Ohio | **Department of Administrative Services**

AIX Systems

Service Description

Advanced Interactive EXecutive (AIX) is a proprietary version of the UNIX operating system developed by IBM. The AIX Systems Service enables customers to develop and run applications and/or databases without incurring the cost of setting up, administering and maintaining an operating system environment. OIT runs the AIX operating system on IBM Power hardware, as a physical server or logical partition (LPAR)/virtual server. All of the AIX systems are connected to the OIT Enterprise Storage Area Network (SAN) for performance, general purpose or capacity based storage. All systems are also provided backup and recovery services.

An AIX Systems customer might also be interested in these services:

- Server Virtualization
- Windows Server

Customer Benefits

- **Cost-savings** - The customer will save money by not incurring 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.
- **Security** This service offers protected exchanges of information to block unauthorized access.
- **Support** Service support is provided by DAS OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Incident Resolution, Problem Management, Change Management, Asset Management and Service Request Management
- License Management of Hardware and Operating System
- Capacity and Performance Management
- Configuration and Patch Management
- Access Rights Management

Maintenance Schedule

Maintenance will be performed according to each systems defined patch and maintenance window. It will be scheduled within those timeframes at the approval 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 15 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	AIX uptime	99%
Incident Responsiveness	AIX Systems staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 15 minutes.	100%
Incident Resolution	AIX support staff resolves incident within 4 hours.	75%

Customer Requirements

- Backup*
- Data Storage (Minimum of 40GB)*
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Obtain support maintenance for third-party software, databases and applications
- Ohio One Network*
- Submit the service request to CSC@ohio.gov
- Procure third-party software
- Provide DAS OIT with a valid billing number

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

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov. or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | **Department of Administrative Services**

Application Services

Service Description

Application Services provides standardized, integrated solutions for Application Development. The core components of the solution include:

- **Application Development Lifecycle Services** for creating new applications and systems.
- **Application Development Operations** for maintaining and enhancing existing applications and systems.
- **Website Lifecycle Services** for designing and creating new websites.
- **Website Operations** for maintaining and updating existing websites.
- **User Interface/User Experience Services** that work in connection with Application Development and Website work that define the "look and feel" of what users interacts with.

Supporting Technology Services which support the Applications, Systems and Websites developed. These services can include payment processing, application performance monitoring, and complex reporting/visualizations.

Customer Benefits

- **Availability** - The Applications are deployed in the State's Data Center which is available 24 x 7 x 365.
- **Cost-savings** - The customer realizes reduced cost by not having to incur additional expenses for Agency personnel, operating system licensing, and operating staff associated with 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. This is achieved by leveraging State's Enterprise Contracts, other existing State's Enterprise Services, and the State's Data Center to lower overall cost.
- **Scalability** -The service is configured according to customer requirements and may be easily modified as those needs evolve.
- **Support -** Service support is provided by OIT employees that are skilled and experienced in planning and provisioning, Application Development, maintenance, and troubleshooting.

OIT Provides

- Management of State staff and vendor contracts and the relationships with the Vendors and their partners
- Management of Applications to include upgrades, patches, etc.
- Routine maintenance
- Backup and recovery capabilities
- Incident resolution via the OIT Customer Service Center
- Service provisioning, implementation, monitoring and alerting
- Security account integration

Maintenance Schedule

Maintenance and upgrades are scheduled on a case-by-case basis with the customer whenever possible.
OIT schedules extended outages twice per year and effects the Application Services accordingly. The scheduled extended outage dates are established at the beginning of the calendar year and typically run from 6:00 AM to midnight during the work week.   If a longer outage window is required, then the outage may either be divided between multiple days, or weekend hours could be scheduled. If a shorter outage window is required, then the outage may be scheduled at an alternate time in accordance with the customers' business need.

Incident Response & Resolution

The Application Services support staff is available from 7:00 AM to 5:00 PM, Monday through Friday. Customers may report incidents to the OIT Customer Service Center (CSC) on a 24 x 7 basis. Incidents regarding this service are responded to during standard hours of operation. Customer involvement is essential to resolving issues, therefore; the customer will need to provide a system administration point of contact.

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

Customer Requirements

- Customer to appoint a Point of Contact to communicate support issues
- Customer will ensure all PC minimum requirements are met for service use
- Customer accepts all OIT IT security policies and standards
- Customer maintains Agency and Service Technical Contact lists via the IT Enterprise Services portal at: itenterprise.ohio.gov
- Provide DAS OIT with a valid billing number
- Customer provides connectivity to the Ohio One Network

Additional Information

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

Visit us on the web at: http://das.ohio.gov/Divisions/InformationTechnology.aspx.

Ohio | Department of
Administrative Services

Automated Ticketing

Service Description

OIT offers Watson Automated Ticketing that integrates with ServiceNow for agencies interested in having incidents and requests in their UNASSIGNED queue that comes through email assigned to the proper resolver queue. This service will route these incidents to the appropriated queue based on historical data and optionally provide other use cases as well. Watson is a cognitive automation platform that leverages machine learning, natural language processing, deep learning, semantic ontologies, pattern recognition, etc.

Watson is used for automating manual parts of the support processes using Artificial Intelligence algorithms. It automates processes to provide more efficient operation with higher quality results compared to manual performance.

Customer Benefits

- Allows analysts to spend more time with callers and seek strategies to improve IT effectiveness
- Supports quicker resolution of service requests and reduced bouncing of tickets
- Integrates with existing ServiceNow reporting
- Improved quality of support by focusing more agent attention towards ticket resolution
- Provides transparent reporting into automated routing processes
- 10-20% reduction in overall MTTR for processed tickets
- More resilient support processes

OIT Provides

- A hosted IBM Watson Automated Ticketing platform
- Incident resolution services via the Customer Service Center
- Backup and recovery capabilities of the service
- Routine maintenance
- Service provisioning and implementation

Maintenance Schedule

Maintenance of the IBM Watson Automated Ticketing 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 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, IBM Watson Automated Ticketing support staff is available 24 x 7 for both incident reporting and resolution. IBM Watson 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 Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit 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	IBM Watson Automated Ticketing service uptime	99%
Incident Responsiveness	IBM Watson Automated Ticketing support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	IBM Watson Automated Ticketing support staff resolves incident within 4 hours.	75%

Customer Requirements

- Information to create Active Directory accounts
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number
- Two site administrators

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov.   Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | **Department of Administrative Services**

Data Center Co-Location Service

Service Description

The DAS OIT Co-Location service offers consumers a Tier 3 capable secure data center environment with reliable uptime, power redundancy and redundant cooling to ensure uninterrupted access of critical data and applications in the State of Ohio Computer Center (SOCC). The SOCC is staffed and available to authorized personnel 24 x 7 x 365 and is accessible via electronic card key only.

Future Data Center Co-Location offerings include:

- Cloud Services:
  - o Disaster Recovery
  - o Server
  - o Storage
  - o Network

Customer Benefits

- **Availability** – 24 x 7 x 365 Tier III capable data center with reliable uptime.
- **Cost-savings** - The consumer will save money by not having to incur additional expenses for personnel and equipment associated with building, staffing and monitoring a data center facility.
- **Efficiency** - This service has various levels of redundancy built in as part of its architecture.
- **Support** - Service support is provided by experienced data center staff.

OIT Provides

- Secured and dedicated computing area on the 3rd floor of the SOCC with controlled security access
- Disaster Recovery/IT Service Continuity plan for business critical services
- Facility electronic card key access
- Heating, ventilation and cooling as well as HVAC maintenance
- Electrical power
- 24 x 7 monitoring of power and cooling systems by facility staff
- Redundant power distribution units (PDUs) that adhere to the State of Ohio standards
- Procured and installed computing racks with metered power to individual racks
- Keys to locked cabinets (DAS OIT will maintain one key to each cabinet for security purposes.)
- Incident reports regarding root cause for any outages and impacts as a result of outage

Maintenance Schedule

SOCC facility maintenance and regular testing calendar of UPS, Diesel Generator/Power and Telecommunications features is published and distributed quarterly or in advance of scheduled outages. To the extent possible, maintenance outages will be minimized and coordinated with consumers prior to execution.

Incident Response & Resolution

As a primary service, Data Center Co-Location facility support staff is available 24 x 7 for both incident reporting and resolution. 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 Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours or less, depending on the severity of the incident.

