Governor Eric Holcomb
Director and Chief Information Officer Tracy Barnes

IOT Services Catalog
(IOT's Product Code Reference Manual)

Fiscal Year 2021

Version 1.4

Purpose

This document provides Indiana Office of Technology's (IOT) customers a central place to find information about its 90+ provided services.

Notes:

- There is a separate IOT Services Catalog - Mainframe for all Mainframe related services.

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

Contents

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

The document also contains information on how to:
1. request a product or service
2. request help if you have an issue with a product or service
3. monitor the progress of your requests
4. resolve billing issues
5. how to return a product or terminate a service.

Welcome from the Director and CIO

Welcome to IOT. The Indiana Office of Technology is legislatively tasked with being the enterprise technology provider for state government. In the past, technology was disparate systems, sometimes maintained by one person operating out of a closet. When the state consolidated technology duties in 2005, major efficiencies were realized, saving the state an estimated $14M annually.

IOT has come a long way in our agency maturity. We now provide 97 products, versus 63 in 2010, and we offer cloud services and have made major cybersecurity investments to keep data safe. Our processes are positively reflected by the Center for Digital Government, which has graded Indiana an 'A-' for its technology usage in each of the last two biennium.

As Indiana continues to deliver next level digital government to Hoosiers, IOT is not only looking near-term on how to best assist in those efforts but also forecasting out a few years on the coming technologies. The Indiana Office of Technology has developed four key performance indicators that the company uses to effectively meet its business objectives. Those are: Core Service Delivery, Cost Competitiveness, Executive Branch Security Readiness and Preferred Workplace. IOT measures its KPIs monthly to evaluate its success at reaching specific goals. Thank you for considering IOT for your technology needs, we strive to meet your expectations and earn your business.

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

Table of Contents

IOT Introduction

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

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

Our Team: IOT is comprised of 400+ highly skilled IT professionals with over 4,500 years of state experience. We are organized into 20+ distinct departments to provide the best IT services at the best rates possible. To learn more about IOT and our individual departments please visit our website and review "**What We Do**".

Quality at Competitive Rates

Approximately every three years the IOT hires a third-party company to evaluate its services and rates. The goal is to provide IOT with a comparison to other state IT organizations and private-sector businesses. Since 2006, IOT has undertaken four evaluations, with the last completed (*in process*) in March 2020.

To date, the results have proven favorable for IOT. After each report, areas where improvements are recommended are evaluated by the CIO and staff to determine how to make the necessary adjustments. The final goal is to continue providing the best services at the best rates possible. A complete four year rate history can be found here.

Note that all services include a portion of IOT's Overhead and StateWide Cost Allocation Plan (SWCAP).
Overhead includes: all costs not directly associated with providing a product or service (i.e. indirect costs). These costs include salary, benefits, and travel (conferences) for the executive team (CXO's), the finance team, and the administrative team. Overhead also includes costs for professional services (contractors), software/hardware expenses (Pinnacle billing system), office supplies, office furniture, CDP charges (internal IOT charges), and depreciation on equipment (copiers, software, TV's, security cameras, etc.)
SWCAP includes costs for the: Operation Division, Procurement, Dept of Personnel, Archives and records Admin, Treasurer of State, Auditor of State, Office of State Based Initiatives, Office of the Inspector General and the Attorney General.

Customer Satisfaction

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

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

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

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

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

Service Catalog Maintenance

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

Service Area Contents & Definitions

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

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

Requesting Services

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

1. **IOT HelpDesk**   Contact the HelpDesk at 317-234-HELP (4357) or 1-800-382-1095
2. **HelpDesk Assistant (HDA)**   Use the icon on your desktop to create a ticket for the IOT HelpDesk.
3. **vFire Customer Portal (vCP)** Use the icon on your desktop to order a subset of our services.
4. **webmasters.in.gov**   Online forms to submit Web Portal Request for Interactive applications, Enterprise Web Content Management System, Domain Name requests, redirects, Online Calendar, Web Analytics, Website Quality Assurance, Enterprise Email Marketing, online payment processing, and training.

Issue Resolution

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

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

Issue Monitoring

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

Billing Issues

If you have questions about your monthly IOT Services bill, or require changes because you no longer need the service, please submit a ticket as soon as possible to get the issue resolved. For IOT billing policy information, click here.

If you have a Pinnacle account, you can view the bill here.

Maintenance Windows

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

Changes that affect workstations such as software pushes will begin Friday at 8pm and run until Sunday at 6pm unless otherwise noted.

Others requested outside of these published windows will be approved on a case-by-case basis with necessary justification. IOT-CS-ARC-002

Service Level Objective

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

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

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

Project Related Work Requests

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

Exceptions to IOT Standard Technology

IOT has identified the standard technology used in each of its service offerings. But there may be cases where a customer has a legitimate requirement for a non-standard technology. In these cases, IOT management must review and approve the exception. An Exception Form in Archer (IOT's Standard Policy system) must be completed and signed by the agency head to acknowledge they will not be using IOT standards. IOT's service level objective for this service on non-standard technology will be "best effort".

IOT Services by Area

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

1. Application Development
   - Application Developers
   - Application Software Maintenance
2. Business Applications
   - Agency Liaison Program
   - Customer Relationship Management (CRM)
   - Geographic Information Systems (GIS)
   - Government Management Information Services (GMIS)
   - Microsoft Power BI
   - Oracle WebCenter Content (WCC)
   - ITSM Work Management
   - ITSM Workflow Development
3. Collaboration
   - Email
   - Teams Conferencing
   - WebEx
4. Communications
   - Mobile
   - Network
   - Telecommunication
5. Customer Service
6. Database
   - Database Hosting
   - Database Maintenance
   - Database Size Overage
7. Data Exchange Services
   - BizTalk
   - Managed File Transfer (MFT)
   - Secure File Transfer Protocol (SFTP)
8. Desktop
   - Adobe Products
   - Visio
   - Workstation Software Licenses
   - Legacy Application Access
   - SEAT (Desktop PC or Laptop)

9. Hosting
   - Cloud Services
   - Agency Cloud Architect
   - IIS Web Hosting
   - Oracle Application Hosting
   - Physical and Virtual Server Hosting and Management
   - Server Management
   - Racks and Rack Space
10. IN.Gov
11. IT Business Continuity
    - Disaster Recovery Physical Server
    - Disaster Recovery Virtual Server
    - MHA Physical – Testing
    - MHA Virtual – Testing
    - Rack Hosting Services
12. Large Project Delivery
13. Mainframe Services
14. Project Success Center
    - MS Project Online
    - Project Management Assistance
15. Security
    - Baseline Security
    - Compliance Center of Excellence
    - Confidential Data Systems
    - Info. Security Officer as a Service
16. Storage
    - Archive
    - Data Protection
    - Isilon File Overage
    - Shared SAN
    - VM Server Additional

