resolution. Aggregated Port Management staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Aggregated Port uptime	99%
Incident Responsiveness	Aggregated Port Management support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Aggregated Port Management support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Cabling between customer facility and OIT's equipment*
- Technology Service Request (TSR) order for the service

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Basic Service – Aggregated Port Management	\$262.17	Per Port

Note: Services are billed on a monthly basis.

Additional Information

For more information on Aggregated Port Management or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

AIX SYSTEMS SERVICES

Service Description

Advanced Interactive EXecutive (AIX) is a proprietary UNIX operating system developed and sold by IBM for several computer platforms. The AIX Systems Services enables customers to develop applications and/or databases without incurring the cost of setting up and maintaining an operating system environment. All of the systems are connected via Storage Area Network (SAN) to OIT's Tier 1 Disk Storage. All systems are also provided backup and recovery services.

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the operating system and hardware.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Scalability** - The service is configured according to current operational needs and may be easily modified as those needs evolve.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.
- **Security** - This service offers protected exchanges of information to block unauthorized access.

OIT Provides

- Service provisioning and implementation
- User accounts
- Hardware
- Operating system and associated software
- Management of operating system, hardware and software (patching, upgrading, etc.)
- Installation of third party software
- UNIX administration
- Incident resolution services via the Customer Service Center
- Routine maintenance

Maintenance Schedule

Maintenance will be performed twice a year, once in April/May and again in September/October. It will be scheduled within those timeframes at the convenience of the customer.

Incident Response & Resolution

As a primary service, AIX support staff is available 24 x 7 for both incident reporting and resolution. AIX staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	AIX uptime	99%
Incident Responsiveness	AIX support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	AIX support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Network connectivity*
- Tier 1 Disk Services (minimum of 40GB)*
- Backup Services*
- Procure third-party software
- Obtain support maintenance for third-party software, databases and applications

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service Item	Cost	Unit
Basic Service – AIX System Services	\$257.31	Per Server
Speed/CPU GHz	\$59.65	Per GHz
Memory	\$2.10	Per GB

Note: Services are billed on a monthly basis.

Additional Information

For more information on AIX Systems Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov

To download the entire service catalog, please visit:
<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

APPLICATION INTEGRATION SERVICES

Service Description

Application Integration Services is a combination of Application Integration, Data Exchange and Electronic Data Interchange (EDI) functionality. This service provides application to application connectivity to support interoperable communication, data transformation, and business process orchestration amongst applications on the same or different computing platforms. Business process orchestration between many data formats may be supported including Web Services, XML, People-Soft, FTP, HTTP, MSMQ, SQL, Oracle, Flat File, SAP, DB2, CICS, EDI, HIPAA, HL7, Rosetta Net, etc.”

The Data Exchange component allows unattended delivery of any electronic data format to a customer agency via encrypted files over public FTP, FTPS, SFTP, VPN, asynchronous dial-outs, or PPP dial-outs. EDI services include data transformation services. Application Integration Services are offered via:

- **End Points** – also referred to as a mailbox, this is a connectivity point to facilitate the movement or transaction of data between two or more entities. End Points are drop-off and/or pick-up locations used by customer agencies to move data to another agency or an external trading partner.
- **Messages** – a discrete unit of data that is moved or transacted between two or more entities. A message typically represents a business document or a file.
- **KBs** – represents the size in kilobytes of a message that is transformed or processed. This typically refers to a document or file conversion or a format change. Messages or data that are not transformed or processed are not subject to this charge.

Customer Benefits

- **Cost-savings** – The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Security**- This service offers protected (i.e. encrypted) exchanges of information to block unauthorized access.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Service provisioning and implementation
- Data files delivered to customers and/or customer trading partners
- Data files formatted to customer application requirements and EDI standards
- Service monitoring to detect problems
- Incident resolution services via Customer Service Center
- Routine maintenance

Maintenance Schedule

Scheduled maintenance occurs on selected Wednesdays from 6:00 p.m. to midnight and selected Tuesday mornings from 3:00 a.m. to 6:00 a.m. Outages are minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are established at the beginning of the year, and typically run from 6:00 a.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Application Integration support staff is available 24 x 7 for both incident reporting and resolution. Application Integration staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Note: The customer is responsible for providing end-user support for this service.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Application Integration Services uptime	99%
Incident Responsiveness	Application Integration Services support staff responds to the customer (i.e. acknowledge and confirm receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Application Integration Services support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Business process escalation schedules
- Information about partners and file transfer requirements
- EDI to business format maps and implementation guides
- Network Connectivity*
- Ohio.gov Backbone*

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Endpoint (Mailbox)	\$60.01	Per Endpoint
Message	\$0.8271	Per Message
KB	\$0.1093	Per KB

Note: Services are billed on a monthly basis.

Additional Information

For more information on Application Integration Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

AUTO ATTENDENT-SHARED PORT SERVICES

Service Description

OIT offers Auto Attendant-Shared Port Services. This is a call processing service that allows customers to develop menu driven call routing. OIT provides assistance and consulting service in the design and implementation of the auto attendant as well as revisions and upgrades in the service as they become available.

An Auto Attendant-Shared Port Services customer might also be interested in these OIT services:

- Call Center Reporting
- Centrex Support

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning, provisioning, maintaining, and troubleshooting the service.

OIT Provides

- Service provisioning and implementation
- Shared call processing service
- Incident resolution services via the Customer Service Center
- Routine maintenance

Maintenance Schedule

Scheduled maintenance occurs every Tuesday from 3:00 a.m. to 6:00 a.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

Auto Attendant-Shared Port support staff is available from 7:00 a.m. to 5:00 p.m., Monday through Friday. Customers may report incidents to OIT on a 24 x 7 basis. Incidents regarding this service are responded to during normal business hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Auto Attendant-Shared Port uptime	99%
Incident Responsiveness	Auto Attendant-Shared Port support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Auto Attendant-Shared Port support staff resolves incident within 4 hours during normal business hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Software
- Development of menu-driven call routing
- Centrex services from AT&T
- Centrex Support Services*
- Technology Service Request (TSR) order for the service

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Basic Service – Auto Attendant Shared Port Service	\$35.00	Per Port

Note: Services are billed on a monthly basis.

Additional Information

For more information on Auto Attendant-Shared Port Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

BACKUP SERVICES

Service Description

Backup Services uses IBM Tivoli Storage Manager Software, which provides nightly backup of all customer data on a server and restores necessary due to customer data loss or corruption. Customers have the option of performing additional backups, archiving, restoring or retrieving functions for customer data. OIT backup facilities provide a high degree of stability and recoverability as backups are duplicated to the alternate site.

Customers of Backup Services may also be interested in the following OIT services:

- AIX Systems
- Database Support
- Server Virtualization
- Windows Support

Customer Benefits

- **Cost-savings** - The customer will not need to procure, maintain or support hardware and/or software to provide backups.
- **Support** - Service support is provided by OIT staff skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.
- **Experienced, Knowledgeable Staff** - The technical support staff is highly experienced with the backup software and in the use of the virtual tape hardware.
- **Continuity** - Offsite Copies are provided so fireproof tapes are not necessary.
- **Archive/Retrieval Service** - Eliminates the need for local storage.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Hardware
- Backup/archive client software and training
- Maintenance of hardware and software
- Offsite backups are included for all customers

Maintenance Schedule

Maintenance time is scheduled with the customer when necessary.

Incident Response & Resolution

As a primary service, Backup Services support staff is available 24 x 7 for both incident reporting and resolution. Backup Services staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Backup Services uptime	99%
Incident Responsiveness	Backup Services support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Backup Services support staff resolves incident on a case by case basis.	100%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Purchase database/mail backup agent software (if desired)
- Provide startup and shut down scripts for applications
- Review logs to ensure applications are cycling correctly and important files are backed up successfully

Service Rates

Service Item	Cost	Unit
Basic Service – Backup Services	\$0.68	Per GB

Note: Services are billed on a monthly basis.

Additional Information

For more information on Backup Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:
<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

BUSINESS CONTINUITY & DISASTER RECOVERY

Service Description

Business continuity involves planning for keeping all aspects of a business functioning in the midst of disruptive events. Disaster recovery, a subset of business continuity focuses on restoring the information technology systems that support the business functions.