Service Objectives

Category	Evaluation Criteria	Target
Incident Responsiveness	Mean time to report facility access, power and cooling outages or issues is within 15 minutes of confirmation to designated consumer via telephone and email.	100%
Incident Resolution	90% within 4 hours or less (severity 1 issues) 90% within 24 hours or less (severity 2 issues) 90% within 7 calendar days (severity 3 issues)	100%

Customer Requirements

- Agreement to follow all DAS OIT SOCC policies, standards and requirements
- Comprehensive insurance coverage for all customer property and data in the SOCC
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Maintain power management of all racks and follow breaker limits
- Place service order via the OIT Enterprise Service Catalog
- Provide and maintain firewalls
- Provide DAS OIT with a valid billing number

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | **Department of Administrative Services**

Database Support

Service Description

Database Support provides 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 customer might also be interested in these OIT services:
- Mainframe Systems

Most Popular Supported Database Platforms Include:
- SQL Server
- Oracle
- DB2
- MySQL

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

- Backup/recovery services for databases
- Change management for object modifications
- Database design assistance
- Database performance monitoring/alerting
- Implementation of approved design
- Incident resolution services via the Customer Service Center
- Installation and upgrades of DBMS software and DBA toolset software
- Routine maintenance (A minimum charge of 3 hours per production server, per month for general routine maintenance.)

Maintenance Schedule

Scheduled maintenance for the mainframe (which houses DB2) occurs one Sunday 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 nonproduction system is done during normal business hours but coordinated with the customer to minimize impact.

Incident Response & Resolution

As a primary service, Database 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 Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit 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

- Adherence to OIT database standards, including a requirement for separate development, test and production environments
- Development and maintenance of client code
- Licenses and support contracts for DBMS software and DBA toolset software
- Mainframe Systems or Windows Support*
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Ohio One Network*
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number
- Staff to support customer applications

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

Additional Information

Note: There is a minimum charge of 3 hours per server, per month for general routine maintenance.

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | **Department of Administrative Services**

EDI Application Integration

Service Description

EDI/Application Integration service 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.

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.
- **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** – 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.

An EDI/Application Integration customer might also be interested in these OIT services:
- Service Desk Tool
- Shared Web Hosting
- SharePoint

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

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

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, EDI/Application Integration support staff is available 24 x 7 for both incident reporting and resolution. EDI/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 Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit 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	EDI/Application Integration uptime	99%
Incident Responsiveness	EDI/Application Integration support staff responds to the customer (i.e. acknowledge and confirm receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	EDI/Application Integration support staff resolves incident within 4 hours.	75%

Customer Requirements

- Business process escalation schedules
- EDI to business format maps and implementation guides
- Information about partners and file transfer requirements
- Ohio One Network*
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Provide DAS OIT with a valid billing number
- Place service order via the OIT Enterprise Service Catalog

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

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | **Department of Administrative Services**

eLicense Ohio Professional Licensure

Service Description

eLicense Ohio Professional Licensure is the State of Ohio's online system used to manage the issuance, certifications, inspections, renewals and administration of professional licenses across the State. The eLicense application is a public/business facing system that is designed to foster the creation and growth of businesses in the State and is the mechanism through which Agencies, Boards and Commissions support Ohio citizens. The system is a central repository for license and certificate data, in addition to managing the generation and storage of correspondence. Secure fee collection is performed through an on-line payment processor, which includes bank transfers, credit cards, and other payment types.

Core system capabilities include:

Customer Relationship Manager (CRM)
- Contact Management

Revenue
- Deposit Accounting Revenue Tracking
- Refund and Reimbursement Processing
- Fine and Penalty Tracking

License Administration
- Administration
- Workflow
- Reports

Enforcement
- Enforcement Activities
- Case Management Activities

Online Licensure Services
- Applications
- Renewals
- License Verification
- License Maintenance
- License Lookup Website
- Workflow
- Document Management
- Secure Payment Processing

Other Services
- Continuing Education Tracking
- Examinations
- Inspections
- Complaint Management

Customer Benefits

- **Public Access** – Ohio Citizens requiring licensure services are directed to the eLicense system through links on each Board and Commission's website.
- **Public Information** – Public facing capability to allow citizens to verify the credentials of licensed professionals and businesses.
- **Online Licensing** – Single point of entry for citizens to apply for new licenses, renew existing licenses and pay all associated fees.
- **Paper Reduction** – Online applications and electronic payments eliminate the need for paper applications and processing of bank checks.
- **Process Efficiency** – Online processing eliminates mailing time, redundant data entry, and hard copy filing.
- **Availability & Monitoring** – The eLicensing application is provided in a scalable environment with automated infrastructure, security and application operations and monitoring.

OIT Provides

- Infrastructure and associated support
- Application administration and configuration
- Software licensing for the System and Ancillary Components (workflow, routing, document management and payments)
- Incident resolution services via the Customer Service Center
- Routine maintenance
- Batch processing
- Service monitoring and alerting
- Interface to the Convergent Business Operations Support Systems (CBOSS) for electronic payments

Maintenance Schedule

Scheduled maintenance occurs on selected Wednesdays from 6:00 PM. to midnight and selected Tuesday mornings from 3:00 AM to 6:00 AM. Outages are minimized or canceled whenever possible.

Incident Response & Resolution

eLicensing support staff are available from 7:00 AM to 5:00 PM, Monday through Friday. Customers may report issues to, or request assistance from the Customer Service Center at csc@ohio.gov on a 24 x 7 basis.

Service Objectives

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

Customer Requirements

- Internet Access
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Place service order via the OIT Enterprise Service Catalog.
- Provide DAS OIT with a valid billing number.

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Enterprise Backup Services

Service Description

The Enterprise Backup service uses IBM Tivoli Storage Manager Software and provides for nightly backups of customer data. It also provides for necessary restores due to data loss or corruption. The option of performing additional backups, archiving, restoring or retrieving functions is available for customer data. OIT backup facilities provide a high degree of stability and recoverability as backups are duplicated to the alternate site. Customers of the Enterprise Backup service may also be interested in the following OIT services:

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

Customer Benefits

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

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

Maintenance Schedule

Maintenance time is scheduled with the customer when necessary.

Incident Response & Resolution

As a primary service, Enterprise Backup support staff is available 24 x 7 for both incident reporting and resolution. Enterprise Backup 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 Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Service Objectives

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

Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Place service order via the IT Enterprise Service Catalog http://itenterprise.ohio.gov.
- Provide DAS OIT with a valid billing number.
- Provide startup and shut down scripts for applications
- Review logs to ensure applications are cycling correctly and important files are backed up successfully.

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Enterprise Business Intelligence

Service Description

The State of Ohio Enterprise Business Intelligence (BI) service provides reporting, data visualization, enterprise data warehousing, business and predictive analytics, and decision support solutions to users from all **120+** state agencies, boards and commissions, and institutions of higher education. With tools such as **Cognos** and **Tableau**, the Enterprise BI team can help turn raw data into usable information and powerful visualizations, in turn helping users analyze policies and programs, evaluate operations and drive decisions.

Enterprise BI Solutions — Standardized reporting solutions to benefit all State Agencies.

- **Financial Information Cost-and Spend Management** – State Agencies can gain valuable insights into planned, actual, and forecasted spending based on historical information as well as planned expenditures, budgets, and actual results.
- **Workforce and Human Resources** – State Agencies can gain valuable insights into position management, workforce composition, pay, leave and benefits, and more.
- **Targeted Solutions** – The BI Team currently provides data visualization solutions to State agencies and custom reporting solutions to 50+ agencies, with availability for additional options ranging from consultations through turn-key content delivery.

BI Core Reporting Services include:

Financial Information

- Enterprise Financial Dashboards
- General Ledger
- Budget and Planning (BPM)
- Travel and Expense
- Procure to Pay
- Accounts Receivable
- Asset Management
- Value Management
- Trends and Forecasts
- Statewide Cost Allocation Plan (SWCAP)
- MBE/EDGE and Equal Opportunity
- State of Ohio Payroll Projection Systems (SOPPS)

Workforce and Human   Resources

- Enterprise HR Dashboards
- Workforce Profile
- Compensation
- ePerformance/ePAR
- Enterprise Learning Management

50+ Targeted Solutions: Like

- Interactive Budget OBM
- Higher Education OHDE
- JFS dashboards
- State Health Facts
- BWC Core Reporting

Customer Benefits

- **Cost-and Spend Management** – State Agencies can gain valuable insights into planned, actual, and forecasted spending based on historical information as well as planned expenditures, budgets, and actual results.
- **Efficiency** – Business Intelligence delivers standardized reports, dashboards, and data to support consistent views of Statewide Finance and Human Resources data; agencies do not need to expend resources building their own reports. Additionally, centralized hardware such as Enterprise Tableau Servers means agencies do not have to purchase and license their own systems. This results in millions in costs savings and continuous improvement in efficiencies.
- **Availability** – Enterprise Business Intelligence supports Agency analyses in a high-availability environment with contemporary data.
- **Data Integration** – Enterprise Business Intelligence offers agencies data integration services to support analysis of data from multiple data sources.
- **Standard and Governance** – BI provides standard reports, meta-data management, model management, continuous enhancement process and data governance solutions to customers.
- **Training** – Enterprise Business Intelligence offers a regularly scheduled online and instructor led training curriculum and support for a variety of audiences.
- **Reporting and Migration Consultation** – Users requiring specialist interpretation or development of BI reports will receive one on one support from the BI Team.
- **Data Accuracy/Validation** – Data in the BI environment is validated to source system data daily to ensure accuracy and the BI dashboard provides users an accurate and real-time view of batch processes and data updates.