IOT Services by Codes

Code #	Name	Code #	Name
1001	Seat Charge	1170R	Appl. Development - Architect
1014	Email-SharePoint G3	1170S	Appl. Development - Senior
1020	Remote Access (Citrix)	1173	WebEx & Teams Audio
1023	SFTP Services	1175	Security - Baseline
1041	Pagers	1177A	Shared SAN Storage
1043	Telephone - Centrex	1177B	Archive Storage
1044	Telephone - Remote	1177F	VM Server Additional Storage
1049	Database Consulting Services	1177I	Isilon File Overage
1050	Physical Server Hosting	1177J	Data Protection
1051	BizTalk Service Infrastructure	1178	Adobe Products
1051A	BizTalk Sr. Developer	1180	Security - Confidential
1051B	BizTalk Architect	1182A	Project Success Center - Senior
1052	Virtual Server Hosting - Base	1182C	Project Success Center - Specialist
1052A	Virtual Server Hosting (+ CPU)	1183	Contact Center Support
1052B	Virtual Server Hosting (+ GB RAM)	1186	VaaS – IP Phone
1053	Cloud Service Provider	1187	Data Circuits - On Network
1053A	Cloud Operations	1188	Telecom Management Services
1053AW	Cloud Service Provider - Amazon	1189	Workstation Software Licenses
1053AZ	Cloud Service Provider - MS Azure	1191	Oracle Application Hosting
1053B	Cloud Architecture Support	1192	IIS Web Hosting
1053M	Cloud Architect - Agency	1193	Dynamics CRM Online
1066	Jobs Production	1193A	Dynamics 365 Accessories
1092	Disk Megabytes Allocated	1195	Server Management
1094	Tape Access	1196	Oracle WebCenter Content
1112	Data Circuits - Off Network	1199PE	MS Project - Essentials
1114	Database Hosting	1199PP	MS Project - Premium
1114A	Database Size Overage 1GB+	1199PR	MS Project - Professional
1114B	Exadata Hosting	1200F	IOT Rack Space - Floor
1117	Cellular Phone Service	1200R	IOT Rack Space - Rack
1120	GMIS HRMS Services	1201	Contracted Long Distance
1121	GMIS Financials/Hyperion	1202	800 # Service - Long Distance
1126	TSO/DSO & OCRs	1203	Misc. Telecom Services
1131	IN.Gov	1204	HelpDesk
1137MP	MHA Physical - Testing	1206	Mainframe - Batch / System
1137MV	MHA Virtual - Testing	1207	Mainframe - DB2
1137P	DR - Physical Server	1208	Mainframe - IMS
1137R	Rack Hosting Service	1209	Mainframe - CICS
1137V	DR - Virtual Server	1210	Mainframe - IDMS
1141	WAN Management Services	1211 B	Microsoft Power BI and Support
1153A	AGOL Level 1 (Viewer)	1212	ISO as a Service
1153C	ArcGIS Consulting	1214	Managed File Transfer (MFT)
1153D	ArcGIS Desktop	1215	Compliance Center of Excellence
1153O	ArcGIS Online Level 2 (Creator)	1219	MS Visio
1153P	Portal Level 1 (Viewer)	1220	Large Project - Senior Consultant
1153S	ArcGIS Server Instance	1221T	MS Teams Conferencing
1153T	GIS End-User Training	Liaison	Agency Liaison Program
1155	Network Access Services	WorkMgt	ITSM Work Management
1170	Appl. Development - Standard	Workflow	ITSM Workflow Development
1170J	Appl. Development - Junior		
1170M	Appl. Development Maintenance		

IOT Services by Service Owner

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

Service Owner	email	Services
Allen, Jeff	JAllen@iot.in.gov	1001, 1014, 1189
Annamalai, Ram	RAnnamalai@iot.in.gov	1137MP, 1137MV, 1137P, 1137R, 1137V
Baker, Bill	FBaker@iot.in.gov	1220
Baxter, Todd	TBaxter@iot.in.gov	1066, 1092, 1094, 1200F, 1200R, 1206, 1207, 1208, 1209, 1210
Carpenter, Todd	TCarpenter@iot.in.gov	1020, 1049, 1052, 1052A, 1052B, 1114, 1114A, 1114b, 1177A, 1177B, 1177F, 1177I, 1191, 1196,1205, 1213
Compton, Megan (GIO)	MCompton@iot.in.gov	1153A, 1153C, 1153D, 1153O, 1153P, 1153S, 1153T
Fox, David (CTO)	DFox@iot.in.gov	1053, 1053A, 1053AW, 1053AZ, 1053B, 1053M, 1193, 1193a, 1211, 1211B
Harden, Scarlette	SHarden@iot.in.gov	1120, 1121
Hicks, Mike	MHicks@iot.in.gov	1041, 1043, 1044, 1173, 1186, 1188, 1201, 1202, 1203, 1221T
Jain, Hemant (CISO)	HJain@iot.in.gov	1175, 1180, 1212, 1215
Kelly, Diane	DKelly@iot.in.gov	1182A, 1182C, 1199PE, 1199PP, 1199PR
Kremer, Steve	SKremer@iot.in.gov	1023
Lex, Joe	JLex@iot.in.gov	1204
Neuenschwander, Dan	DNeuenschwander@iot.in.gov	1126
Reid, Jason	JReid@iot.in.gov	1178, 1178C, 1178D, 1178E, 1178F, 1178I, 1178P, 1178PP, 1178R, 1178W
Sharp, Charles	CSharp@iot.in.gov	1112, 1141, 1187
Stipe, John	JStipe@iot.in.gov	1117, 1155
Toole, John	JToole@iot.in.gov	Liaison Program, WorkMgt, Workflow
Wilson, Alvin	AWilson@iot.in.gov	1051, 1051A, 1051B, 1131, 1170, 1170J, 1170M, 1170R, 1170S, 1192, 1214
Winblad, Erik	EWinblad@iot.in.gov	1050, 1183, 1195

Meet the IOT Service Owners

Allen   Annamalai   Baker   Baxter   Carpenter   Compton   Fox   Harden   Hicks   Jain
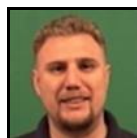
Kelly   Kremer   Lex   Dan Neu..   Reid   Sharp   Stipe   Toole   Wilson   Winblad

Application Development

General

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

Applications developed by IOT using this service are typically **less than $250,000 and shorter than nine-months in duration**. For larger or longer projects, please consider using IN.Gov (#1131) services.