Disaster Recovery Services are offered to customers of OIT's IBM mainframe environment. Services are made available via IBM's Business Continuity and Resiliency Services which provides hot-site computer facilities at a remote location. Tests are conducted bi-annually at IBM's hot-site location, during which OIT's mainframe computer infrastructure is restored. Once the mainframe system is operational, participating agencies restore their production applications and conduct extensive tests to ensure that those applications have been successfully recovered and would be available in the event of an actual disaster.

This service is designed to expand business continuity and disaster recovery capabilities in the most cost effective and efficient manner possible for DAS customers and for agencies that have systems and applications that run on DAS/OIT infrastructure at SOCC.

A Business Continuity & Disaster Recovery customer might also be interested in these OIT services:

- Mainframe
- Database Support Services

Customer Benefits

- **Cost-savings** – Customers will save money by not incurring additional expenses for personnel and equipment associated with disaster recovery.
- **Support** – Regular testing of disaster recovery and business continuity processes and procedures to validate the viability of recovery plans. Processes and procedures are in place to protect against unplanned events such as the failure of an individual system component or brief service interruptions.
- **Efficiency** – The disaster recovery service is designed and delivered in a manner that requires fewer resources to meet the operational requirements of the customer.
- **Security** – Customer data is protected against loss via continuous backup to a storage device at the IBM hot-site which facilitates rapid recovery of the data as well as a second backup on high density tape that is stored off-site.

OIT Provides

- Coordination of activities to enable the recovery of IT/business systems due to a disruption.
- Development and maintenance of the processes, policies and procedures related to preparing for the recovery of critical technology infrastructure.

Incident Response & Resolution

As a primary service, Business Continuity & Disaster Recovery support staff is available 24 x 7 for both incident reporting and resolution. Mainframe staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

The primary objective of this service is to restore OIT Disaster Recovery customer data to an operational state in the event of an actual disaster. Disaster recovery testing will be performed bi-annually for the mainframe computing environment at OIT's hotsite location.

Customer Requirements

- Provide an ordered list of critical systems
- Provide an inventory of systems with brief description, contacts, hardware platform (e.g. Intel, UNIX), physical location, Recovery Time Objective (RTO), Recovery Point Objective), etc.
- Provide OIT with a valid billing number
- Maintain the customer contact database

Service Rates

Service	Cost	Unit
Disaster Recovery	Varies – based on current percentage of mainframe resources used	By Agency

Note: Services are billed on a monthly basis.

Additional Information

For more information on Business Continuity & Disaster Recovery or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

CALL CENTER REPORTING SERVICE

Service Description

OIT provides production reports related to auto attendant information such to customers with a call center environment. The call center reports include information such as call volumes, wait times and abandonment rates.

A Call Center Reporting Service customer might also be interested in these OIT services:

- Auto Attendant-Shared Port
- Centrex Support

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.
- **Reportable** - This service allows for data collection and reporting to aid decision making.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Consulting for report designing
- Ongoing system support

Maintenance Schedule

Scheduled maintenance occurs every Tuesday from 3:00 a.m. to 6:00 a.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled between 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

Call Center Reporting Service support staff is available from 7:00 a.m. to 5:00 p.m., Monday through Friday. Customers may report incidents to OIT on a 24 x 7 basis. Incidents regarding this service are responded to during normal business hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Call Center Reporting system uptime	99%
Incident Responsiveness	Call Center Reporting support staff responds to the customer (i.e. acknowledge and confirm receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Call Center Reporting support staff resolves incident with 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Personal computer
- Meridian ACD or analog telephones
- Centrex services from AT&T
- Technologies Service Request (TSR) order for the service

Service Rates

Service Item	Cost	Unit
Basic Service – Call Center Service	\$58.00	Per Position

Note: Services are billed on a monthly basis.

Additional Information

For more information on Call Center Reporting Service or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

CENTREX SUPPORT SERVICES

Service Description

Centrex is a central office network-based telecommunications service for voice that is provided by AT&T. It offers traditional telephone system features and functions often found in premise-based systems such as PBX. Centrex is a system that manages and routes incoming and outgoing calls. OIT offers additional services for Centrex users to enhance their telecommunication capabilities.

A Centrex Support Service customer might also be interested in these OIT services:

- Call Center Reporting
- Auto Attendant Shared Port Services

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.
- **Efficiency** - The service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Scalability** - The service is configured according to current operational needs and may be easily modified as those needs evolve.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Incident resolution services via Customer Service Center
- Feature Management
- Voicemail service
- Directory assistance

Incident Response & Resolution

Centrex support staff is available from 7:00 a.m. to 5:00 p.m., Monday through Friday. Customers may report incidents to OIT on a 24 x 7 basis. Incidents regarding this service are responded to during normal business hours.

Service Objectives

Category	Evaluation Criteria	Target
Incident Responsiveness	Centrex Support Services staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Centrex Support Services staff resolves incident within 4 hours during normal business hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Must be within the Cleveland, Columbus and Dayton service jurisdictions
- Procure AT&T Centrex service and associated hardware (telephones)

Service Rates

Service	Cost	Unit
Basic Service – Centrex Support Service	\$4.25	Per Line

Note: Services are billed on a monthly basis.

Additional Information

For more information on Centrex Support Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

CLIENT VPN SERVICES

Service Description

Virtual Private Network (VPN) technology provides a secure method for transporting private or critical data over an insecure and/or public network infrastructure such as the Internet.

Client VPN is a secure form of communication between computer networks. It provides confidentiality of data in transit through the use of encryption. Additionally, it allows the user on one side to have a high confidence level in the identity of the user on the other side through the use of authentication mechanisms. Client VPN also provides data integrity, ensuring that the data received is exactly the same as the data sent.

A Client VPN Services customer might also be interested in these OIT services:

- Ohio.gov Backbone
- Connection Management
- LAN Connectivity
- Firewall
- Secure Authentication

Customer Benefits

- **Security** - This service offers protected (i.e. encrypted) exchanges of information to block unauthorized access.
- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, maintaining, and troubleshooting the service.

OIT Provides

- Service provisioning and implementation
- Client VPN software
- Configuration of a VPN concentrator for customer VPN access
- Secure VPN connectivity (firewall policy) for unique VPN access to “customer specific” resources
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Service monitoring/alerting

Maintenance Schedule

Scheduled maintenance occurs every Tuesday from 3:00 a.m. to 6:00 a.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled between 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Client VPN support staff is available 24 x 7 for both incident reporting and resolution. Client VPN staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Client VPN uptime	99%
Incident Responsiveness	Client VPN support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Client VPN support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid job number for billing
- Maintain Contact List
- Ohio.gov Backbone*
- Network reconfiguration* (if needed)
- Technologies Service Request (TSR) order for the service

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Basic Service – Client VPN Service	\$2.30	Per Client

Note: Services are billed on a monthly basis.

Additional Information

For more information on Client VPN Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

CONNECTION MANAGEMENT SERVICES

Service Description

Connection Management provides Wide Area Network (WAN) support and management service for internal network connections. OIT actively monitors the hub site and remote site equipment for both customer owned and OIT owned equipment.

A Connection Management customer might also be interested in these OIT services:

- Ohio.gov Backbone
- Secure Authentication
- Client VPN
- Firewall
- Remote Access

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, maintaining, and troubleshooting the service.
- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Coordination with service providers and/or hardware vendors to complete the installation, testing, and startup of new service
- Engineering support, including requirements analysis, specification of equipment, configuration of equipment, installation, testing, and startup of the connection to be managed
- Proactive monitoring of the circuit and hardware components for failures or significant events

Maintenance Schedule

Scheduled maintenance occurs every Tuesday from 3:00 a.m. to 6:00 a.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled from 6:00 to 9:00 p.m.

Incident Response & Resolution

As a primary service, Connection Management support staff is available 24 x 7 for both incident reporting and resolution. Connection Management staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Connection uptime	99%
Incident Responsiveness	Connection Management support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Connection Management support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with a valid job number for billing
- Maintain Contact List
- Ohio.gov Backbone*
- Diagnostic line (not required, but highly recommended)
- Technologies Service Request (TSR) order for the service

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Basic Service - Connection Management Service	\$174.00	Per Connection

Note: Services are billed on a monthly basis.