OIT Provides

- Production and Non-Production Environments
- Cognos Based Analysis Tools
- Enterprise Tableau Servers
- Incident Resolution Services
- Routine Maintenance

- Periodic System Upgrades
- Service Provisioning and Implementation
- Scheduled Training
- Analysis Support and Consultation

Maintenance Schedule

Maintenance and data refresh windows for current Cognos data marts occur weekdays after 5:00 PM. In addition, weekends are frequently used for change maintenance windows. Maintenance for the Tableau servers is as required, with a bi-annual system upgrade. Data refresh is per the customer requested schedule.

Incident Response & Resolution

Enterprise Business Intelligence and Reporting support staff is available from 7:00 AM until 5:00 PM, Monday through Friday. On-call team member always available after hours and weekends.

Customers may report incidents to the OAKS Helpdesk at (614)-644-6625 or (888)-644-6625, or email them at OAKS.HelpDesk@das.ohio.gov .

Service Objectives

Category	Evaluation Criteria	Target
Availability	Application uptime	99%
Incident Responsiveness	Enterprise Business Intelligence and Reporting support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Enterprise Business Intelligence and Reporting support staff resolves critical, production-stopping incidents within 4 hours.	75%

Customer Requirements

- Source system access, e.g. State User ID, OAKS security role(s), etc.
- Internet Access
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Place service order via the OIT Enterprise Service Catalog.
- Provide DAS OIT with a valid billing number.

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit MyOhio.gov Business Intelligence About Us page or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov.   Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | **Department of Administrative Services**

Enterprise Data Storage

Service Description

High Performance 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. High Performance Disk Storage is supplied as dual Enterprise SAN fiber attached block storage.

General Purpose Disk Storage service offers a lower-cost storage subsystem for customers not requiring high performance disk. This service supports a wide range of applications, including email, databases and file systems. General Purpose Disk is also flexible and scalable and highly available. General Purpose Disk Storage is supplied as dual Enterprise SAN fiber attached block storage.

Capacity Disk Storage service is the least expensive level of disk storage available from OIT. Capacity Disk is suitable for large capacity, low performance data, such as test, development and archival. Capacity Disk Storage is supplied as dual Enterprise SAN fiber attached block storage or as file based storage. OIT will work with the customer to determine the optimal solution.

Disk Storage customers might also be interested in the following OIT services:

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

Customer Benefits

- **Continuity** - This service allows for seamless recovery from service disruptions (associated with server failures).
- **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.
- **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

- Disk storage administration
- Global/Metro Mirroring is available for High Performance and General Purpose clients
- Hardware and associated software for virtual storage and Storage Area Network (SAN) environments
- Incident resolution services via the Customer Service Center
- Maintenance of hardware and software for critical storage and SAN environments
- Physically secure and highly stable operating environment
- Routine maintenance
- SAN administration
- Service monitoring and alerting
- Service provisioning and implementation

Maintenance Schedule

Maintenance for Data Storage occurs at the convenience of the customer.

Incident Response & Resolution

As a primary service, Enterprise Data Storage support staff is available 24 x 7 for both incident reporting and resolution. Enterprise Data 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 Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Enterprise Data Storage uptime	99.9%
Incident Responsiveness	Enterprise Data Storage support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Enterprise Data Storage support staff resolves incident within 4 hours	75%

Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Place service order via the OIT Enterprise Service Catalog.
- Provide DAS OIT with a valid billing number
- Provide network connectivity between OIT as a service provider and the client for remote administration.
- Supply host hardware/software as required

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | **Department of Administrative Services**

Enterprise Geocoding

Service Description

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

OAKS Enterprise Geocoding 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.

Leveraging address location information developed and maintained by local government, the OAKS Enterprise Geocoding uses a multi-tiered geocoding process incorporating data multiple entities to provide state agencies with the most accurate location information available.

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

- Application Integration
- GIS Hosting

Customer Benefits

- **Accuracy** - OAKS Enterprise Geocoding uses table-based government GIS data, which is more accurate than third-party GIS systems.
- **Consistency** - The enterprise approach to geocoding allows all customers to geocode using the same base, which provides consistent results across publications and among agencies.
- **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.

OIT Provides

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

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, OAKS Enterprise Geocoding support staff is available 24 x 7 for both incident reporting and resolution. OAKS 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 Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit 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	OAKS Enterprise Geocoding uptime	99%
Incident Responsiveness	OAKS Enterprise Geocoding support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	OAKS Enterprise Geocoding support staff resolves incident within 4 hours.	75%

Customer Requirements

- Addresses for batch geocoding
- Application and system requirements
- Client application to communicate with OAKS Enterprise Geocoding (development and maintenance)
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number.

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | **Department of Administrative Services**

Enterprise Hosted Document Management

Service Description

The Enterprise Hosted Document Management is a standardized, integrated solution for document and content management. The core components of the solution include:

- **Document Management** core capabilities such as: secure check-in / check-out, version control, and index services for business documents, audio / video files, and Environmental Systems Research Institute (ESRI) / Geographic Information Systems (GIS) maps.
- **Image Processing** for capturing, transforming and managing images of paper documents via scanning and / or intelligent character recognition technologies such as Optical Character Recognition.
- **Workflow / Business Process Management (BPM)** for supporting business processes, routing content, assigning work tasks and creating audit trails.
- **Records Management** for long-term retention of content through automation and policy, ensuring legal, regulatory and industry compliance.
- **Web Content Management (WCM)** for controlling content including content creation functions, such as templating, workflow and change management and content deployment functions that deliver content to Web servers.
- **Extended Components** can include one or more of the following: Digital Asset Management (DAM), Document Composition, eForms, search, content and analytics, e-mail and information archiving.

Customer Benefits

- **Availability** - The Enterprise Hosted Document Management is available 24 x 7 x 365
- **Cost-savings** - The customer saves money by not having to incur additional expenses for Agency personnel, operating system licensing, operating and records retention costs and equipment associated with 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 as well as leverages Enterprise Licensing to lower overall cost.
- **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 employees that are skilled and experienced in planning and provisioning, backup, recovery, discovery, maintenance, and troubleshooting.

OIT Provides

- Management of vendor contract and the relationship with the Vendor and their partners
- Management of Hardware and software to include upgrades, patches, etc.
- Routine maintenance
- Backup, recovery and discovery capabilities
- Incident resolution via the OIT Customer Service Center
- Service provisioning, implementation, monitoring and alerting
- Active Directory account integration

Maintenance Schedule

Scheduled maintenance occurs on selected Wednesdays from 6:00 PM to midnight and selected Tuesday mornings from 3:00 AM to 6:00 AM. 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 calendar year and typically run from 6:00 AM to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 PM to 9:00 PM.

Incident Response & Resolution

The Enterprise Hosted Document Management support staff is available from 7:00 AM to 5:00 PM, Monday through Friday. Customers may report incidents to the OIT Customer Service Center (CSC) on a 24 x 7 basis. Incidents regarding this service are responded to during standard hours of operation. Customer involvement is essential to resolving issues, therefore; the customer will need to provide a system administration point of contact.

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

Service Objectives

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

Customer Requirements

- Customer to appoint System Administration contact to communicate support issues
- Customer provides all service and support to printers and scanners used for the Document Management Service
- Customer will ensure all PC minimum requirements are met for service use
- Customer accepts all OIT IT security policies and standards
- Customer maintains Agency and Service Technical Contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number
- Customer provides connectivity to the Ohio One Network

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | Department of Administrative Services

Enterprise Shared Web Hosting

Service Description

The Enterprise 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 include:

- **Application Hosting** - A set of dynamic pages designed to gather or provide information to visitors based upon a set of criteria. While the Enterprise Shared Web Hosting service does not provide application development, a Microsoft SQL Server database is available for those agencies wishing to create .ASP or .Net applications utilizing SQL Server.
- **Basic Site Hosting** - Most 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.
- **Content Management Hosting** – DotNetNuke (DNN) is the Content Management System that is provided by the Hosting Services. A DNN site is designed per the Governors' standards and setup on a single server environment. DNN sites are not load balanced and therefore reside on one server.
- **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

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

- Database Support
- Enterprise Business Intelligence and Reporting

Customer Benefits

- **Availability** - The customer will be able to use the service 24 hours a day, 7 days a week.
- **Continuit**y - Load balancing in this service allows for seamless recovery from service disruptions associated with server failures or planned maintenance.
- **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.
- **Protection** - The service includes monitoring, antivirus software, and regular operating system (OS) patching.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as in maintaining the environment and service.