Purpose

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

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

Name	**Developer Standard**
Code	1170
Purpose	Intermediate Software Developers, Business Analysts, and Graphics Designers.
Rate	$121.00 / Hour

Name	**Junior Standard**
Code	1170J
Purpose	Beginner Software Developers, Business Analysts, and Graphics Designers.
Rate	$75.00 / Hour

Name	**Developer Senior**
Code	1170S
Purpose	Senior Software Developers, Business Analysts and Graphics Designers have more experience and can generate code faster with less refactoring.
Rate	$121.00 / Hour

Name	**Developer Architect**
Code	1170R
Purpose	Oversees the design, testing, code review, implementation, and administration of an IOT developed application.
Rate	$125.00 / Hour

Name	**Application Maintenance**
Code	1170M
Purpose	Covers bug fixes and minor tweaks to the code.
Rate	$110.00 Per Hour

Standard	All IOT development is done in iOS, Android, and .NET.
Cust Responsibility	Approve the SOF. Attend all required "sprint" meetings, work with Business Analyst to help gather requirements, perform homework as assigned, and participate in Quality Assurance and User Acceptance Testing.
IOT Responsibility	IOT will complete the SOF and provide the appropriate development personnel.
Ven Responsibility	N/A
Service Owner	Wilson, Alvin Click here to send the Service Owner a Message
SLO	**Request:** A Project Charter is developed between IOT and the customer for each new application. The Project Charter will include a schedule for development, testing, and production implementation. Once the Project Charter has been established, the implementation plan will be provided.
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	Medium / Low
Usage	Currently 42 applications in use by 16 agencies, with 20 applications in the queue
Reports	The Project Charter will include a schedule for periodic progress reports for the customer.
	Once the application is in production, monthly usage reports by agency will be posted.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

.

Business Applications

This section contains information for the following services:

- CRM
- Oracle WCC
- Liaison
- WorkMgt
- Workflow
- MS Power BI
- GIS
- GMIS

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

Name	**Dynamics 365 CRM Online**
Code	1193
Purpose	Customer relationship management software that utilizes an extended relationship management that is hosted in the Microsoft Government cloud.
Included	Dynamic CRM Online is licensed per user, per year. Enterprise Plan 1 licenses that are purchased will be passed to the customer by IOT.
Not Included	Agencies are responsible for procuring Team Member licenses.
Dependencies	Network Services
Rate	$46.95 Per Month Per Named User
	MS CRM license + IOT user administration/update fee.
Standard	Dynamics 365
Cust Responsibility	Customer is responsible for integration and installation of solution.
IOT Responsibility	Support for Dynamics 365 infrastructure.
Ven Responsibility	Technical support for Microsoft products.
Service Owner	Fox, David Click here to send the Service Owner a Message
SLO	**Request**: Access within 3 business days
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	650+ named users
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Dynamics 365 Accessories**
Code	1193A
Purpose	Customers can procure accessory services or products associated with Dynamics 365 through a pass through billing model.
Included	Customers who leverage Dynamics 365 can choose a variety of options to purchase based on MS offerings. Please visit MS Dynamics 365 page (https://dynamics.microsoft.com/en-us/).
Not Included	N/A
Dependencies	Network Services
Rate	Pass Through (monthly / service or product)
Standard	Dynamics Online Services
Cust Responsibility	Customer is responsible for integration and installation of accessory services or products.
IOT Responsibility	Contract negotiation, vendor management, billing management, support for Dynamics 365 infrastructure.
Ven Responsibility	Technical support for Microsoft products.
Service Owner	Fox, David Click here to send the Service Owner a Message.
SLO	**Request**: N/A – Agency procures through Dell
	Availability: Microsoft Dynamics 365 SLAs
	Incident: N/A
Impact/Priority	High / High
Usage	20,000+
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Oracle WebCenter Content (WCC)**
Code	1196
Purpose	Oracle WebCenter Content provides agencies with a secured solution for storing, indexing, retrieving and managing content. This optionally includes document capture through Enterprise Capture, document conversion through Inbound Refinery, document retention through Universal Records Management and document routing through Business Process Management.
Included	The service rate includes the infrastructure required to host these services, database storage, Oracle software licensing, and disaster recovery.
Not Included	Application-level administration and any software components required for unique agency requirements.
Dependencies	Hosting Services, Storage Services, Database Services
Rate	$1.96 Per Month Per GB
Standard	Oracle WebCenter
Cust Responsibility	Agencies are responsible for the design of the application model (security, metadata, workflow, etc.), day-to-day application-level administration and any software components required for unique agency requirements.
IOT Responsibility	Oracle WebCenter Content infrastructure support and maintenance.
Ven Responsibility	Technical support for Oracle products.
Service Owner	Carpenter, Todd Click here to send the Service Owner a Message
SLO	**Request**: Project based
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	20,000+ GB
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Agency Liaison Program**
Code	Liaison
Purpose	At the direction of the IOT CIO, IOT began to focus on ITIL in December 2015. A new department, IOT Service Management, was created to support this new focus. The first Phase of ITIL is Service Strategy. One of the processes within Service Strategy is Business Relationship Management. In 2016 several initiatives launched to help IOT improve their business relationship with its customers. The IOT Agency Liaison Program was one of these initiatives.
Included	Monthly 1-on-1 discussion regarding the following topics:

1. **IOT's Monthly Performance Reports** (agency specific and statewide)
2. **IOT Services Catalog**
3. **IOT Bill**
4. **Service Improvements**
5. **Issue Escalation** (issues not getting resolved per standard protocol)
6. **IT Strategy** (IOT's and the agency)
7. **IT System Changes** (IOT's and agency)
8. **IT Security Issues**