Additional Information

For more information on Connection Management Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

DATABASE SUPPORT SERVICES

Service Description

Database Support Services provide technical assistance for database implementation and usage. Services utilized by customers may include any or all of the following service offerings: installation, upgrade and management of database software, database administration tools and packaged application database products, backup/recovery procedure implementation, monitoring, tuning and troubleshooting.

A Database Support Service customer might also be interested in these OIT services:

- Secured Hosting
- Mainframe Systems

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Incident resolution services via the Customer Service Center
- Routine maintenance
- Database design assistance
- Implementation of approved design
- Change management for object modifications
- Installation and upgrades of DBMS software and DBA toolset software
- Backup/recovery services for databases
- Database performance monitoring/alerting

Maintenance Schedule

Scheduled maintenance for the mainframe (which houses DB2) occurs once per month, generally from 6:00 p.m. to 9:00 p.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 a.m. to midnight. Beyond the normally scheduled mainframe maintenance window DB2 specific maintenance is coordinated with the customers (normally off-hours for production systems).

SQL Server based database maintenance is coordinated with the customers. Maintenance to production systems is often done during off-hours at the customer's request. Maintenance to non-production system is done during normal business hours, but coordinated with the customer to minimize impact.

Incident Response & Resolution

As a primary service, Database Support Services support staff is available 24 x 7 for both incident reporting and resolution. Database Support staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Note: The customer is responsible for providing end-user support for this service.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Database uptime	99%
Incident Responsiveness	Database support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Database support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Ohio.gov Backbone*
- Mainframe Systems Services or Windows Support Services*
- Licenses and support contracts for DBMS software and DBA toolset software
- Development and maintenance of client code
- OIT database standards, including a requirement for separate development, test, and production environments (see OIT Policy for specifications)
- Staff to support customer applications

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Basic Service – Database Service	\$124.00	Per Hour

Note: Services are billed on a monthly basis.

Additional Information

For more information on Database Support Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

DEDICATED NETWORK SERVICES

Service Description

OIT offers Dedicated Network Services that provide a devoted environment designed to house a specific customer's critical servers and applications.

A Dedicated Network customer might also be interested in these OIT services:

- Windows Support
- Shared File
- AIX Systems
- Tier 1 Disk Storage
- Tier 2 Disk Storage
- Tier 3 Disk Storage
- Mainframe Systems
- Backup
- Database Support
- Ohio.gov Backbone

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, maintaining, and troubleshooting the service.
- **Security** - This service offers protected exchanges of information to block unauthorized access.
- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.
- **Continuity** - This service allows for seamless recovery from service disruptions.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- High Speed Local Area Network (Gigabit Ethernet)
- Facility for network equipment
- Service monitoring and alerting

Maintenance Schedule

Scheduled maintenance occurs every Tuesday from 3:00 a.m. to 6:00 a.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Dedicated Network support staff is available 24 x 7 for both incident reporting and resolution. Dedicated Network staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Dedicated Network Uptime	99%
Incident Responsiveness	Dedicated Network support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Dedicated Network support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with a valid billing number
- Maintain Contact List
- Network requirements
- Application requirements
- Technologies Service Request (TSR) order for the service

Service Rates

Service	Cost	Unit
Basic Service – Dedicated Network	\$19,360.00	Per Network

Note: Services are billed on a monthly basis.

Additional Information

For more information on Dedicated Network Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:
<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

ENTERPRISE GEOCODING SERVICES

Service Description

Geocoding is the process of determining associated geographic coordinates (often expressed as latitude and longitude) from other geographic data, such as street addresses or zip codes (postal codes). With these geographic coordinates, the features can be displayed and analyzed in a Geographic Information Systems, or the coordinates can be embedded into media such as digital photographs via geotagging.

OIT's Enterprise Geocoding Services (EGS) combine address standardization, geocoding, and spatial analysis into a single service. Individual addresses can be processed in real time for on-line applications or large numbers of addresses can be processed in batch mode. The quality of each address is improved by standardizing it to meet stringent U.S. Postal Service standards. Misspellings, incomplete addresses, or poorly formed addresses are corrected.

Leveraging address location information developed and maintained by local government, the EGS uses a multi-tiered geocoding process incorporating data from County Auditors and the Location Based Response System, as well as vendor-supplied data to provide state agencies with the most accurate location information available.

An Enterprise Geocoding Services customer might also be interested in these OIT services:

- GIS Hosting
- Application Integration

Customer Benefits

- **Accuracy** - EGS uses table-based government GIS data, which is more accurate than third-party GIS systems.
- **Cost-savings** - The customer will save money by not having to incur additional expenses for software, personnel or equipment associated with monitoring and maintaining a standalone geocoding service.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintenance and troubleshooting the service.
- **Consistency** - The enterprise approach to geocoding allows all customers to geocode using the same base, which provides consistent results across publications and among agencies.

OIT Provides

- Facilitation of service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Batch address processing
- Geocoding services
- Access to Enterprise Geocoding server
- Bi-monthly updates to address data
- Consulting/start-up assistance
- Web Service URL
- Application Programming Interface (API) for .NET, Java, or ActiveX
- Backup and restore capabilities

Maintenance Schedule

Scheduled maintenance occurs every Wednesday from 6:00 p.m. to midnight. OIT schedules an extended maintenance outage twice per year. The extended outage dates are negotiated with the customer at the beginning of each year, and typically runs from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Enterprise Geocoding support staff is available 24 x 7 for both incident reporting and resolution. Enterprise Geocoding staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Note: The customer is responsible for providing end-user support for this service.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Enterprise Geocoding uptime	99%
Incident Responsiveness	Enterprise Geocoding support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Enterprise Geocoding support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Application and system requirements
- Addresses for batch geocoding
- Client application to communicate with Enterprise Geocoding Services (development and maintenance)

Service Rates

Service	Cost	Unit
Basic Service – Enterprise Geocoding Service	\$0.014	Per Transaction

Note: Services are billed on a monthly basis.

Additional Information

For more information on Enterprise Geocoding Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

ePAYMENT BUSINESS SOLUTIONS

Service Description

OIT's ePayment Business Solutions service allows State agencies to accept electronic payments from customers.

An ePayment Business Solutions customer might also be interested in these OIT services:

- SharePoint
- Shared Web Hosting
- Enterprise Business Intelligence and Reporting

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Reduce Risk** - Eliminate the need to process and store sensitive banking information.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Facilitation of service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Hosted payment gateway
- Technical assistance with application integration with payment gateway
- Backup and restore capabilities

Maintenance Schedule

Scheduled maintenance occurs daily from 5:00 a.m. to 6:00 a.m. Additional maintenance is scheduled on selected Wednesdays from 6:00 p.m. to midnight and selected Tuesday mornings from 3:00 a.m. to 6:00 a.m. Outages are minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are established at the beginning of the year, and typically run from 6:00 a.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, ePayment Business Solutions support staff is available 24 x 7 for both incident reporting and resolution. ePayment Business Solutions staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Note: The customer is responsible for providing end-user support for this service.

Service Objectives

Category	Evaluation Criteria	Target
Availability	ePayment Business Solutions uptime	99%
Incident Responsiveness	ePayment Business Solutions support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	ePayment Business Solutions support staff resolves incident within 4 hours.	75%

Customer Requirements

- Maintain Contact list
- Business application
- Provide OIT with banking information

Service Rates

Service	Cost	Unit
Basic Service – ePayment Business Solutions Service	N/A	N/A

Additional Information

For more information on ePayment Business Solutions or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:
<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

EXCHANGE MAIL SERVICES

Service Description

Microsoft Exchange Mail Services provide integrated e-mail and information management. The service is designed for a wide spectrum of users who require a broad, comprehensive range of integrated e-mail functionality and information management/collaboration. The Exchange service is offered in two basic configurations:

- **Standard** - A premise-based service intended for heavy e-mail users who require frequent access, search capabilities, and archiving capabilities.
- **Lite** - A web-based service intended for light e-mail users who require only periodic access.