OIT Provides

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

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

Enterprise 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	Enterprise Shared Web Hosting support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Enterprise Shared Web Hosting support staff resolves incident within 4 hours.	75%

Customer Requirements

- Application and database development* (if required)
- Application for hosting account
- Completed Pre-Development Checklist prior to Site or Application design or development
- Customer agrees that only authorized users will be allowed to access the FTP account
- Design, develop and test site
- Additional domains established for marketing purposes are provided by the customer
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number

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

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | **Department of Administrative Services**

Enterprise SharePoint

Service Description

The Enterprise SharePoint Service supports both an on premises and cloud environment. Enterprise SharePoint service provides Site Administration, Technical Services/Support for SharePoint and third-party tools (e.g., Nintex) as well as Strategy, Adoption, Operations and Strategic Management within both the Tenant and Farm level for SharePoint related services. Key Services Included: Site Administration and Technical Services:

Basic Services include:
 • Site Collection Creation;
 • How to's from Site Collection Admin/users;
 • Research Apps and make available to Tenant/Farm;
 • Consult on SharePoint Online and On Premises needs with Agencies;
 • Review & Approve 3rd party tool integration;
 • Incident/Problem Resolution;
 • Work to eradicate issues in SharePoint Online;
 • Routine maintenance;
 • Site to Site Migrations;

Additional Services Available:
 • Customized Search;
 • Site Branding & Design;
 • Migrating content from one environment to SharePoint (e.g., FileShare to OneDrive or SharePoint);
 • Rights Management & Data Protection;
 • Retention Management;
 • Azure integration;
 • Customized Applications and Workflows;
 • Content types, managed metadata, site structure and navigation;

Strategy, Operations and Management – Key Services include:
 • Program Management
 • SOW and contract creation and processing
 • Contract Management
 • Adoption Service Template & Education
 • Lunch 'n Learns
 • Yearly Reporting
 • Community Center Intranet Site Management;

Services performed for On Premises environment only:
 • Configuration Management;
 • Code Management;
 • Patching and Software updates;
 • Farm Backup and Restore;
 • Refreshing Content Across Development and Staging environments;
 • Physical Architecture Changes;

Customer Benefits

SharePoint users will be able to have one stop shopping for everything from requesting a site collections, services, training or enhancements, and asking questions.

- Availability – The Enterprise SharePoint Service is available 24x7x365
- Cost savings - The customer saves money by not having to incur additional expenses for Agency personnel, operating system licensing, and equipment associated with 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 as well as leverages Enterprise Licensing to lower overall cost.
- 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 ESP employees that are skilled and experienced in planning and provisioning, backup, recovery, maintenance, and troubleshooting.

OIT Provides

Core services are Strategy and Management, Management of Standard Features, Operations and Support.

- Management of vendor contract and the relationship with the Vendor and their partners
- Management of Hardware and software to include upgrades, patches, etc.
- Routine maintenance
- Incident resolution via the ESP Help Desk
- Service provisioning, implementation, monitoring and alerting

Maintenance Schedule

ESP farm for OS is part of the Windows patching schedule.

SharePoint on premises application(s) will be patched two (2) times per year via scheduled outages. The team will review the monthly service pack from Microsoft and determine when features will be updated. The scheduled outages dates are established in a maintenance calendar on the Enterprise Operations Run site. Any and all Maintenance is done off hours between 11PM to 6AM

Incident Response & Resolution

The Enterprise SharePoint support staff is available from 8:00 AM to 5:00 PM, Monday through Friday. Customers may report incidents to the OIT Customer Service Center (CSC) on a 24 x 7 basis. Incidents regarding this service are responded to during standard hours of operation. Customer involvement is essential to resolving issues, therefore; the customer will need to provide a system administration point of contact. For critical incidents, Enterprise SharePoint participates follows standard DAS procedures for P1 outages. For non-critical, business issues, these will be responded to within one business day and resolved within five (5) business days.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Enterprise SharePoint uptime	99%
Incident Responsiveness	Enterprise SharePoint support staff responds to the customer (acknowledges or confirms receipt of ticket) within 1 hour	100%
Incident Resolution	Enterprise SharePoint support staff resolves incident within 1 day	80%

Customer Requirements

Customer to provide web address/URL, Customer to provide screen captures of the issue, customer to provide contact information, customer will adhere to Enterprise SharePoint policies and procedures, customer will submit ticket via CSC, Customer will provide billing information if needed.

- Maintain Contact List
- Provide OIT with a valid billing number
- Submit TSR request (for applicable services)

Additional Information

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

Ohio | **Department of Administrative Services**

ePayment Business Solutions

Service Description

OIT's ePayment Business Solution allows State agencies to accept electronic credit card and Automated Clearing House (ACH) 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.

OIT Provides

- Facilitation of service provisioning and implementation
- Hosted payment gateway
- Incident resolution services via the Customer Service Center

Maintenance Schedule

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 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, 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 Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit 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

- Business application
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number
- Provide ePayment Vendor with banking information
- Work with payment gateway vendor to integrate application
- Work with Treasurer's Office to set up merchant accounts

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

GIS Hosting

Service Description

GIS Hosting delivers 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** 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.
- **Geoprocessing** provides 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.
- **GIS Map Application Hosting** provides a platform for customer agencies to deliver web-based mapping content to end users.

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

GIS Hosting customers might also be interested in these OIT services:

- Application Integration
- Enterprise Geocoding

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

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

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 Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit 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 uptime	99%
Incident Responsiveness	GIS Hosting staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	GIS Hosting staff resolves incident within 4 hours.	75%

Customer Requirements

- Application requirements
- Client application to communicate with GIS Hosting Services
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov. or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | **Department of Administrative Services**

Identity Management

Service Description

Identity Management provides integrated authentication services across multiple enterprise service offerings. The service also streamlines the life cycle events for user credentials including onboarding, provisioning, administration, service consumption, change events, de-provisioning and off-boarding.

Identity Management is made up of four service functions:

- **Identity Repository** offers a centralized container for all user credentials and management tools for the administration of those credentials and credential attributes.
- **Core Shared Services** leverage the centralized credential from the identity repository for authentication. Service provisioning tools are available to provision access to various portions of the core shared services within the Identity Management service.
- **Application Integration** permits an agency's line of business application to authenticate to the centralized user credential within the Identity Repository using a secure Lightweight Directory Access Protocol (LDAP) and/or Active Directory Federation (SAML 2.0)
- **Endpoint Consumption** allows for the placement of desktops, laptops, and/or tablets to reside within the Identity Management service. This extends the ability to use a single credential to authenticate to workstations and applications.

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

- Email
- SharePoint
- Shared File Services

Customer Benefits

- **Availability** – This service has various levels of redundancy built in as part of its architecture.
- **Efficiency** – The provisioning and de-provisioning process is tied to the Ohio Administrative Knowledge System (OAKS) Human Capital Management (HCM) application so there is a single onboarding and off boarding process for consumers as opposed to a duplicate process for each core shared service.
- **Administration** – This service is built upon a delegated administrative model so agencies can still support their own management needs.
- **Support** - Service support is provided by staff skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- A centralized and automated account credential provisioning/de-provisioning
- A single account credential for multiple core shared services
- An agency focused web portal for various management tasks
- A user self-service web portal for password reset
- Secure LDAP authentication services for agency line of business applications
- Incident resolution services via the Customer Service Center
- ADFS (SAML) authentication services for agency line of business applications

Maintenance Schedule

Scheduled maintenance of Identity Management occurs on Wednesday evenings from 6:00 p.m. to midnight when needed. 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, the outage will be scheduled from 6:00 p.m. to midnight.

As a primary service, Identity Management support staff is available 24 x 7 for both incident reporting and resolution. Identity 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 Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit 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
Availability	Identity Management service uptime
Incident Responsiveness	Identity Management support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.
Incident Resolution	Identity Management support staff resolves incident within 4 hours

Customer Requirements

- An active State of Ohio User ID issued from the OAKS HCM application for both State and contingent workers
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | **Department of**
Administrative Services

IT Service Management Tool (ServiceNow)

Service Description

OIT offers **ServiceNow**, a cloud-based IT Service Management Tool that provides internal and external support through an automated service desk work-flow based application which provides flexibility and ease-of-use. The IT Service Management Tool provides workflows aligning with Information Technology Infrastructure Library (ITIL) processes such as incident management, request fulfillment, problem management, change management and service catalog. These processes allow customers to manage related fields, approvals, escalations, notifications, and reporting needs. Customers have the option of provisioning the entire suite of service features or selecting those features best suited for their needs.