Not Included	This service does not replace the IOT Helpdesk as the point-of-contact for issues and services.
Dependencies	NA
Rate	No Charge
Standard	NA
Cust Responsibility	Meet with their corresponding IOT Liaison monthly for one hour (preferably face-to-face).
	Review the two performance reports they receive on the 5th of each month.
	Limit discussions to the eight topics associated with the Liaison Program.
IOT Responsibility	Provide a contact for agencies that participate in the program.
Ven Responsibility	NA
Service Owner	Toole, John Click here to send the Service Owner a Message.
Primary IOT Liaison	Pratt, Lisa
SLO	NA
Impact/Priority	High / High
Usage	63 agencies are currently participating in this program.
Reports	Agency Specific and Statewide Monthly IOT Service Performance Reports IOT monthly bill,
	IOT Change Management System (CMR Report).
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**ITSM Workflow Development**
Code	Workflow *(NEW for FY21, free until FY22)*
Purpose	To automate the manual processes involved in a business process.
Included	An automated business process workflow designed and supported in the IOT ITSM system.
Not Included	Documentation of the current business process.
Dependencies	NA
Rate	Free for Simple Workflows (can be developed within one IOT business day)
	$75 Per Hour for Complex Workflows (take longer than one IOT business day to develop)
	$75 Per Hour for Ongoing Maintenance and Change Requests
Standard	Alemba Service Management System (ASM)
Cust Responsibility	Customer is responsible documenting their current business process flow.
IOT Responsibility	The IOT Workflow Specialist will consult with the customer to determine how develop the automated business workflow, and then provide a quote for the development. Once the workflow is in production, ongoing maintenance/changes will be charged at the listed hourly rate.
Ven Responsibility	Alemba must provide system availability and workflow backup.
Service Owner	Toole, John Click here to send the Service Owner a Message
SLO	**Request**: Respond to a customer request within 3 business days
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	Depends upon the purpose of the Workflow.
Usage	New Service for FY21.
Reports	Monthly Usage Reports will be provided to the Agency.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**ITSM Work Management**
Code	WorkMgt
Purpose	vFire includes the following services: Incident Management, Request Management using vFire workflow engine, Problem Management, Change Management using vFire workflow engine, Knowledge Management, Asset Management, Inventory lifecycle using vFire workflow engine, Workflow, Self-Service Customer Portal, Service Level Management, Service lifecycle Management. This application will be moving to the AWS Cloud in mid-2019.
Included	Initial system planning services. Initial system setup. Ongoing system support and maintenance.
Not Included	App Development Services, vFire System Interfacing Services, vFire Workflow Development
Dependencies	A computer with state network access.
Rate	No Charge - Although current annual maintenance is $150,000, there is currently no charge to the customer as long as they use the shared database.
Standard	vFire from Alemba.
Cust Responsibility	Meet with IOT vFire System Admin to discuss capabilities and requirements. Testing of system once established. Follow IOT standard procedures. **NEVER** storing PII data in vFire.
IOT Responsibility	Initial system planning, system setup, customer training, ongoing system support and maintenance, primary interface with software vendor.
Ven Responsibility	Provide system updates, bug fixes and enhancements.
Service Owner	Toole, John Click here to send the Service Owner a Message.
SLO	**Request**: Initial meeting will be held by customer and IOT vFire Application Admin. An installation/training plan will be established after customer determines vFire is sufficient to meet their needs.
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
	Incident: 90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	20 agencies are using their own vFire "partition" for a variety of services. There are 650 analysts statewide sharing 450 Concurrent and 70 Named licenses supporting 30,000 end users across the state. Around 300,000 calls are logged annually.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**MS Power BI**
Code	1211
Purpose	IOT has negotiated and holds the master accounts with our Cloud Service Providers (Microsoft Azure and Amazon Web Services as of this publication) and manages the overall account structure. Product fees are passed through to the Agency based on consumption of licenses and resources.
Included	This service is a pass through of actual CSP consumption related to the Power BI product suite.
Not Included	IOT Power BI Support (1211B) or IOT Cloud Architecture Support (1053B).
Dependencies	There are no dependencies on this service, however it can be purchased in addition to any other IOT services.
Rate	Pass Through - As billed by the CSP
Standard	MS Power BI
Cust Responsibility	Customer is responsible for the appropriate management of those authorized to turn up and turn down services and the associated CSP charges.
IOT Responsibility	IOT is responsible for the overall relationship with the CSP, ingesting the usage data into the State Billing System and financial transfers. IOT is NOT responsible for a customer failing to act based on billing notifications and incurring unexpected bills.
Ven Responsibility	N/A
Service Owner	Fox, David Click here to send the Service Owner a Message.
SLO	**Request**: IOT will work with the agency contact to make the Power BI resources available as soon as is practicable.
	Availability: N/A
	Incident: N/A
Impact/Priority	**Impact** N/A
	Priority N/A
Usage	N/A – New Product
Reports	Monthly Billing Statement.
Order	Click here to **order** this service.
Cancel	Click here to cancel your existing service.

Name	**MS Power BI Support**
Code	1211B
Purpose	The Cloud Architecture organization within IOT provides the architecture and consulting overlay between the agency and the cloud service provider (CSP). Typically, IOT will provide this service in conjunction with a Cloud deployment of an Agency application(s) to ensure an effective implementation in alignment with Industry and CSP best practices.
Included	This service is billed on an hourly basis based on service consumption.
Not Included	This does not include the service costs from the CSP for compute, storage, backups, disaster recovery configurations, custom software and other application specific items.
Dependencies	There are no dependencies on this service, however it can be purchased in addition to any other IOT services.
Rate	$85.68/hr (typically @ 75% of an FTE for a minimum of 60 days)
Standard	MS Power BI
Cust Responsibility	Customer is responsible for the architecture of their application and the associated CSP charges.
IOT Responsibility	IOT is responsible for the architecture of the CSP services necessary for the agency to meet the State security and operational standards. IOT is responsible for interfacing with the Agencies Developers / Contractors to ensure that the CSP services available through the state contracts and policies are leveraged and that the Agencies compliance requirements are reflected in the design and choice of CSP deployment.
Ven Responsibility	N/A
Service Owner	Fox, David Click here to send the Service Owner a Message.
SLO	**Request**: IOT will work with the agency contact to make the resource available as soon as is practicable.
	Availability: N/A
	Incident: N/A
Impact/Priority	**Impact** N/A
	Priority N/A
Usage	N/A – New Product
Reports	Regular Check In Status meetings with customers Project Management staff.
Order	Click here to **order** this service.
Cancel	Click here to **cancel** your existing service.

GIS *(Geographic Information Systems)*

General

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

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

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

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

Name	**AGOL Level 1 (Viewer)**
Code	1153A
Purpose	Read Only Access for Provided ArcGIS and Image Server Access, GIS Data Storage, GIS Data Backup, ArcSDE DB Hosting, Server Support, Disaster Recovery (critical apps/systems), and ArcGIS Server Licensing.
Included	One Read-Only named user of ArcGIS Online for one fiscal year, access to one ArcGIS Online Organization. Product support.
Not Included	N/A.
Dependencies	N/A
Rate	$10.00 Per Month Per Named User
Standard	Esri
Cust Responsibility	Customer is responsible for integration and installation of solution.
IOT Responsibility	Support for ArcGIS Online access.
Ven Responsibility	Technical support for Esri products.
Service Owner	GIO Click here to send the Service Owner a Message

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

Impact/Priority	High / High
Usage	650+ named users
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Monthly IOT Billing Statement.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

.