The Exchange service may encompass:

- Archiving*
- Journaling*
- Calendar Management
- Support for mobile devices such as Blackberries and Windows Mobile*
- Anti-Spam/Anti-Virus Protection
- External Mail Encryption
- Limited, Outbound Faxing*
- Bulk Mailing*

* *Standard Service only*

An Exchange customer might also be interested in these OIT services:

- Ohio.gov Backbone
- LAN Connectivity

Customer Benefits

- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Facilitation of service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Exchange Mail Servers
- Licensing

Maintenance Schedule

Scheduled maintenance is every Wednesday from 6:00 p.m. to 9:00 p.m. Outages will be minimized or canceled whenever possible.

OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Exchange support staff is available 24 x 7 for both incident reporting and resolution. Exchange staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Note: The customer is responsible for providing end-user support for this service.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Exchange uptime	99%
Incident Responsiveness	Exchange support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Exchange support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- A PC or other mail-capable device
- Outlook client at the desktop (support and maintenance)
- Ohio.Gov Backbone*
- Network Connectivity*

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Exchange Lite (500 MB mailbox limit)	\$2.50	Per Mailbox
Exchange Standard: Primary & Archive (1 GB mailbox limit)	\$4.50	Per Mailbox
Additional Storage: Primary or Archive (Exceeding 1GB mailbox limit)	\$0.55	Per GB

Note: Services are billed on a monthly basis.

Additional Information

For more information on Exchange Mail Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

FIREWALL SERVICES

Service Description

OIT managed Firewall Services protects the agency's network and resources against unauthorized access. OIT offers a turnkey solution that includes setup, configuration and administration.

A Firewall Services customer might also be interested in these OIT services:

- Ohio.gov Backbone
- Client VPN
- Secure Authentication

Customer Benefits

- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, maintaining, and troubleshooting the service.
- **Scalability** - The service is configured according to current operational needs and may be easily modified as those needs evolve.
- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Hardware
- Software
- Administration
- Service monitoring and alerting

Maintenance Schedule

Scheduled maintenance occurs every Tuesday from 3:00 a.m. to 6:00 a.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Firewall support staff is available 24 x 7 for both incident reporting and resolution. Firewall staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Firewall uptime	99%
Incident Responsiveness	Firewall support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Firewall support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Ohio.gov Backbone*
- Network reconfiguration* (if needed)
- Technologies Service Request (TSR) order for the service

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Basic Service – Firewall Service	\$2,030.17	Per Firewall

Note: Services are billed on a monthly basis.

Additional Information

For more information on Firewall Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

GIS HOSTING SERVICES

Service Description

GIS Hosting Services deliver dynamic maps, spatial content, and spatial analysis via the Internet. User agencies can integrate enterprise-level Geographic Information Systems (GIS) with map capabilities and spatial content into new or existing websites and applications. GIS enhances decision support, integrating data from a variety of sources to be analyzed spatially with the results presented in the form of a map.

OIT offers three types of hosted GIS services:

- **Geodata Hosting Services** provides a platform for customer agencies to deliver online spatial data and content to end users or applications. Online spatial data can be consumed by desktop GIS applications and web-based applications. Agencies can use this service to deliver spatial data to internal agency users and external users.
- **GIS Map Application Hosting Services** provides a platform for customer agencies to deliver web-based mapping content to end users. Web based maps can present traditional agency business data in an intuitive and interactive graphic format allowing users to manipulate, query and visualize data. Agencies can use this service to deliver web-based mapping content for general public consumption.
- **Geoprocessing Services** provide access to server-side geoprocessing tools that allow users to publish analytical models for use within desktop applications by remote users or embedded within Internet Mapping applications providing agencies with the benefits of centralized services in a distributed environment.

GIS Hosting Services can be combined with the Enterprise Geocoding Service to create a comprehensive web application to locate and display events, customers or agency assets on a map in a web browser. The Enterprise Geocoding Service is a separate rated service.

A GIS Hosting Services customer might also be interested in these OIT services:

- Enterprise Geocoding
- Application Integration

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Efficiency** - This service delivers the service in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintenance and troubleshooting the service.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Test and Production GIS Hosting Services environments
- Monitored production operations
- Access to GIServOhio data holdings
- Access to enterprise licensed software and spatial data
- Application Programming Interfaces (APIs)
- Backup and recovery capabilities

Maintenance Schedule

Scheduled maintenance occurs every Wednesday from 6:00 p.m. to midnight. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, GIS Hosting support staff is available 24 x 7 for both incident reporting and resolution. GIS Hosting staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Note: The customer is responsible for providing end-user support for this service.

Service Objectives

Category	Evaluation Criteria	Target
Availability	GIS Hosting service uptime	99%
Incident Responsiveness	GIS Hosting Services support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	GIS Hosting Services support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Application requirements
- Client application to communicate with GIS Hosting Services (development and maintenance)

Service Rates

Service	Cost	Unit
Geodata Hosting	\$526.24	Per Subscriber
Geoprocessing Service Hosting	\$782.62	Per Subscriber
GIS Map Application Hosting	\$1,577.06	Per Subscriber

Note: Services are billed on a monthly basis.

Additional Information

For more information on GIS Hosting Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

LAN CONNECTIVITY SERVICES

Service Description

OIT provides high-speed Local Area Network (LAN) connectivity from agency desktop environments to the State of Ohio's resources and the Internet, as well as planning, installation, documentation and certification of UTP-Category 5E cabling services. This service includes 10/100/1000 Mbps switch connectivity to every desktop, server and printer at the customer's location.

A LAN Connectivity Services customer might also be interested in these OIT services:

- Ohio.gov Backbone
- Connection Management

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.
- **Turnkey Solution** - OIT's offering includes all items necessary to utilize the service.
- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- UTP-Category 5E cabling from customer equipment to OIT Managed Switch which includes patch panels and all cables
- Service monitoring and alerting

Maintenance Schedule

Scheduled maintenance occurs every Tuesday from 3:00 a.m. to 6:00 a.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, LAN Connectivity support staff is available 24 x 7 for both incident reporting and resolution. LAN Connectivity staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	LAN uptime	99%
Incident Responsiveness	LAN Connectivity support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	LAN Connectivity support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- A personal computer, server, or printer with an Ethernet card installed
- Technologies Service Request (TSR) order for the service

Service Rates

Service	Cost	Unit
Basic Service – LAN Connectivity Service	\$29.95	Per User

Note: Services are billed on a monthly basis.

Additional Information

For more information on LAN Connectivity Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

LINUX SYSTEMS SERVICES

Service Description

Linux Systems Services enables customers to develop applications and/or databases without incurring the cost of setting up and maintaining an operating system environment. OIT's Linux Systems Services provides installation, maintenance, support and administration of Linux operating system software. Hardware installation, maintenance and support are also provided as a part of this service. All Linux systems have backup and recovery functionality provided via OIT's Backup Services. Linux systems are connected via the Storage Area Network (SAN) to OIT's Tier 1 or Tier 2 Disk Storage, which affords reliable, and high-speed disk access, as well as additional storage capacity on demand.

OIT offers three types of Linux systems:

- OIT physical server with OIT managing Linux (supported Linux versions are Red Hat and SuSE)
- OIT virtual server and OIT managed Linux (supported Linux versions are Red Hat and SuSE).
- OIT virtual server and the Customer run/manage Linux themselves (all versions of Linux supported)

A Linux Systems Services customer might also be interested in OIT's Database Support Services.

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.
- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Hardware
- Operating system and associated software
- Installation and support of operating system, associated software, and system hardware
- Set up of environment for third party software
- Unix administration

Maintenance Schedule

Scheduled maintenance occurs twice per year and is scheduled at the convenience of the customer.

Incident Response & Resolution

As a primary service, Linux Systems support staff is available 24 x 7 for both incident reporting and resolution. Linux Systems staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Linux Systems uptime	99%
Incident Responsiveness	Linux Systems support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Linux Systems support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with a valid job number for billing
- Maintain customer contact list
- Must have Network Connectivity*
- Procure third-party software
- Obtain support maintenance for third-party software, databases and applications
- Tier 1, Tier 2 or Tier 3 Disk Storage*
- Backup Service*

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Basic Service – Linux Systems, Physical Server	\$486.36	Per Connection
Basic Service – Linux Systems, Virtualized OIT Managed	\$291.00	Per Connection
Basic Service – Linux Systems, Virtualized Customer Managed	\$145.00	Per Connection

Note: Services are billed on a monthly basis.