The following modules are currently in use on the enterprise platform:
- IT Service Management
- IT Operations Management
- IT Business Management
- Governance, Risk & Compliance
- Security Operations
- Intelligent Applications

ServiceNow Product Catalog

The Product Catalog contains:
- The applications currently in use of the State of Ohio ServiceNow Application across agencies
- The product wheel of the platform footprint
- Applications in use by agencies
- Product descriptions by Platform family, then Application within Family for current functionality
- Product descriptions by Platform family, then Application within the Family for services not deployed

Located on the Enterprise IT Service Portal under Enterprise Quick Links under the ServiceNow column.
https://stateofohio.service-now.com/ess?id=kb_article&sys_id=044e9aebdbc05050243351094b961998

Customer Benefits

- **Availability** - The customer will be able to use this service 24 hours a day, 7 days a week.
- **Continuity** - This service allows for seamless recovery from service disruptions.
- **Efficiency** - Delivered in a manner that requires fewer resources to meet the operational demands of the customer.

OIT Provides

- Global Administration
- Tools and Templates which enables data input for agencies such as categories, sub-categories, closure codes, and defined assignment groups.

Maintenance Schedule

Maintenance, upgrades and releases are scheduled monthly. Customer involvement is essential in providing User Acceptance Testing specific to their data. Communication is provided in advance of dates for the maintenance.

Incident Response & Resolution

IT Service Management Tool support staff are available 7:00 a.m. to 5:00 p.m. daily 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.

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

Category	Evaluation Criteria	Target
Availability	Service uptime	99%
Incident Responsiveness	Support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Support staff resolves incidents based on Priority Level criteria below:	
	Priority Level 1 - Severe Business Impact and Urgency Priority Level 2 - Major Business Impact and Urgency Priority Level 3 - Minor Business Impact and Urgency Priority Level 4 - Minimal or No Business Impact and Urgency	4 Hours 24 Hours 3 Days 7 Days

Customer Requirements

- Agency administration
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Place service order via the OIT Enterprise Service Catalog.
- Provide DAS OIT with a valid billing number.
- Provide staff training unless provisioned through OIT
- Required to complete Loader Spreadsheet template
- Responsible for application licenses

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov.   Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | Department of Administrative Services

ITS Desktop Support

Service Description

ITS Desktop Support service is a standardized, fully managed end point computing environment. This service provides customers with an agency centric approach using enterprise tools and standards to meet the customer's computing requirements. This comprehensive service includes Office of Information Technology (OIT) provided device and printer support.

An ITS Deskside Service customer may also be interested in the following OIT services:

- Enterprise Endpoint Configuration Management
- ITS End User Support

Customer Benefits

- **Cost-savings** - The customer saves money by not having to incur additional expenses for personnel, operating system licensing and equipment associated with 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 employees that are skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

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

Maintenance Schedule

Desktop Patching schedule (can vary by Agency):

- Agency IT patched the second Thursday of each month
- Alpha users (IT savvy business users – Agency defined) the third Thursday of the month
- All agency devices the fourth Thursday of the month (silent)

Note: Operating systems, application and patch deployment is dependent on System Center Configuration Manager (SCCM) service maintenance schedule.

Incident Response & Resolution

As a primary service, ITS Desktop Support Services staff is available 7:00 a.m. to 5:00 p.m. for both incident reporting and resolution. Support staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Service Objectives

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

Customer Requirements

- Customer accepts all IT security policies and standards
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number
- Provide ITS with full access to managed equipment (physical and logical)

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

ITS End User Support

Service Description

ITS End User Support is a standardized, fully managed endpoint computing service. This Service provides customers with a customer-centric approach using enterprise tools and standards. This comprehensive service includes: e-mail, network connectivity, device procurement, printer support, security policy maintenance, system monitoring, software updates and patching, software deployment to individuals and devices and inventory software and hardware.

IT assets provided with the ITS End User Support include:

- Dedicated on-site technician
- Break/Fix
- Enterprise Image
- System Center Configuration Management (SCCM)
- Patch Management through SCCM
- Application packaging and deployment
- Asset management (hardware)
- Asset management (software)

Application usage report provided upon request An ITS Deskside Service customer may also be interested in the following OIT services:

- ITS Desktop Support

Customer Benefits

- **Cost-savings** - The customer saves money by not having to incur additional expenses for personnel, operating system licensing and equipment associated with 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 employees that are skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Incident Resolution via the Customer Service Center
- Service Monitoring and Alerting
- Service Provisioning and Implementation

Maintenance Schedule

Desktop Patching schedule (may vary by Agency):

- Agency IT patched the second Tuesday of each month
- Alpha users (Agency defined) patched the third Tuesday of the month
- All remaining Agency devices patched the fourth Tuesday of the month

Note: OS, application and patch deployment is dependent on the System Center Configuration Management Service Maintenance schedule. Standard scheduled maintenance is every second Saturday from 1:00 AM to 5:00 AM. 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 AM to midnight. If a shorter outage window is required, then the outage will be scheduled from 6:00 PM to 9:00 PM. Outages and scheduled maintenance are minimized or canceled whenever possible.

Incident Response & Resolution

As a primary service, ITS End User Support staff is available 7:00 AM to 5:00 PM for incident reporting and resolution. Support staff will respond to the customer within 30 minutes of a reported Incident. Customer involvement is essential to resolving issues. With collaboration from the customer and vendor resources, staff commits to resolve incident within 4 hours.

Note: The customer is responsible for providing and supporting their own mobile device.

Service Objectives

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

Customer Requirements

- Customer to provide application subject matter experts (SME)
- Customer accepts all IT security policies and standards
- Maintain Agency and Service Technical Contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number
- Provide ITS with full access to managed equipment (physical and logical)

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Mainframe Business Continuity & DR

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.

Mainframe Disaster Recovery (DR) 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 hotsite computer facilities at a remote location.

Tests are conducted bi-annually at IBM's hotsite 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 the State of Ohio Computer Center (SOCC).

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

- Database Support Services
- Mainframe Systems

Customer Benefits

- **Cost-savings** – Customers will save money by not incurring additional expenses for personnel and equipment associated with disaster recovery.
- **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 hotsite which facilitates rapid recovery of the data as well as a second backup on high density tape that is stored off-site.
- **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.

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, Mainframe 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 Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Service Objectives

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

Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Place service order via the OIT Enterprise Service Catalog
- 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 an ordered list of critical systems
- Provide DAS OIT with a valid billing number

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | **Department of Administrative Services**

Mainframe Systems

Service Description

OIT's Mainframe Systems services offer an IBM mainframe computer sysplex with a processing speed rating at 5,700 Million of Instructions per Second (MIPS). This mainframe uses the z/OS operating system and the Job Entry Subsystem (JES3). Additionally, the system is connected via fiber to OIT's High Performance 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.

Mainframe tape service option is available:

- Mainframe Virtual Tape - Virtual tape technology that optimizes batch processing and allows for better tape utilization using the EMC Disk Library for Mainframe (DLM) virtual tape.

A Mainframe Systems customer may also be interested in the following OIT services:

- AIX Systems
- Data Storage
- Database 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.
- **Location** - Systems are housed in a physically secure and environmentally stable location.
- **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
- Physically secure and highly stable operating environment
- Routine maintenance
- Service monitoring and alerting
- Service provisioning and implementation
- Speed, high capacity IBM mainframe computing environment
- System administration

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 Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit 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

- Application development, maintenance and support
- High Performance Disk Storage*
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Ohio One Network*
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number
- Resource Access Control Facility (RACF) Userid

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

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | Department of Administrative Services

Metro Site Facility

Service Description

The Metro Site Facility Service provides a secondary, near real-time (measured in ms) failover from the SOCC. This service provides for the facility, site connectivity, on-going support of server images for Disaster Recovery as a Service, and associated services. **Metro Site Facilities** are offered to support Virtual Server and Data Storage customers providing Global/Metro Mirroring at a secondary near real time failover site within the Metro Columbus area. This service provides duplicative server facilities to match Server Virtualization and Data Storage Rates. Storage necessary for support of the disaster recovery image will be billable at the standard storage rates.

Customer Benefits

- **Cost-savings** – Customers will save money by not incurring additional expenses for personnel and equipment associated with disaster recovery.
- **Security** – Customer data is protected against loss.
- **Support** – Processes and procedures are in place to protect against unplanned events such as the failure of an individual system component or brief service interruptions.

Maintenance Schedule

The maintenance windows are negotiated with the customer and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled as needed.