Name	**GIS Consulting**
Code	1153C
Purpose	Provides consulting service to assist state agencies with creating/improving GIS capabilities specific to their agency.
Included	Consultant
Not Included	N/A
Dependencies	N/A
Rate	$100 Per Hour
Standard	ArcGIS
Cust Responsibility	A computer with network access. Training is strongly encouraged for the ArcGIS for Desktop software. Information about training can be found here.
IOT Responsibility	Trainer
Ven Responsibility	N/A
Service Owner	GIO Click here to send the Service Owner a Message.
SLO	**Request:** 90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	3,500 users for GIS Desktop and growing slowly.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Open-LM for License Usage
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**ArcGIS Desktop**
Code	1153D
Purpose	Provide ArcGIS and Image Server Access, GIS Data Storage, GIS Data Backup, ArcSDE DB Hosting, Server Support, Disaster Recovery (critical apps/systems), and ArcGIS Server Licensing.
Included	One installation of ArcGIS (ArcMap and ArcPro) for Desktop software for one fiscal year and the following extensions: ArcGIS 3D Analyst, ArcGIS Data Reviewer, ArcGIS Geostatistical Analyst, ArcGIS Network Analyst, ArcGIS Publisher, ArcGIS Schematics, ArcGIS Spatial Analyst and ArcGIS Workflow Manager. Also includes product support.
Not Included	N/A
Dependencies	N/A
Rate	$36.00 Per Month Per User
Standard	ArcGIS
Cust Responsibility	A computer with network access. Training is strongly encouraged for the ArcGIS for Desktop software. Information about training can be found here.
IOT Responsibility	Trainer
Ven Responsibility	N/A
Service Owner	GIO Click here to send the Service Owner a Message.

SLO

Request:	90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)
Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident:	90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority	High / High
Usage	3,500 users for GIS Desktop and growing slowly.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Monthly IOT Billing Statement.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**ArcGIS Online Level 2 (Creator)**
Code	1153O
Purpose	Provide ArcGIS and Image Server Access, GIS Data Storage, GIS Data Backup, ArcSDE DB Hosting, Server Support, Disaster Recovery (critical apps/systems), and ArcGIS Server Licensing.
Included	One named user for ArcGIS Online Level 2 (Creator) for one fiscal year, access to one ArcGIS Online Organization access to the credits associated with that ArcGIS Online Organization. Also includes product support.
Not Included	N/A
Dependencies	N/A
Rate	$19.00 Per Month Per User
Standard	ArcGIS
Cust Responsibility	A computer with network access. Training is strongly encouraged for the ArcGIS for Desktop software. Information about training can be found here.
IOT Responsibility	Trainer
Ven Responsibility	N/A
Service Owner	GIO Click here to send the Service Owner a Message.
SLO	**Request:** 90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	3,500 users for GIS Desktop and growing slowly.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Monthly IOT Billing Statement.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Portal Level 1 (Viewer)**
Code	1153P
Purpose	Read Only Access for Provided ArcGIS and Image Server Access, GIS Data Storage, GIS Data Backup, ArcSDE DB Hosting, Server Support, Disaster Recovery (critical apps/systems), and ArcGIS Server Licensing.
Included	One Read/View-Only named user of ArcGIS Portal for one fiscal year, access to one ArcGIS Portal Organization. Also includes product support.
Not Included	N/A.
Dependencies	N/A
Rate	$10.00 Per Month Per Named User
Standard	Esri
Cust Responsibility	Customer is responsible for integration and installation of solution.
IOT Responsibility	Support for ArcGIS Portal access.
Ven Responsibility	Technical support for Esri products.
Service Owner	GIO — Click here to send the Service Owner a Message
SLO	**Request**: Access within 3 business days
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	650+ named users
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Monthly IOT Billing Statement.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**ArcGIS Server Instance**
Code	1153S
Purpose	ArcGIS Server software and Licensing for Installations on Agency GIS Infrastructure.
Included	Access to ArcGIS Server software install software and Provisioning file for licensing ArcGIS Server sites installed in agency environment, outside the GIO Structure.
Not Included	N/A
Dependencies	N/A
Rate	$500.00 Per Month
Standard	Esri
Cust Responsibility	Customer is responsible acquisition of Server configured for ArcGIS installation. Customer is responsible to coordinate Software installation with appropriate IOT Server Admin staff.
IOT Responsibility	Support for ArcGIS Server software access and creation of Provisioning License File.
Ven Responsibility	Technical support for Esri products.
Service Owner	GIO Click here to send the Service Owner a Message
SLO	**Request**: Access within 3 business days
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	1 server license and install per Physical or VM Server.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Monthly IOT Billing Statement.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**GIS End-User Training**
Code	1153T
Purpose	Provides Technical Training to improve GIS skills in ArcGIS Desktop, ArcGIS Pro and more.
Included	One seat to in-person technical training with our TeachMe GIS and Esri Certified trainer. Hard copy training materials and CD with exercises. Certificate of completion provided.
Not Included	N/A
Dependencies	Some pre-requisite course may be recommended for the Intermediate and Advanced courses
Rate	Pass Through - Varies based on the material and duration of class.
Standard	ArcGIS
Cust Responsibility	A computer with network access. Training is strongly encouraged for the ArcGIS for Desktop software. Information about training can be found here.
IOT Responsibility	Trainer
Ven Responsibility	N/A
Service Owner	GIO — Click here to send the Service Owner a Message.
SLO	**Request:** 90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	3,500 users for GIS Desktop and growing slowly.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Monthly IOT Billing Statement.
	Open-LM for License Usage
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

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

General:

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

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

Finance: Agency percentage of subset of transactions over past 12 month period from the following modules:

General Ledger, Accounts Payable, Purchasing, Inventory, Project Costing, Grants Management,

Order Management, Billing Receivables, Assets and Travel Expense.

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

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

Name	**GMIS Human Resources Management**
Code	1120
Purpose	HCM is the State's official data record for all state employee's employment.
Included	This service, provided by SPD, includes labor, hardware, software, module rollouts, customer training, upgrades, issue resolution and ongoing support for the PeopleSoft HR "Core" modules (the modules that are sponsored by SPD and that are in use by a majority of the state agencies).
	The 25% of the GMIS budget used to support these services is allocated to 80 agencies based on headcount.