Additional Information

For more information on Linux Systems Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

MAINFRAME SYSTEMS SERVICES

Service Description

OIT's Mainframe Systems Services offer via an IBM mainframe computers with a combined processing speed rating at 3,710 Millions of Instructions per Second (MIPS). These computers use the z/OS operating system and the JES3 job entry subsystem. Additionally, the systems are connected via fiber to OIT's Tier 1 Disk Storage, which affords reliable and fast disk access and additional storage capacity when needed.

Services are provided using a wide range of application, transaction processing and telecommunications software. Data security and user authentication are provided by security software packages. This service enables customers to develop applications without incurring the costs of setting up and maintaining a mainframe operating system environment.

Two mainframe tape service options are available:

- Mainframe Tape Services - Magnetic media data storage offering high density, Sun/STK T1000B tapes and drives, for DR Offsite Storage only.
- Mainframe Virtual Tape Services - Virtual tape technology that optimizes batch processing and allows for better tape utilization using the EMC DLM Virtual tape.

Customer Benefits

- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.
- **Location** - Systems are housed in a physically secure and environmentally stable location.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Speed, high capacity IBM mainframe computing environment
- Physically secure and highly stable operating environment
- System administration
- Service monitoring and alerting

Maintenance Schedule

Scheduled maintenance occurs once per month, generally from 6:00 p.m. to 9:00 p.m. Outages will be minimized or cancelled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year and typically run from 6:00 a.m. to midnight. If a shorter outage window is required, the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Mainframe support staff is available 24 x 7 for both incident reporting and resolution. Mainframe staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Mainframe uptime	99%
Incident Responsiveness	Mainframe support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Mainframe support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Tier 1 Disk Storage*
- Ohio.gov Backbone*
- RACF Userid
- Application development, maintenance and support

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Basic Service – Mainframe System Services	\$250.00	Per Hour

Note: Services are billed on a monthly basis.

Additional Information

For more information on Mainframe Systems Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

MARCS COMPUTER AIDED DISPATCH

Service Description

The MARCS Computer Aided Dispatch (CAD) service computerizes the mission critical dispatching functions for agencies requiring effective information sharing and dispatch within wide area networks. The system is designed to support the multi-agency/multi-jurisdictional networks and large single-agency call centers with dispatch operations. The automated capabilities within CAD allow call takers and dispatchers to quickly and efficiently handle incident information, which provides officer safety and protects the communities they serve. Sold in conjunction with the MARCS Radio Service, CAD allows dispatch operators to patch through to other entities using 800 MHz systems for mutual aid.

A MARCS Computer Aided Dispatch customer might also be interested in the following OIT services:

- MARCS Wireless Mobile Data Communications
- MARCS Radio

Customer Benefits

- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.
- **Efficiency and Convenience** - Dramatically improves a dispatcher's ability to properly manage critical incidents and high volume calls for service during normal and emergency operations.
- **Improved Command and Control** - Enables first responders to monitor remote vehicle locations, which facilitates closest car dispatch and enhancing officer safety.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Centralized infrastructure to support voice and data dispatch consoles
- Three tiers of engineering support

Maintenance Schedule

Scheduled maintenance may occur occasionally on Wednesdays from 5:00 a.m. to 7:00 a.m. Any extended maintenance is performed after the scheduled maintenance ends at 7:00 a.m. At the completion of the required maintenance, all users are returned to regular operation.

Incident Response & Resolution

As a primary service, MARCS Computer Aided Dispatch support staff is available 24 x 7 for both incident reporting and resolution. MARCS Computer Aided Dispatch staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	MARCS Radio uptime	99%
Incident Responsiveness	MARCS Computer Aided Dispatch support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	MARCS Computer Aided Dispatch support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Obtain all subscriber equipment (for example, mobile radios)
- Physical network connection with minimum of T-1 connectivity
- Wireless data access

Service Rates

Service	Cost	Unit
Basic Service – MARCS Computer Aided Dispatch	\$1,800.00	Per Base Terminal

Note: Services are billed on a monthly basis.

Additional Information

For more information on MARCS Computer Aided Dispatch Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

MARCS RADIO SERVICES

Service Description

The Multi-Agency Radio Communication System (MARCS) Radio Services provides the infrastructure required to support voice radio communications for first responders (for example, police, fire, EMS) across the state of Ohio, thereby facilitating interoperability among all participants. The MARCS Radio service is also the key means used by the state of Ohio to communicate during widespread emergencies (such as natural disasters).

The backbone of the MARCS voice radio system is the 800 MHz ASTRO digital trunked system providing 97.5 percent mobile coverage by county throughout the state. In-Street portable coverage is available for some counties. In-Building coverage is provided in specified state buildings in Franklin County, and for selected agencies statewide.

Note: Some geographic limitations apply. Available system resources (frequencies) are limited in some areas of the state. Priority assignment is given to customers providing public safety, law enforcement, and emergency response services.

A MARCS Radio Service customer might also be interested in the following OIT services:

- MARCS Wireless Mobile Data Communications
- MARCS Computer Aided Dispatch

Customer Benefits

- **Clarity** - This service provides superior transmission quality compared to existing legacy radio systems.
- **Interoperability** - This service allows for communication of users across jurisdictions statewide.
- **Security** - This service offers protected exchanges of information to block unauthorized access.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Infrastructure to support statewide mobile voice communications
- Three tiers of engineering support
- Rapid response for outages

Maintenance Schedule

Scheduled maintenance may occur occasionally on Wednesdays from 5:00 a.m. to 7:00 a.m. Any extended maintenance is performed after the scheduled maintenance ends at 7:00 a.m. At the completion of the required maintenance, all users are returned to regular operation.

Incident Response & Resolution

As a primary service, MARCS Radio support staff is available 24 x 7 for both incident reporting and resolution. MARCS Radio staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	MARCS Radio uptime	99%
Incident Responsiveness	MARCS Radio support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	MARCS Radio support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Obtain all subscriber equipment (for example, mobile radios)

Service Rates

Service	Cost	Unit
Basic Service – MARCS Voice Radio Communications	\$20.00	Per Radio
MARCS Local Emergency Use Only (LEUO)	\$50.00	Per Radio
MARCS High Tier Control Station	\$40.00	Per Station
MARCS Mobile Base	\$20.00	Per Base

**Note: Services are billed on a monthly basis.*

Additional Information

For more information on MARCS Radio Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:
<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

MARCS WIRELESS MOBILE DATA COMMUNICATIONS

Service Description

The MARCS (Multi-Agency Radio Communication System) Wireless Mobile Data Communications service facilitates wireless connectivity across the state of Ohio for first responders (police, fire, EMS). The wireless mobile data communications architecture is built on the Motorola 9.6 RDLAP DataTAC private RF (Radio Frequency) solution, which provides software that enables connectivity to various internal and external sources, such as LEADS (Law Enforcement Automated Data System), MARCS Computer Aided Dispatch, BCI & I (Bureau of Criminal Identification and Investigation), automated vehicle location, the field interview database, car to car and car to dispatch messages and BMV photos.

A MARCS Wireless Mobile Data Communications services customer might also be interested in the following OIT services:

- MARCS Radio
- MARCS Computer Aided Dispatch

Customer Benefits

- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Security** - This service offers protected exchanges of information to block unauthorized access.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.
- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.
- **Usability** - The service is user-friendly and offers ease of use for both desktop and mobile customers.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Infrastructure to support statewide wireless mobile data communications
- Three tiers of engineering support

Maintenance Schedule

Scheduled maintenance may occur occasionally on Wednesdays from 5:00 a.m. to 7:00 a.m. Any extended maintenance is performed after the scheduled maintenance ends at 7:00 a.m. At the completion of the required maintenance, all users are returned to regular operation.