Incident Response & Resolution

As a primary service, Metro Site Facility support staff is available 24 x 7 for both incident reporting and resolution. Metro Site Facility staff will respond to the customer within 15 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Metro Site Facility uptime	99%
Incident Responsiveness	Metro Site Facility support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 15 minutes.	100%
Incident Resolution	Metro Site Facility support staff resolves incident within 4 hours.	75%

Customer Requirements

Provide DAS OIT with a valid billing number

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Microsoft License Administration (Office 365)

Service Description

The Office 365 service provides customers the ability to use email, Office 365 ProPlus, instant messaging, online meetings and web conferencing, and file storage all from the Cloud, allowing the customer to access services virtually anytime and from anywhere and includes email archiving and eDiscovery services.

The Office 365 service provides licensing and support for email, Office 365 ProPlus (Outlook, Word, Excel, PowerPoint, Publisher, Skype for Business and OneNote), SharePoint, and OneDrive for Business. Please note that the Office Suite may require agency deployment or agency/end user installation as well as patch management and distribution.

- Email in the Microsoft Cloud
- Office 365 ProPlus
- Skype for Business
- SharePoint Online
- OneDrive for Business

Customers of this service may also be interested in:

- Ohio One Network

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.
- **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
- Office 365 Licensing
- Routine maintenance

Maintenance Schedule

Office 365 maintenance occurs in the Cloud Service without downtime for the customer. On-premise Office deployments will require agency based patch management.

Incident Response & Resolution

As a primary Service, Office 365 support staff is available 24 x 7 for both incident reporting and resolution. Office 365 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 Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit 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	Office 365 uptime	99%
Incident Responsiveness	Office 365 Support Staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Office 365 Support Staff resolves incident within 4 hours.	75%

Customer Requirements

- A PC or other mail-capable device
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Outlook client at the desktop (support and maintenance)
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid Billing Number

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | Department of Administrative Services

Ohio Administrative Knowledge System

Service Description

The Ohio Administrative Knowledge System (OAKS) is the State's Enterprise Resource Planning (ERP) system which provides central administrative business services such as Financial Management, Human Capital Management, Content Management, Talent Management, Enterprise Learning Management and Customer Relationship Management.

Core system capabilities include:

Content Management (myohio.gov)
- Centralized Communications to State Employees and State Contractors
- OAKS alerts, job aids and news
- Statewide News
- Password Reset for Active Directory

Customer Relationship Management (CRM)
- Contact / Call Center Management

Enterprise Business Intelligence
- Key Financial and Human Resources Data, Trends and Analysis
- Cognos driven reporting
- Targeted Business Intelligence
- Tableau Analytics and Visualization

Ohio Learn
- Training Curriculum Development
- Training Content Delivery
- Training Status Tracking and Reporting
- **NEW:** Ability to extend Training Content to External Learners

Ohio Recruit
- 24x7 Recruiting, Reporting and Analytics
- Applicant Tracking and Compliance

Financial Management (FIN)
- Accounts Payable
- Accounts Receivable
- Asset Management
- Billing
- eSourcing
- Financial Reporting
- General Ledger
- Planning and Budgeting
- Procurement
- Travel & Expense

Human Capital Management (HCM)
- Benefits Administration
- eBenefits
- ePerformance
- Kronos
- Payroll
- Position Management
- Time and Labor
- Workforce Administration

Customer Benefits

- Standardized administrative business practices for Finance, HR / Payroll Transaction Processing, and Talent Management.
- Single source for "Doing Business within the State".
- Secure financial and employee data.
- Single sign-on capabilities for OAKS applications and source of Identity for Enterprise Applications.
- Statewide communications and content.
- Self-service capabilities for employees and contractors

OIT Provides

- Infrastructure
- Application Administration and Configuration
- Infrastructure and Associated Support
- OAKS Software Licensing
- Incident Resolution Services via the OAKS Help Desk, HRD Help Desk or OSS Help Desk
- Routine Maintenance
- Batch Processing (e.g., payroll, public assistance processing, disbursements)
- Service Monitoring and Alerting
- Disaster Recovery

Maintenance Schedule

Maintenance activities for OAKS FIN and HCM is performed on Sundays from 7:00 PM until 11:00 PM. For additional outages, announcements will be posted via https://myOhio.gov/.

Incident Response & Resolution

OAKS support staff is available from 7:00 AM until 5:00 PM, Monday through Friday. Customers may report issues to, or request assistance via the Customer Service Center at csc@ohio.gov or the OAKS helpdesk at OAKS.Helpdesk@oaks.state.oh.us.

Service Objectives

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

- Internet Access
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Place service order via the OIT Enterprise Service Catalog.
- Provide DAS OIT with a valid billing number.

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov.   Rate information for this service can be found on the DAS OIT IT Business Office site.

Service Description

Health and Human Services: Ohio Benefits
Ohio Benefits provides a comprehensive and effective platform for planning, designing, development, deployment, hosting and ongoing maintenance of all State of Ohio Health and Human Services (HHS) Public Assistance Services and Programs.

Ohio Benefits provides superior eligibility services including citizen self-service, efficient workflow management and coordination, an agile and easily manageable rules engine, improved data quality and decision support capabilities. Ohio Benefits supports improvement in state and county productivity, capability and accessibility of benefits to Ohioans through a robust enterprise system.

The Ohio Benefits platform provides four distinct technology domains:
- **Common Enterprise Portal** – User Interface and User Experience Management, Access Control, Collaboration, Communications and Document Search capability
- **Enterprise Information Exchange** – Discovery Services (Application and Data Integration, Master Data Management (MDM) Master Person Index and Record Locator Service), Business Process Management, Consent Management, Master Provider Index and Security Management
- **Analytics and Business Intelligence** – Integration and delivery of analytics through alerts, notifications & reports.
- **Integrated Eligibility** – A common Enterprise Application framework and Rules Engine to determine eligibility and benefits for Ohio Public Benefit Programs.

Privacy and security are the foundational blocks of the platform which is compliant with all state and federal standards.

Additional Support Services
- **EDMS** – Provide a centralized Document Management capability along with capabilities for counties to manage agen lobby traffic & in person client appointments.
- **IVR** – Leverage the State of Ohio Cloud-Based Enterprise Contact Center to provide an Integrated Voice Response system for customer self-service inquiry, basic inputs into the eligibility system, Computer Telephony Integration (CTI of customer information on county worker's computer and allow capture of audio signatures.

Customer Benefits

- **Public Impact –** Ohio citizens can now access a self-serve portal to identify, apply for and manage all available public assistance programs.
- **Public Good –** Application and eligibility determinations are made via a single point-of-entry for public assistance.
- **Efficiency** – Delivery of this service requires significantly fewer resources to operate, integrate and maintain than legacy applications in place across HHS agencies.
- **Availability and Monitoring** –Increased accessibility within this highly scalable environment, leverages the enhanced automated infrastructure, security and application operations and monitoring.
- **Privacy and Security Compliance** – The latest privacy and security regulations are incorporated, including HIPAA and Family Education Rights and Privacy Act (FERPA). The system is designed and operated to ensure citizen data is protected to the highest degree possible.
- **Operational Reporting** – This service provides standard reports, trend data, operational performance data and ad-hoc reporting to support the day-to-day operations.

OIT Provides

- Software Licenses and Integration Services
- Highly Scalable and Secure Production and non-production environments
- Incident Resolution Services
- Operations and Maintenance
- Service Provisioning and Implementation
- System Training at State and County Level

Maintenance Schedule

Guaranteed Hours of Operation:
Ohio Benefits System (Worker Portal) – 6 am. to 8 pm.
Ohio Benefits Self-Service Portal (Citizen Portal) – 24 hours a day, 7 days a week, Year-round

Scheduled Maintenance Windows:
Tuesdays and Thursdays – 9 p.m. to 6 am.
Every 3rd Sunday – Midnight to 6 am.

Incident Response & Resolution

Service Level Agreements (SLAs) based on severity of issue:
- **Priority 1 (P1) –** Resolved or workaround within 4 hours
- **Priority 2 (P2) –** Resolved or workaround within 8 hours
- **Priority 3 (P3)** – Resolved or workaround within 5 business days

Service Objectives

Category	Evaluation Criteria	Target
Availability	Application uptime	99%
Incident Responsiveness	Customer Helpdesk responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) • phone within 30 seconds • email within 4 hours	90%
Incident Resolution	Ohio Benefits support staff resolves P1 (business critical system/service unavailable) incidents within 4 hours.	99%
	Ohio Benefits support staff resolves P2 incidents within 8 hours.	99%
	Ohio Benefits support staff resolves P3 incidents within 5 business days.	99%

Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services Portal at: http://itenterprise.ohio.gov.
- Ohio One Network*
- Place service order via the OIT Enterprise Service Catalog.
- Provide DAS OIT with a valid billing number.