Licensed & supported modules include

Benefits Administration	Enterprise Learning Management
Recruiting Solutions	Strategic Hiring Management Workforce Administration
EBenefits	EPerformance
EProfile	ERecruit
EProfile Manager	Fundamentals for Human Capital Management
HRMS Portal Pack	Payroll Interface
Reporting Tools for HR	Talent Acquisition Manager
Time and Labor	

Additional licensed modules, but not in use

Community Portal	Workforce Scorecard
North American Payroll	Helpdesk for Human Resources
HCM Warehouse	EPay
EDevelopment	Directory Interface

Not Included	N/A
Dependencies	N/A
Rate	AOS Allocation – Monthly / Headcount
Standard	PeopleSoft and Hyperion from Oracle
Cust Responsibility	

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

IOT Responsibility	Infrastructure for the PeopleSoft application, Web services and Oracle Database.
GMIS Responsibility	Hardware, software, module rollouts, upgrades, issue resolution and ongoing support for the PeopleSoft HCM and Hyperion modules
Ven Responsibility	Oracle provides the software, updates and technical support.
Owner	Harden, Scarlette Click here to send the Service Owner a Message.

SLO	**Request:**	Request Dependent
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90.0% Resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	90 training classes offered with 500 trainees annually.	
	Processed 9,600,000 payable lines worth $21,908,971,079 in 2015.	
	Processed 1,326,299 vouchers worth $1,150,000,000 in 2015.	
	Users: 8,000 Financial, 34,000 HRMS, 200 Hyperion. Consistent usage year to year.	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	"Dashboard" for year-end financial management	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**GMIS Financial and Hyperion**
Code	1121
Purpose	PeopleSoft Financial is the State's official data record for all state financial transactions. PeopleSoft Hyperion is the Budget agency's budgeting tool to prepare State Agencies Budgets.
Included	This service, provided by IOT, includes labor, hardware, software, module rollouts, customer training, upgrades, issue resolution and ongoing support for PeopleSoft Financials. The "Core" modules are sponsored by the AOS and SBA and are mandatory for all state agencies. The 75% of the GMIS budget used to support these services is allocated to 80 agencies based on the number of transactions for previous 12 months.

Licensed & supported modules include

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

Additional licensed modules, but not in use

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

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

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

Not Included	N/A
Dependencies	N/A
Rate	AOS Allocation – Monthly / Transaction
Standard	PeopleSoft and Hyperion from Oracle
Cust Responsibility	• Sharing third-party vendor costs for projects that are initiated by agency customers. • Desktop with internet connection with an IOT/GMIS PeopleSoft supported browser for PeopleSoft access. • Compliance with State Business Process Owners' staffing, training, and business process requirements. • Utilizing the GMIS issue page or vFire system to submit system questions and problems on a timely basis. • Performing Quality Assurance/User Acceptance testing as required on all Agency-specific system configurations. • Utilizing the Enterprise Steering Committee to receive, analyze, and promote business requirements and customization for the PeopleSoft ERP. • Timely management of PeopleSoft User accounts and notify PS Security when employee's need access or access should be revoked due to employee status changes (promotions, transfers, terminations, etc.) • Engaging the ESC and GMIS team early in project planning for agency specific operations that require interaction with the state's ERP system (PeopleSoft).

IOT Responsibility	Infrastructure for the PeopleSoft application, Web services and Oracle Data Base.
GMIS Responsibility	Hardware, software, module rollouts, upgrades, issue resolution and ongoing support for the PeopleSoft HCM and Hyperion modules.
Ven Responsibility	Oracle provides the software, updates and technical support.
Owner	Harden, Scarlette Click here to send the Service Owner a Message.
SLO	**Request:** Request Dependent
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	90 training classes offered with 500 trainees annually.
	Processed 9,600,000 payable lines worth $21,908,971,079 in 2015.
	Processed 1,326,299 vouchers worth $1,150,000,000 in 2015.
	Users: 8,000 Financial, 34,000 HRMS, 200 Hyperion. Consistent usage year to year.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	"Dashboard" for year-end financial management
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Collaboration

Name	**Email-SharePoint G3**
Code	1014
Purpose	Existing IOT customers (consolidated agencies) who need a Microsoft Office 365 G3 license for email and/or SharePoint services who do not already leverage a Seat charge. Seat already includes an O365 G3 license. A common use case is a service/automation account that cannot use a shared/resource mailbox or distribution list so is required to be licensed per Microsoft. The only IOT supported method for accessing O365 services (email/SharePoint) is through an IOT approved web browser. For security purposes any off-site access to O365 services will also require Multi-Factor Authentication (MFA).
Included	Office 365 services (email, SharePoint, OneDrive for Business, etc.) as well as Self-Service Password Reset (SSPR) and Multi-Factor Authentication (MFA).
Not Included	Does not include Office 365 Pro-Plus licensing (Office Desktop Client).
Dependencies	Use IOT approved versions of web browsers, billing code, Multi-Factor Authentication and Self-Service Password Reset registration
Rate	$17.22 Per Month Per Named User
Standard	Office 365
Cust Responsibility	Customers are fully responsible for support of non-state equipment such as hardware, software, configuration, network, etc. Use IOT approved versions of web browsers, billing code, Multi-Factor Authentication and Self-Service Password Reset registration
IOT Responsibility	Support and maintain Office 365 services and related infrastructure
Ven Responsibility	Technical support for Microsoft products and offerings.
Service Owner	Allen, Jeff Click here to send the Service Owner a Message
SLO	**Request**: 90% Installed within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Availability: Microsoft Office 365 SLAs
	Incident: Microsoft Office 365 SLAs
Impact/Priority	High / High
Usage	100+ licenses
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**WebEx**
Code	1173 (B, E, S and T)
Purpose	Web Collaboration Services via WebEx or MS Teams. WebEx and MS Teams enables virtually hosted business meetings via the Internet using a browser or desktop client.

WebEx Basic (B) supports a maximum of 1,000 participants, while **WebEx Enhanced (E)** supports a maximum of 3,000 participants. This service is priced per user per month. The service includes integrated Audio Bridge Conference service that is activated with the WebEx service.

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

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

Included	Service, Maintenance, License, Contract Negotiation, Competitive Rates, Managed Service
Not Included	Desktop or Laptop
Dependencies	Hosting Services with Storage Services
Rate	1173B - WebEx Standard $8.58 / Month / Account
	1173E - WebEx Enhanced $45.28 / Month / Account
	1173S - WebEx Storage no charge
	1173T - MS Teams Audio $4.00 / Month / Account
Standard	WebEx Meeting Center (up to 1000 participants) or MS Teams (up to 250 participants); contact Service Owner for more options.
Cust Responsibility	A computer with network access. Paying all service fees in a timely manner as to avoid late fees.
IOT Responsibility	Manage & monitor systems, and provide technical support. Provide accurate monthly bill.
Ven Responsibility	Provide the service.
Service Owner	Hicks, Mike Click here to send the Service Owner a Message
SLO	**Request**: 90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	~ $230,000.00 annually
	1,500 users of Standard, 15 users of Enhanced, 1500 users of MS Teams Audio Conferencing.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Monthly Customer Billing and Usage Reports
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Microsoft Teams Conferencing**
Code	1221T *(NEW for FY21)*
Purpose	Microsoft Teams is a part of the Office 365 suite of applications included in Office 365 G3 license (or higher) and can be leveraged to facilitate hosting virtual meetings, larger live events, webinars, or to add a means of remote participation for face-to-face meetings. By default, Microsoft Teams supports voice and video chat using the computer's audio connection and camera, typically with a headset for audio and built-in camera for video, or through the Microsoft Teams App on a mobile device. Microsoft Teams, by default, provides screen sharing and other collaboration capabilities as well.