Incident Response & Resolution

As a primary service, MARCS Wireless Mobile Data support staff is available 24 x 7 for both incident reporting and resolution. MARCS Wireless Mobile Data Communications staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	MARCS Wireless Mobile Data Communications server uptime	99%
Incident Responsiveness	MARCS Wireless Mobile Data Communications support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	MARCS Wireless Mobile Data Communications support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Obtain all subscriber equipment, such as mobile data radio modems, GPS (Global Positioning System) receivers, mobile data computers
- Meet federal, state, and local requirements for accessing criminal justice information, such as NCIC (National Crime Information Center) standards

Service Rates

Service	Cost	Unit
Basic Service – Wireless Mobile Data Communications (MARCS) Service	\$350.00	Per Data Unit
LEADS Only	\$40.00	Per Data Unit

Note: Services are billed on a monthly basis.

Additional Information

For more information on MARCS Wireless Mobile Data Communications Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:
<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

OHIO.GOV BACKBONE

Service Description

The Ohio.gov Backbone is the core of the state's data network infrastructure. A connection to the ohio.gov backbone delivers wide ranging features and services, all of which are available to subscribers at the published rate. Those features and services include on-net and off-net encrypted VPNs, DNS hosting services, IP Address Space (both private and public), technical/engineering assistance needed to configure and maintain the connection, 24x7x365 monitoring and proactive troubleshooting. Redundant connections are available at a small additional cost. Ohio.gov Backbone provides access to the state enterprise network and all enterprise applications including Email, OAKS, and the OIT VM environment.

An Ohio.gov Backbone customer might also be interested in these OIT services:

- Firewall
- LAN Connectivity
- Connection Management
- Aggregated Port
- Aggregated Bandwidth
- Internet Access

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, maintaining, and troubleshooting the service.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Connection to the state Wide Area Network (WAN) and the Internet
- Service monitoring and alerting

Maintenance Schedule

Scheduled maintenance occurs every Tuesday from 3:00 a.m. to 6:00 a.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Ohio.gov Backbone support staff is available 24 x 7 for both incident reporting and resolution. Ohio.gov Backbone staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Ohio.gov Backbone uptime	99%
Incident Responsiveness	Ohio.gov Backbone support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Ohio.gov Backbone support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with a valid job number for billing
- Maintain Contact List
- Hardware, software, maintenance, and support for internal networks
- Internet and Intranet access services*
- Technologies Service Request (TSR) order for the service

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Basic Service – Ohio.gov Backbone Service	\$806.00	Per Port MB
Internet Bandwidth Access	\$15.00	Per MB

Note: Services are billed on a monthly basis.

Additional Information

For more information on Ohio.gov Backbone or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

PoP SPACE

Service Description

Point of Presence (PoP) Space provides the customer with one fourth of a cabinet within secured OIT network hub locations to connect the customer to the Ohio.Gov Backbone. The service includes the cost of the physical cabinet, power, and all environmental controls. This service is typically purchased along with other network services that require physical co-location.

Customers using this service are responsible for costs associated with wiring to and from the cabinet. Wiring must be coordinated with OIT and installed according to OIT's PoP standards and under OIT's guidance.

A PoP Space customer might also be interested in these OIT services:

- Connection Management
- Ohio.Gov Backbone

Customer Benefits

- **Cost-Savings** - By co-locating network equipment in the OIT PoP space the customer will realize a cost avoidance for telecommunications private line services to connect agency devices to the Ohio.Gov backbone.
- **Scalability** - The service is configured according to current operational needs and may be easily modified as those needs evolve.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.
- **Green** - This service allows for conservation of energy.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- One fourth of a cabinet within secured OIT network hub locations
- Power and environmental controls
- Staff to coordinate cabinet wiring with customer

Maintenance Schedule

Scheduled maintenance occurs every Tuesday from 3:00 a.m. to 6:00 a.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, PoP Space support staff is available 24 x 7 for both incident reporting and resolution. PoP Space staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Incident Responsiveness	PoP Space support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	PoP Space support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Staff to coordinate cabinet wiring with OIT
- Technologies Service Request (TSR) order for the service

Service Rates

Service	Cost	Unit
Basic Service – PoP Space Service	\$253.59	Per Quarter Rack

Note: Services are billed on a monthly basis.

Additional Information

For more information on PoP Space or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:
<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

REMOTE ACCESS SERVICES

Service Description

Remote Access Services (RAS) enable local and long distance dial-up network connections for access to OIT-supported systems, agency systems network resources, and the Internet. They also include remote dial-in PPP (Point-to-Point Protocol) access to OIT, a statically assigned TCP/IP address, and unlimited access to system and network resources. The 800 service is available from anywhere in the United States and Canada.

OIT offers two types of remote access service:

- Basic Remote Access
- Remote Access 800

A Remote Access Services customer might also be interested in these OIT services:

- Client VPN
- Ohio.gov Backbone
- Connection Management

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, maintaining, and troubleshooting the service.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Service monitoring
- An account on OIT's RAS server
- An 800 nationwide access phone number

Maintenance Schedule

Scheduled maintenance occurs every Tuesday from 3:00 a.m. to 6:00 a.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Remote Access support staff is available 24 x 7 for both incident reporting and resolution. Remote Access staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Remote Access Services uptime	99%
Incident Responsiveness	Remote Access Services support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Remote Access Services support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with a valid billing number
- Maintain Contact List
- Technologies Services Request (TSR) order for the service
- Computer (Windows) with access to the Internet
- An analog phone line
- RAS account user name

Service Rates

Service	Cost	Unit
Basic Service – Remote Access Service	\$14.22	Per User
Remote Access 800 Service	\$0.038	Per Minute

Note: Services are billed on a monthly basis.

Additional Information

For more information on Remote Access Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

SECURE AUTHENTICATION

Service Description

OIT's Secure Authentication service provides a managed two-factor user authentication solution to protect an agency's resources. The authenticator function requires the user to identify themselves with two unique factors, something they know and something they have, before they are granted access. Whether local or remote, this service ensures that only authorized individuals are permitted access to a customer's environment.

A Secure Authentication customer might also be interested in these OIT services:

- Ohio.gov Backbone
- Connection Management
- LAN Connectivity
- Client VPN

Customer Benefits

- **Cost-savings** – The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, maintaining, and troubleshooting the service.
- **Security** - This service offers protected exchanges of information to block unauthorized access.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Authentication servers
- Licenses
- Administration
- Service monitoring and alerting

Maintenance Schedule

Scheduled maintenance occurs every Tuesday from 3:00 a.m. to 6:00 a.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Secure Authentication support staff is available 24 x 7 for both incident reporting and resolution. Secure Authentication staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Secure Authentication uptime	99%
Incident Responsiveness	Secure Authentication support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Secure Authentication support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with a valid billing number
- Maintain Contact List
- Technologies Services Request (TSR) order for the service
- Authentication tokens
- Configuration of agents to connect to OIT's authentication servers
- Account information for each token user

Service Rates

Service	Cost	Unit
Basic Service – Secure Authentication Service	\$11.12	Per Token

Note: Services are billed on a monthly basis.

Additional Information

For more information on Secure Authentication or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

SERVER VIRTUALIZATION SERVICES

Service Description

Server virtualization converts physical servers into multiple virtual environments. Through this service, OIT offers a common infrastructure and provides solutions for ensuring business continuity.

Server Virtualization Services has two service options to choose from:

- **OIT Managed- Basic Server Virtualization Service:** OIT hosts the virtual server and manages the hardware/virtualization layer. The customer is also responsible for managing their server's operating system (OS). This service includes one virtual CPU (vCPU), one GB of RAM and 50 GB of Tier 3 storage. Customers can request up to 8 vCPUs and 24GB of RAM. Customers are given their own web interface to start, stop or suspend their virtual server(s).
- **Customer Managed- Basic Server Virtualization Service:** offers virtual server hosting, but the customer manages the hardware/virtualization layer and is responsible for managing their server's operating system (OS). This service includes one virtual CPU (vCPU), one GB of RAM and 50 GB of Tier 3 storage. Customers can request up to 8 vCPUs and 24GB of RAM. Customers are given their own web interface to start, stop or suspend their virtual server(s).