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

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov.   Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | Department of Administrative Services

Ohio Business Gateway (OBG)

Service Description

The Ohio Business Gateway (OBG) offers Ohio's businesses a time and money saving online filing and payment system that simplifies business' relationships with government agencies.

Ohio businesses can use OBG to access various services and electronically submit transactions and payments with many state agencies. OBG Electronic Filing also partners with local governments to enable businesses to file and pay selected Ohio municipal income taxes.

OBG Electronic Filing routes data and payment information directly to program administrators at the agencies so that they may continue to manage the overall account relationship.

Businesses must be registered with an agency before using OBG Electronic Filing. Selected agency registrations are available through OBG Electronic Filing. Information about other registrations may be obtained by visiting the 'Starting a Business' section of the Ohio Business Gateway (http://business.ohio.gov/). If a registration is not offered on OBG Electronic Filing, the administering agency will provide information on how to obtain the registration necessary to begin using OBG Electronic Filing services. For Municipal Income Tax Electronic Filing, businesses must first register directly with municipalities before using OBG.

Customer Benefits

- **New Business Establishment** – Provides a single, portal based web location for the establishment of new businesses in Ohio, files with the required State agencies and ensures that business compliance requirements of the State are met.
- **Single Point Revenue and Fee Collection** - Onward broker and manage payments to State's payment processor (CBOSS) and broker payment to multiple agencies while creating transaction logs and Business Customer "receipts".
- **One-Stop Filing and Forms** - Provides guides and forms to Business Users through complex transactions that have multiple steps, forms and / or filing requirements for users on procedures to complete the process including Agencies and (if applicable) systems with which they will need to interact.
- **Scheduling and Reminders** - Notify Business Customers of a particular event that is upcoming or past due (Filing due) using a "calendar" or "task list" metaphor.
- **Collections and Confirmations** – Provides a Payment Card Industry (PCI) certified web-based payment solution that supports a wide range of payment types: credit cards, debit cards, electronic checks, as well as recurring and cash payments.

OIT Provides

- Payment Services (CBOSS) – PCI Certified Web Service Payment Processor
- Legacy Integration Services – Standardized and Custom Electronic Data Interchange (EDI), Interface and File Transfer integration methods upon mutual agreement with State agencies

Maintenance Schedule

7:00 PM – 11:00 PM Sundays – For additional outages, stories will be posted via myohio.gov.

Incident Response & Resolution

OBG support staff is available from 7:00 AM to 5:00 PM, Monday through Friday. Customers may report issues to, or request assistance from the helpdesk on a 24 x 7 basis.

Service Objectives

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

Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Ohio One Network*
- Place service order via the OIT Enterprise Service Catalog.
- Provide DAS OIT with a valid billing number.

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

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio One Network

Service Description

The State of Ohio's One Network is a unified solution that brings together design, engineering, operations, service delivery, security, mobility, management, and network infrastructure to target and solve key government challenges by focusing on processes, procedures, consistency and accountability across all aspects of state, city and local government.

Ohio One Network can deliver an enterprise network access experience for their customers regardless of location or device and deliver a consistent, reliable network access method.

An Ohio One Network customer might also be interested in these OIT services:
- Secure Authentication Services

Customer Benefits

- **Cost-savings** - The customer will save money by not incurring 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 who are skilled and experienced in planning and provisioning, maintaining and troubleshooting the service.

OIT Provides

- Circuit and Network installation and monitoring
- Incident resolution and change management via the Customer Service Center
- Routine maintenance
- Service monitoring and alerting
- Service provisioning and implementation
- Quality of Service (QoS) Support

Maintenance Schedule

Scheduled maintenance occurs every Tuesday and Thursday from 3:00 a.m. to 6:00 a.m. and the second Sunday of every month from 6:00 a.m. to 12:00 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, Ohio One Network support staff is available 24 x 7 for both incident reporting and resolution. Ohio One 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 Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Service Objectives

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

Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Provide DAS OIT with a valid billing number.
- Place service order via the OIT Enterprise Service Catalog.

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov.   Rate information for this service can be found on the DAS OIT IT Business Office site.

Open Systems DR-DRaaS

Service Description

Open Systems Disaster Recovery as a Service (DRaaS) offers server imaging and storage at a geographically disparate site from Columbus, Ohio. The service provides customers with a private Disaster Recovery as a Service solution connected to the State of Ohio Computer Center (SOCC) via the Ohio One Network that will consists of the following:

- Compute to allow expected performance in the event of a complete fail over
- 24vCPU per host with 32 host in the environment all licensed with VMWare
- Support of the orchestration and replication environment
- Site connectivity
- Stored images available upon demand

Open Systems Disaster Recovery - Windows (1330 / 100607 / DAS505170/ 3854L) - Open Systems Disaster Recovery – Windows is a service that provides a secondary failover site for Windows based servers within the geographically disparate site. This service provides duplicative server compute and storage to match Server Virtualization and Data Storage capabilities as provisioned at the SOCC. This service is provided through a contracted third party who is responsible for all management and equipment at the facility. The rate for this service is based on a percentage of contract and site connectivity costs, as well administration costs, per server per month. Total costs are apportioned based upon the number of Windows server racks on the site floor. The customer base for this service includes any customers who consume Server Virtualization and Data Storage at the SOCC.

Open Systems Disaster Recovery - AIX (1330 / 100607 / DAS505170/ 3854N) - Open Systems Disaster Recovery – AIX is a service that provides a secondary failover site for AIX based servers within the geographically disparate site. This service provides duplicative server compute and storage to match AIX Systems Services and Data Storage capabilities as provisioned at the SOCC. This service is provided through a contracted third party who is responsible for all management and equipment at the facility. The rate for this service is based on a percentage of contract and site connectivity costs, as well administration costs, per server per month. Total costs are apportioned based upon the number of AIX server racks on the site floor. The customer base for this service includes any customers who consume AIX Systems Services and Data Storage at the SOCC.

Customer Benefits

- **Cost-savings** – Customers will save money by not incurring additional expenses for personnel and equipment associated with disaster recovery.
- **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.
- **Support** – Processes and procedures are in place to protect against unplanned events such as the failure of an individual system component or brief service interruptions.

OIT Provides

OIT provides site connectivity, on-going support of server images and associated services.

Maintenance Schedule

The maintenance windows are negotiated with the customer and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled as needed.

Incident Response & Resolution

As a primary service, Open Systems Disaster Recovery as a Service support staff is available 24 x 7 for both incident reporting and resolution. DRaaS staff will respond to the customer within 15 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource.

Service Objectives

Category	Evaluation Criteria	Target
Availability	DRaaS uptime	99%
Incident Responsiveness	DRaaS support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 15 minutes.	100%
Incident Resolution	DRaaS support staff resolves incident within 4 hours.	75%

Customer Requirements

- Provide DAS OIT with a valid billing number
- Ohio One Network

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Program & Project Management Practice

Service Description

The Project Success Center's (PSC) Program and Project Management Practice (PPMP) provides users with a standard set of program and project management processes that are based on fundamental project management principles, combined with a project management tool configured with those processes.

Customer Benefits

- **Ease of Implementation:** Provides a jump-start to customers who need to implement project management rigor in their organization. Processes are defined and configured in the tool.
- **Collaboration:** The project management tool fosters collaboration in the context of work by employing a social media look and feel to communicate across the whole team. Security is managed at the project level so collaboration between organizations can take place as easily as adding a team member to the project.
- **Results:** Top-down planning approach permits teams to start executing and delivering on projects more quickly, executing on smaller projects that deliver business value.
- **Integration:** The project management tool can integrate easily with other systems like JIRA, TFS, SharePoint and other tools through the use of open APIs. Third party tools/services are not required.
- **Standardization:** Project templates can be used to promote the standardization and repeatability of the customer's processes, providing a basis for the customer's continuous improvement initiatives.
- **Security:** The tool is a hosted solution which encrypts data at rest.
- **Communication:** Real-time reporting and dashboard capabilities are built into the tool which can report at the project, program or portfolio levels.

OIT Provides

- Project Success Center's Program and Project Management Practice Guide.
- Assistance configuring the Agency's practice in the project management tool.
- On-line training for Project Managers and Team Members.
- Service issue escalation.
- Master Cloud Service Agreement and Service attachment for the project management tool.

Maintenance Schedule

Workfront is the service provider of the project management tool. Maintenance is performed on the platform on a schedule that can be viewed anytime at trust.workfront.com.

Incident Response & Resolution

Level-2 Support is provided by the Project Success Center for incident reporting and resolution. Staff will respond to a customer within 60 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore the customer will need to make the customer's Group Administrator available to work through issue resolution.