However, if you need to provide a phone number for remote users that do not have access to a computer, or mobile device with the Teams App installed, **Microsoft Teams Conferencing** adds a dial-in phone number to your Microsoft Teams meetings to facilitate audio conference calls. This product, **Microsoft Teams Conferencing**, adds the ability to support dial-in functionality described for audio conferencing participation.

Organize your meeting using Microsoft Outlook by selecting the Teams Meeting button in the new meeting window and a phone number will be provided to attendees. The attendees do not require a Microsoft Office 365 license, nor do they need to be a member of the organizer's Office 365 Team to join the meeting as an audio attendee.

NOTE for security purposes, the Meeting Code will be unique for each meeting scheduled.

Included	One named user add-on license for Microsoft Teams Audio Conferencing
Not Included	Office 365 License, Hardware, Consulting for physical room design
Dependencies	Microsoft Teams access for meeting organizer, Office 365 License (G3 or higher)
Rate	$4.00 Per Month Per Named User
Standard	Microsoft Teams Audio Conferencing
Cust Responsibility	Customer must submit a ticket to the IOT Help Desk to request a license.
IOT Responsibility	Procurement of license and support
Ven Responsibility	Technical support for Microsoft products
Service Owner	Hicks, Mike Click here to send the Service Owner a Message
SLO	**Request**: Access within 3 business days
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	Low / Low
Usage	N/A (New offering)
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Communications

This section contains information for the following types of services:

- [Mobile](#)
- [Network](#)
- [Telecommunications](#)

Mobile

Name	**Pagers**
Code	1041
Purpose	Simple pass through service from vendor. Service is invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency. Customer is responsible for all service provider fees.
Included	Contract negotiation, vendor management, billing management.
Not Included	Pager
Dependencies	Pager service
Rate	Pass Through / Month / Pager
Standard	Indiana Pager Company
Cust Responsibility	Customer is responsible for Pager. Paying all service fees in a timely manner as to avoid late fees.
IOT Responsibility	Contract negotiation, vendor management, billing management.
Ven Responsibility	Provide the service.
Service Owner	Hicks, Mike Click here to send the Service Owner a Message
SLO	**Request**: 90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	~ $4,200 Annually
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Monthly Customer Billing and Usage Reports.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	Cellular Phone Service
Code	1117
Purpose	Pass through account for Mobile Phone billing
Included	Contract negotiation, vendor management, billing management
Not Included	End-user devices
Dependencies	N/A
Rate	Pass Through - Variable depending on service purchased
Standard	Apple hardware through Verizon, AT&T, or Sprint
Cust Responsibility	Purchase of end-user devices
IOT Responsibility	Contract negotiation, vendor management, billing management.
Ven Responsibility	Provide the service
Service Owner	Stipe, John Click here to send the Service Owner a Message.
SLO	**Request**: N/A
	Availability: N/A
	Incident: N/A
Impact/Priority	High / High
Usage	~12,000 devices
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Network

Name	**Remote Access (Citrix)**
Code	1020
Purpose	Remote connectivity for users who are authorized to use applications on the state private network.
Included	Approved Citrix application access. Citrix client support.
Not Included	Virtual desktops. PC local application support
Dependencies	1052 (Virtual server hosting), 1177a (SAN), 1187(Data Circuits), 1155 (Network AS)
Rate	$11.28 Per Month Per Named User
Standard	Citrix XenApp Server 6.x and 7.x hosting current and approved MS Windows applications.
Cust Responsibility	A computer with network access and State of Indiana Email.
	Citrix client versions currently approved and supported by IOT.
	A reliable network or internet connection, updated computer or tablet, current MS Windows OS.
	Licensing for published applications.
IOT Responsibility	Maintain Citrix environment, supportable connectivity and approved/supportable applications.
Ven Responsibility	Support and resolve issues with core Citrix products.
Service Owner	Carpenter, Todd Click here to send the Service Owner a Message
SLO	**Request**:
	New published applications are scoped by complexity, security layers and dependencies.
	Basic Apps: 98% Installed within 5 IOT Business Days (6am-6pm, M-F excl. Holidays)
	User access: 98% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
	Incident: 90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority	High / High
Usage	7,425 users, 517 applications, 180 servers. No growth
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Data Circuits - Off Network**
Code	1112
Purpose	Circuits purchased with IOT-owned contracts that are used for connectivity other than to the state backbone. Charges are billed directly to the agency and passed through IOT billing.
Included	Customer defined. IOT has various contracts in place to procure services. Services can invoice and pass through IOT billing at no cost.
Not Included	Customer defined.
Dependencies	Carrier availability.
Rate	Pass Through - Per Month Per Circuit
Standard	Customer defined.
Cust Responsibility	Customer is responsible for any and all requirements.
IOT Responsibility	Contract negotiation, vendor management, billing management.
Ven Responsibility	Meeting customer requirements defined in each service order.
Service Owner	Sharp, Charles Click here to send the Service Owner a Message.
SLO	**Request**: Customer defined. Typically 35-45 days for copper-based, 120 days for fiber-based. Varies based on the request.
	Availability: Various. Based on carrier chosen and customer requirements
	Incident: Customer defined and managed
Impact/Priority	Customer defined.
Usage	$21,595 in agency expenses pass through this product per month. The INDOT Traffic Management network is the primary user of this product.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Customer defined.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**TSO/DSO/OCR**
Code	1126
Purpose	At the customer's request, telephone and cabling parts are purchased by IOT and billed back to the agency. Materials are purchased from an approved QPA vendor and the cost passed through at no markup.
Included	Provide a quote if requested. Upon agency approval, purchase material from an approved QPA vendor. Deliver/Install materials once they arrive at IOT.
Not Included	N/A
Dependencies	Dependent on type and quantity of materials, if the materials are in stock, and/or the size of the project.
Rate	Pass Through - Materials are billed back at the QPA vendor's price, no markup.
Standard	NA
Cust Responsibility	Agency Voice Coordinator must submit a ticket along with a billing code.
IOT Responsibilities	IOT will purchase requested material on the agency's behalf. IOT will schedule the delivery/installation of the materials with the agency.
Ven Responsibilities	Deliver the materials to IOT.
Service Owner	Neuenschwander, Dan Click here to send the Service Owner a Message.