OIT also offers several services that are complimentary to Server Virtualization Services, such as:

- Virtual Managed Server
- Virtual Desktop Client
- Virtual Server Hot Site
- Backup

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Scalability** - This service is configured according to current operational needs and may be easily modified as those needs evolve.
- **Continuity** - This service allows for seamless recovery from service disruptions (associated with server failures).
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.
- **Protection** - The service provides anti-virus that guards the customer.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Service monitoring
- Managed virtual environments (patching, upgrading, etc.)
- Migration support for physical servers

Maintenance Schedule

Scheduled maintenance for Server Virtualization Services occurs every Wednesday from 6:00 p.m. to 9:00 p.m. OIT schedules an extended maintenance outage twice per year. The extended outage dates are negotiated with the customer at the beginning of each year and typically runs from 6:00 p.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Server Virtualization Services support staff is available 24 x 7 for both incident reporting and resolution. Server Virtualization Services staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Virtual Server uptime	99%
Incident Responsiveness	Server Virtualization Services support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Server Virtualization Services support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with a valid billing number
- Maintain Contact List

Service Rates

Service	Cost	Unit
Basic Service – Server Virtualization Services, Customer Managed	\$145.00	Per Server
Basic Service – Server Virtualization Services, OIT Managed	\$291.00	Per Server
CPU Expansion	\$70.00	Per CPU
Virtual Desktop Client	\$15.00	Per User
Memory Expansion	\$35.00	Per GB

Note: Services are billed on a monthly basis.

Additional Information

For more information on Server Virtualization Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

SHARED FILE SERVICES

Service Description

Shared File Services offers a network drive for storing files. The network drive offers an easy way to back up and protect critical information. The files stored on the drive can be marked as private or public, thus allowing for both privacy and sharing of vital information as required. Folders can be created for shared storage backups as part of this service.

Customers of Shared File Services might also be interested in SharePoint Services.

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Continuity** - This service allows for seamless recovery from service disruptions (associated with server failures).
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the IBM Help Desk
- Routine maintenance
- Network drive where files can be backed up
- Restore capabilities
- Monitoring and alerting

Maintenance Schedule

Scheduled maintenance occurs every Wednesday from 6:00 p.m. to midnight. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

Shared File support staff is available from 7:00 a.m. to 5:00 p.m., Monday through Friday. Customers may report incidents to OIT on a 24 x 7 basis. Incidents regarding this service are responded to during normal business hours.

Service Objectives

Category	Evaluation Criteria	Target
Incident Responsiveness	Shared File Services support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Shared File Services support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Must be a part of DAS' DTS service to use storage

Service Rates

Service	Cost	Unit
Basic Services – Shared File Service	\$0.003	Per MB

Note: Services are billed on a monthly basis.

Additional Information

For more information on Shared File Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

SHARED WEB HOSTING

Service Description

The Shared Web Hosting Environment is a public facing internet environment for agency websites and SQL applications. Customers are provided with individual FTP accounts that are used to load files to the Shared Web Hosting environment through a secure FTP site.

The services covered under Shared Web Hosting are:

Basic Site Hosting

Most of the pages within a basic site will be static text .htm or .html pages providing information, rules, guidance, etc. Some sections may be updated frequently to provide items such as announcements or press releases. Basic sites may even contain searchable lists where the data is contained in read-only MS Access or MS SQL Server database tables.

Dynamic Site Hosting

The pages viewed by the visitor in a dynamic site are built on demand from files on the server or data held in a database. Dynamic sites can be very simple, with template pages that pull in images and text files as they are displayed, or very complex, using application code to retrieve information from a database to build the resulting page.

Application Hosting

Applications are often a set of dynamic pages designed to gather specific information from site visitors or to provide information to those same visitors based upon a set of criteria. While the Shared Web Hosting service does not provide application development or troubleshooting services, an MS SQL Server database is available for those agencies wishing to create .ASP or .Net applications utilizing SQL Server.

A Shared Web Hosting customer might also be interested in these OIT services:

- SharePoint
- Enterprise Business Intelligence and Reporting
- Database Support

Customer Benefits

- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Continuity** - Load balancing in this service allows for seamless recovery from service disruptions associated with server failures or planned maintenance.
- **Support** - Service support is provided by OIT staff who are skilled and experienced in planning and provisioning, as well as in maintaining and troubleshooting the environment and service.
- **Protection** - The service includes monitoring, antivirus software, as well as regular OS patching. The environment is designed to insulate each site/application from being impacted by events and activities in another site/application.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Secure environment controlling both inbound and outbound traffic
- Domain name: Agency.ohio.gov domain for each site/application

Maintenance Schedule

Scheduled maintenance occurs on selected Wednesdays from 6:00 p.m. to midnight and selected Tuesday mornings from 3 a.m. to 6 a.m. Outages are minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are established at the beginning of the year, and typically run from 6:00 a.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

Shared Web Hosting support staff is available from 7:00 a.m. to 5:00 p.m., Monday through Friday. Customers may report incidents to OIT on a 24 x 7 basis. Incidents regarding this service are responded to during normal business hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Web uptime	99%
Incident Responsiveness	Shared Web Hosting support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Shared Web Hosting support staff resolves incident within 4 hours.	75%

Customer Requirements

- Maintain Contact List
- Application for hosting account
- Customer agrees that only authorized users will be allowed to access the FTP account
- Completed Pre-Development Checklist prior to beginning any work on Site or Application design or development
- Domain name: Additional domains established for marketing purposes are provided by the customer
- Design, develop and test site
- Application and database development* (if required)

***Service may be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Basic, Dynamic & Application Site Hosting	N/A	N/A

Additional Information

For more information on Shared Web Hosting or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

SHAREPOINT SERVICES

Service Description

OIT offers Microsoft SharePoint Server 2010 portal setup and hosting services for agencies interested in internal collaboration, external collaboration, organizational portals, business process workflow, and business intelligence. This hosted service is ideal for storing project documents in a central location and sharing them with others. By using SharePoint lists, libraries, and Web Parts, team members can work more efficiently and productively.

SharePoint offers the following features to help agencies improve organizational effectiveness:

- Enterprise Content Management
- Enterprise Search
- Business Process Workflow
- Team Collaboration using Shared Calendars
- Meeting Workspaces
- Issue Tracking
- Document Libraries with Check In/Check Out and Versioning

A SharePoint Services customer might also be interested in OIT's Network Connectivity Services.

Customer Benefits

- **Cost Savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Information Sharing** - This service acts as a focal point for organizations to publish information that may be accessed by multiple people.
- **Information Retrieval** - This service has robust search capabilities that allow users to quickly locate information by document title, keyword search, document type, document publication date, etc.
- **Security** - This service offers protected exchanges of information to block unauthorized access.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Hosted SharePoint platform
- Active Directory Account setup
- Backup and recovery capabilities

Maintenance Schedule

Maintenance of the SharePoint Portal occurs on Friday mornings from 6:00 a.m. to 7:00 a.m. when needed. Scheduled maintenance occurs on selected Wednesdays from 6:00 p.m. to midnight and selected Tuesday mornings from 3:00 a.m. to 6:00 a.m. Outages are minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are established at the beginning of the year, and typically run from 6:00 a.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, SharePoint support staff is available 24 x 7 for both incident reporting and resolution. SharePoint staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Note: The customer is responsible for providing end-user support for this service.

Service Objectives

Category	Evaluation Criteria	Target
Availability	SharePoint service uptime	99%
Incident Responsiveness	SharePoint support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	SharePoint support staff resolves incident within 4 hours.	75%

Customer Requirements

- Maintain Contact List
- Information to create Active Directory accounts
- Site administrator(s)

Service Rates

Service	Cost	Unit
Basic Service – SharePoint Services	N/A	N/A

Additional Information

For more information on SharePoint Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

TIER 1 DISK STORAGE

Service Description

The Tier 1 Disk Storage Service offers high-performance, high-capacity, secure storage designed to deliver the highest levels of performance, flexibility, scalability and resiliency. The Service has fully redundant storage subsystems, with greater than five-nines availability, supporting mission critical, customer-facing and revenue-generating applications 24x7x365. Tier 1 Disk Storage is fiber attached to dual enterprise SAN directors.