Service Objectives

Category	Evaluation Criteria	Target
Service Availability	Workfront's service availability excluding scheduled maintenance and outages caused by circumstances beyond Workfront's reasonable control. Real-time performance status available at http://trust.workfront.com	99.9%
Incident Responsiveness	PSC will respond to (i.e. acknowledge and confirm the receipt of an incident ticket) within 60 minutes between the hours of 8:00 AM to 4:00 PM, excluding weekends and holidays.	100%

Customer Requirements

- Commit resources to assist with the project management tool configuration
- Maintain Contact List
- Maintain customer licenses
- Provide Group Administrator for customer Level 1 Requests
- Provide internet connectivity for customer's users to access the Workfront web application
- Provide Project Managers who possess basic knowledge of the project management discipline
- Provide resource to build reports and dashboards for customer

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov.   This is not a rated service, customer needs to buy licenses and coordinate with the Project Success Center (DAS.PSCInformation@das.ohio.gov). License cost information may be found at: https://das.ohio.gov/Divisions/Information-Technology/Telecommunications-Services#4089159-project-management

Service Description

The OIT Secure Authentication service provides a managed two-factor user authentication solution to protect an agency's resource. The authentication 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.

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.
- **Security** - This service offers protected exchanges of information to block unauthorized access.
- **Support** - Service support is provided by OIT staff that are skilled and experienced in planning, provisioning, maintaining and troubleshooting the service.

OIT Provides

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

Maintenance Schedule

Scheduled maintenance occurs every Tuesday and Thursday from 3:00 a.m. to 6:00 a.m. and the second Sunday of every month from 6:00 a.m. to 12:00 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, Secure Authentication support staff are available Monday through Friday from 6:00 a.m. to 11:00 p.m. for incident reporting and resolution. Secure Authentication staff will respond to the customer as quickly as possible based on resources available. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources if necessary, staff will commit to resolving most incidents within 24 hours.

Note: The customer is responsible for their Internet Service Provider, desktop, laptop or mobile device.

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) as quickly as possible based on resources available.	100%
Incident Resolution	Secure Authentication support staff resolves incident within 24 hours.	75%

Customer Requirements

- Account information for each user
- Management sponsorship for the account creation
- Hard Token (provided by OIT), Smart Phone application or call back number for authentication
- Customer resources that require access
- Configuration of customer equipment to connect to OIT's authentication servers
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov.   Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | **Department of Administrative Services**

Server Virtualization

Service Description

Server Virtualization is the practice of abstracting the physical hardware resources of compute, storage and networking of a host server and presenting those resources individually to multiple guest virtual servers contained in separate virtual environments. OIT leverages the VMware vSphere platform to transform standardized hardware into this shared resource model that is capable providing solutions around availability, security and automation.

Server Virtualization includes:

- **OIT Managed-Basic Server Virtualization:** OIT hosts the virtual server and manages the hardware/virtualization layer. OIT is also responsible for managing the server's operating system (OS). This service includes 1 virtual CPU (vCPU), 1 GB of RAM and 50 GB of General Disk Storage used for the operating system.
- Hybrid Cloud Infrastructure as a Service (IaaS).
- Hybrid Cloud Platform as a Service/Cloud Software as a Service (PaaS/SaaS).

A server virtualization customer might also be interested in these OIT services:

- Backup
- Data Storage (for additional storage space)

Customer Benefits

- **Continuity** - This service allows for seamless recovery from service disruptions associated with server hardware failures.
- **Cost-saving** - The customer saves money by not having to incur additional expenses for personnel, operating system licensing and equipment associated with monitoring and maintaining the server.
- **Protection** - The service provides anti-virus that guards the customer's OIT Managed-Based virtual machines.
- **Scalability** - This 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 experience in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Incident Resolution, Problem Management, Change Management and Asset Management services via the Customer Service Center
- Managed virtual environments (patching, upgrading, etc.)
- Microsoft Server OS licensing
- Migration support for physical servers
- vRops Dashboards provided for adding visibility and reporting, including ability to reset servers
- Dedicated equipment
- Right Sizing reports created per request
- Routine maintenance
- Server Security Monitoring
- Server and application level alerting/reporting
- Server Snap Shot Service for a maximum of 3 days
- Service monitoring
- Service provisioning and implementation
- VMware Hypervisor Licensing

Maintenance Schedule

The maintenance windows are negotiated with the customer and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled as needed.

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 15 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Virtual Server uptime	99%
Incident Responsiveness	Server Virtualization support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 15 minutes.	100%
Incident Resolution	Server Virtualization support staff resolves incident within 4 hours.	75%

Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Provide DAS OIT with a valid billing number
- Submit the service request to CSC@ohio.gov

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov. or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

SSL Digital Certificate Provisioning

Service Description

SSL (Secure Sockets Layer) Digital Certificate Provisioning service provides Secure Sockets Layer (SSL) Certificate service across multiple enterprise service offerings. SSL certificates are used to provide communication security to various web sites and communications protocols over the internet (ex. Web Servers, Network Devices, Application Servers, Internet Information Server (IIS), Apache, F5 devices and Exchange servers). SSL Digital Certificate Provisioning supports the delegation of administration and reporting processes for each designated customer agency while leveraging a common portal.

- **Cost-Savings** – The customer will save money by having all certificates issued from a central source
- **Efficiency** – This service is centralized, allowing for a single service to issue certificates for many different Agencies and/or Divisions.
- **Support** – Service support is provided by staff skilled and experienced in planning and provisioning as well as maintaining and troubleshooting the services.

- Delegation Design
- Enterprise License
- Authentication
- SSL certificate provisioning
- Administration through SSL certificate lifecycle
- Incident resolution services via the Customer Service Center
- Billing
- Reporting

Scheduled maintenance of SSL Digital Certificate Provisioning occurs on Wednesday evenings from 6:00 p.m. to midnight when needed. 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, the outage will be scheduled from 6:00 p.m. to midnight.

As a primary service, SSL Digital Certificate Provisioning support staff is available 24 x 7 for both incident reporting and resolution. SSL Digital Certificate Provisioning 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 Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Service Objectives

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

Customer Requirements

- Generate Certificate Signing Request (CSR)
- Install issued certificate
- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov.
- Obtain Domain Certificate if required (UNS)
- Place service order via the OIT Enterprise Service Catalog
- Provide Authorized Certificate Requestor (State Employee)
- Provide DAS OIT with a valid billing number
- Provide Technical Support for Certificate Owners
- Review and Verify Certificates data accuracy

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov. Rate information for this service can be found on the DAS OIT IT Business Office site.

Ohio | **Department of Administrative Services**

Wireless as a Service

Service Description

Wireless as a Service is the IT Enterprise Wireless hosted network which allows customers to connect laptops and devices to their data via a wireless interface. This service is an all-inclusive enterprise level wireless LAN solution that offers guest, employee, voice and location based services with 24/7 target availability.

Coverage is 3 tiered:
- Broad coverage – small number of users with low throughput, i.e. public hot spot, warehouse
- General data use – most common, general computing with robust data performance
- High capacity use (Voice) – maximum capacity, high bandwidth users, i.e. location and tracking service.

A Wireless as a Service customer might also be interested in these services:
- Secure Authentication Services
- Ohio One Network

Customer Benefits

- **Cost-Savings** - The customer will save money by not incurring additional expenses for personnel and equipment associated with monitoring and maintaining the service. Avoids cellular network data charges. eRate eligible for next fiscal year.

- **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. Agency access between state facilities or locations. Access to agency specific documents and portals

- **Security** - Ohio One Network connectivity with security and governance. Employee wireless network requires user authentication and includes:
  - State managed devices (in ID domain) authenticated with AD integration
  - State managed mobile devices authenticated with MAC address
  - Contractor devices authenticated with MAC address

OIT Provides

- A site survey
- Installation of access points
- Low voltage cabling to access points
- Wireless LAN Network Access hardware
- Connection to a wireless LAN controller
- Secure cloud based management

Maintenance Schedule

All routine network maintenance and changes will be performed during the standard maintenance window, which is each Sunday from 12:00 AM – 6:00AM, Eastern Time.

Incident Response & Resolution

As a primary service, Wireless as a Service support staff is available 24 x 7 for both incident reporting and resolution. 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 Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours for P1 incidents.

Service Objectives

Category	Evaluation Criteria	Target
Availability	Wireless as a Service uptime	99.9%
Incident Responsiveness	Wireless as a Service support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 30 minutes.	100%
Incident Resolution	Wireless as a Service support staff resolves incident within 4 hours for P1 incidents..	99%

Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services portal at: http://itenterprise.ohio.gov
- Place service order via the OIT Enterprise Service Catalog
- Update global platform through desktop deployment
- Procure and pay invoices through SSI/RF-Works

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov or visit the **IT Enterprise Services** portal to place an order at http://itenterprise.ohio.gov.   Rate information for this service can be found on the DAS OIT IT Business Office site.