A Tier 1 Disk Storage customer might also be interested in the following OIT services:

- AIX Systems
- Windows Support
- Mainframe Systems
- Server Virtualization

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the storage and SAN hardware.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Continuity** - This service allows for seamless recovery from service disruptions (associated with server failures).
- **Support** - Service support is provided by OIT staff skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Hardware and associated software
- Storage Area Network (SAN) administration
- Disk storage administration

Maintenance Schedule

Maintenance for Tier 1 Disk Storage scheduled maintenance occurs at the convenience of the customer.

Incident Response & Resolution

As a primary service, Tier 1 Disk Storage support staff is available 24 x 7 for both incident reporting and resolution. Tier 1 Disk Storage staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Tier 1 Disk Storage uptime	99%
Incident Responsiveness	Tier 1 Disk Storage support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Tier 1 Disk Storage support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Must be using one of the following OIT system services: Mainframe, AIX, Linux, Windows or Virtual Server Services*

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Basic Service – Tier 1 Disk Storage	\$0.75	Per GB

Note: Services are billed on a monthly basis.

Additional Information

For more information on Tier 1 Disk Storage or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

TIER 2 DISK STORAGE

Service Description

The Tier 2 Disk Storage Service offers a lower-cost, midrange storage subsystem for customers not requiring the high performance of Tier 1 Disk. This service supports a wide range of applications, including email, databases and file systems. Tier 2 Disk is also flexible and scalable as well as highly available.

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Continuity** - This service allows for seamless recovery from service disruptions (associated with server failures).
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Hardware and associated software
- Storage Area Network (SAN) administration
- Disk storage administration

Maintenance Schedule

Maintenance for Tier 2 Disk Storage scheduled maintenance occurs at the convenience of the customer.

Incident Response & Resolution

As a primary service, Tier 2 Disk Storage support staff is available 24 x 7 for both incident reporting and resolution. Tier 2 Disk Storage staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Tier 2 Disk Storage uptime	99%
Incident Responsiveness	Tier 2 Disk Storage support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Tier 2 Disk Storage support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Must be using Windows Support Services or Server Virtualization Services*

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Basic Service – Tier 2 Disk Storage	\$0.55	Per GB

Note: Services are billed on a monthly basis.

Additional Information

For more information on Tier 2 Disk Storage or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

TIER 3 DISK STORAGE

Service Description

Tier 3 Disk Storage service is the least expensive level of disk storage available from OIT. Disks offer a point-in-time, read-only version of a disk, and are useful for backups and data mining.

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Continuity** - This service allows for seamless recovery from service disruptions (associated with server failures).
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Hardware and associated software

Maintenance Schedule

Tier 3 Disk Storage scheduled maintenance occurs every Wednesday from 6:00 p.m. to midnight. Outages will be minimized or canceled whenever possible.

Incident Response & Resolution

As a primary service, Tier 3 Disk Storage support staff is available 24 x 7 for both incident reporting and resolution. Tier 3 Disk Storage staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Tier 3 Disk Storage uptime	99%
Incident Responsiveness	Tier 3 Disk Storage support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Tier 3 Disk Storage support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Server Virtualization*

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Basic Service – Tier 3 Disk Storage	\$0.35	Per GB

Note: Services are billed on a monthly basis.

Additional Information

For more information on Tier 3 Disk Storage or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:
<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

TIMEKEEPING SERVICES

Service Description

OIT offers Kronos timekeeping software. This software automates the employee clock-in and clock-out process, and allows for direct uploads of employee work hours to the State's payroll system.

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Scalability** - The service is configured according to current operational needs and may be easily modified as those needs evolve.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.
- **Reportable** - This service allows for data collection and reporting to aid decision-making.
- **Quality Assurance** - This service minimizes compliance risk by enforcing and tracking complex labor work hour requirements, such as FLSA and union rules.
- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Hardware platform
- Platform for operating system
- Kronos software
- Management of hardware and software (patching, upgrading, etc.)

Maintenance Schedule

Scheduled maintenance for Timekeeping Services occurs bi-weekly as needed on non-payroll Mondays from 6:00 p.m. to 9:00 p.m. OIT schedules an extended maintenance outage twice per year. The extended outage dates are negotiated with the customer at the beginning of each year, and typically runs from 6:00 p.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m. Patches are performed along with image backups quarterly.

Incident Response & Resolution

As a primary service, Timekeeping Services support staff is available 24 x 7 for both incident reporting and resolution. Timekeeping Services staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Timekeeping software uptime	99%
Incident Responsiveness	Timekeeping Services support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Timekeeping Services support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Ohio.gov Backbone*
- Procure Kronos time clocks
- Acquire hardware maintenance for the time clocks

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service Item	Cost	Unit
Basic Service – Timekeeping Services	\$2.00	Per Person

Note: Services are billed on a monthly basis.

Additional Information

For more information on Timekeeping Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

VIRTUAL CONNECTION SERVICE

Service Description

OIT's Virtual Connection provides a layer-2 Ethernet connection between two hub connections within the OIT ohio.gov network. The service provides a single Ethernet port at each location. A VLAN is provisioned between the two ports.

Virtual Connection Bandwidth, purchased in conjunction with the Virtual Connection Service, provides a cost-effective bandwidth rate to connect the two ports in the network.

A Virtual Connection Services customer might also be interested in these OIT services:

- Aggregated Port Management

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Scalability** - The service is configured according to current operational needs and may be easily modified as those needs evolve.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Service monitoring and alerting

Maintenance Schedule

Scheduled maintenance occurs every Tuesday from 3:00 a.m. to 6:00 a.m. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Virtual Connection support staff is available 24 x 7 for both incident reporting and resolution. Virtual Connection staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Contact) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Virtual Connection uptime	99%
Incident Responsiveness	Virtual Connection Services support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Virtual Connection support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Technologies Services Request (TSR) order for the service
- Virtual Connection Bandwidth*
- Metro Ethernet service from third-party provider
- Ohio.gov Bandwidth*

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Basic Service – Virtual Connection Service	\$43.00	Per Connection
Virtual Connection Bandwidth	\$1.50	Per Connection (assumes Basic Service)

Note: Services are billed on a monthly basis.

Additional Information

For more information on Virtual Connection Service or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>

WINDOWS SUPPORT SERVICES

Service Description

OIT offers Windows Support Services through which service installation and management are provided. This service enables customers to develop applications without incurring the costs of setting up and maintaining an operating system environment.

A Windows Support Services customer might also be interested in these OIT services:

- Database Support
- Ohio.gov Backbone
- Secured Hosting
- Tier 1 Disk Storage

Customer Benefits

- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.
- **Location** - Servers are housed in a physically secure and environmentally stable location.
- **Speed** - All servers are connected via fiber to OIT's Tier 1 disk storage systems, which afford reliable and fast disk access, as well as additional storage capacity when needed.
- **Scalability** - The service is configured according to current operational needs and may be easily modified as those needs evolve.

OIT Provides

- Service provisioning and implementation
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Server installation
- Configuration
- Network connectivity and ongoing management of operating system upgrades and patches
- Service backup and recovery

Maintenance Schedule

Scheduled maintenance is every Wednesday from 6:00 p.m. to midnight. Outages will be minimized or canceled whenever possible. OIT schedules extended outages twice per year. The scheduled extended outage dates are negotiated with the customer at the beginning of the year, and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 p.m. to 9:00 p.m.

Incident Response & Resolution

As a primary service, Windows Support Services support staff is available 24 x 7 for both incident reporting and resolution. Windows Support Services staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to provide a resource (Technical Resource) to work with OIT. With collaboration from the customer, OIT will commit staff and vendor resources to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Windows uptime	99%
Incident Responsiveness	Windows Support Services support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Windows Support Services support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide OIT with valid billing number
- Maintain Contact List
- Ohio.gov Backbone*
- Tier 1 Disk Storage*
- Server hardware, software, and maintenance contracts and licenses
- House the Server through OIT
- Server and associated software
- Application management

***Service must be obtained from OIT for an additional charge.**

Service Rates

Service	Cost	Unit
Basic Service – Windows Support Services	\$450.00	Per Server

Note: Services are billed on a monthly basis.

Additional Information

For more information on Windows Support Services or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

To download the entire service catalog, please visit:

<http://das.ohio.gov/Divisions/InformationTechnology/StateofOhioITServiceCatalog.aspx>