SLO

	Request	NA
	Availability	NA
	Incident	NA

Impact/Priority	Low / Low
Lead Time	Dependent on type and quantity of materials, if the materials are in stock, and/or the size of the project.
Usage	NA
Reports	NA
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**WAN Management Service**
Code	1141
Purpose	Management and infrastructure in support of the State Wide Area Network.
Included	Three and a half (3.5) IOT resources in support of the core network and remote office structured cabling. Monthly audit of carrier invoices and project management of remote office moves, adds and changes.
Not Included	Project management of remote office personnel, furniture and leases.
Dependencies	Carrier facilities at the Lifeline Data Center
Rate	$98.64 Per Month Per Circuit
Standard	Dual NNI per carrier network
Cust Responsibility	Project management of remote office personnel, furniture and leases.
IOT Responsibility	**Core Network** – Continual monitoring\support and capacity planning of all backbone circuits.
	Remote Site Infrastructure – Development\Management of Statement of work for infrastructure cabling. Competitive bidding of 5 IOT cabling vendors. Project management of other IOT resources, network, desktop, server, etc. required for each office move or expansion.
Ven Responsibility	Carrier facilities within the Lifeline Data Center out to the carrier cloud.
Service Owner	Sharp, Charles Click here to send the Service Owner a Message.

SLO

Request:	N/A	
Availability:	N/A	
Incident:	N/A	

Impact/Priority	High / High
Usage	45 Core Backbone circuits

    25 Carrier NNI (Network to Network Interface)

    11 DR Circuits

     6 Backbone Circuits

     3 Internet Egress Circuits

Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	IOT Capacity Planning, Telco Utilization Report

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

Name	**Network Access Services**
Code	1155
Purpose	Provides connection to the network via wired, wireless, mobile, or remote access using VPN
Included	Physical network hardware to which connection to the network backbone may be accomplished. This may include routers, switches, wireless access points, firewalls, and any other hardware required to accomplish the connection. Includes access via wireless access point and remote access via Client VPN.
Not Included	Wireless network access is not meant to provide wall-to-wall or blanket coverage for entire sites or facilities, nor is it meant to be used as an alternative to standard wired network connections. Outdoor wireless solutions, site surveys, solution specific hardware and physical cabling infrastructure are also not included.
Dependencies	None
Rate	$118.41 Per Month Per Switch/Router
Standard	Cisco
Cust Responsibility	Wired network – a computer with a physical network interface card Wireless network – a computer with a wireless network interface card. For secure wireless, a domain account is required VPN – a computer with Internet access and the approved IOT VPN client installed, and a domain account properly credentialed to allow access through VPN.
IOT Responsibility	IOT will determine network requirements and plan for new or changing network implementations. Design the network according to requirements and based on IOT policies and practices. Procure all necessary network components within the scope of IOT's standard offerings. Install and test the network. Monitor, manage, optimize and maintain the network.
Ven Responsibility	None
Service Owner	Stipe, John Click here to send the Service Owner a Message

SLO

Request:	Varies based on nature of request	
Availability:	6am-6pm, M-F excl. Holidays	
	99.9% - CAN (Campus Area Network)	
	98.9% - WAN (Wide Area Network)	
	100.0% - Remote Access (VPN)	
Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)	

Impact/Priority	High / High
Usage	Over 4000 routers, switches, firewalls in management – growth rate static Over 1900 wireless access points in management – growth rate 25%
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Data Circuits – On Network**
Code	1187
Purpose	Network connectivity between remote State offices and the Indiana Government Center facility.
Included	All carrier facilities from the minimum point of entry through the carrier network to the IOT core network.
Not Included	Any construction to extend the service from the minimum point of entry to the agencies suite.
Dependencies	Carrier availability per location.
Rate	Pass Through – Per Month Per Circuit
Standard	20m fiber service for single office, 100m fiber service for shared offices (Bandwidth is based on user count and applications being used).
Cust Responsibility	A contact for landlord or property owner and a signed lease agreement. Number of users in the office and type of applications that will be used. A projection of usage.
IOT Responsibility	Placing, coordinating install and tracking order to completion, including turn up of the new service. Contract negotiation, vendor management, billing management.
Ven Responsibility	All carrier facilities from the remote office demarcation (minimum point of entry) through the carrier's network, including the carrier NNI's at the IOT Colocation facility in Indianapolis.
Service Owner	Sharp, Charles Click here to send the Service Owner a Message
SLO	**Request**: NA
	Availability: NA
	Incident: NA
Impact/Priority	High - **Impact** to the customer's business if the service is interrupted
	High - **Priority** for IOT to restart the service
Usage	882 State office circuits

     636 Point to point circuits

     246 Encrypted Tunnels

     139 State offices have Backup/Redundant solutions

     State Office Media Types

59.2% Fiber	9.1% Copper	21% Coax
1.9% Microwave	6.6% Wireless	

     144 Public Safety circuits

     117 County circuits

Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	IOT SLA Reports (Orion), Various Carrier reports.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Telecommunication

Name	**Telephone - Centrex**
Code	1043
Purpose	Centrex service for offices within the Indiana Government Center. This service is being replaced with the SOI VaaS service.
Included	Contract Negotiation, Competitive Rates, Ordering Service, Process Returns & Disconnects, Technical Support.
Not Included	Phone and cable
Dependencies	Centrex phone and service.
Rate	Pass-Through Per Phone Per Month
	Rate includes Centrex line only.
Standard	Centrex IIN
Cust Responsibility	Customer is responsible for purchase of desk phone, headset (if required) and cable. Paying all service fees in a timely manner as to avoid late fees.
IOT Responsibility	Contract negotiation, vendor management, billing management.
Ven Responsibility	Provide the Service
Service Owner	Hicks, Mike Click here to send the Service Owner a Message
SLO	**Request**: 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	~ $205,000 annually
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Monthly Customer Billing and Usage Reports.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Telephone – Remote**
Code	1044
Purpose	This service covers all remote telephony communication lines and circuits for phone system service (e.g. analog phone line, PRI, Nortel PBX, CPI, etc.). This service will be phased out once all telephony services are migrated to service #1186.
Included	Contract Negotiation, Competitive Rates, Ordering Service, Process Returns & Disconnects, Technical Support, Project Management
Not Included	Phone PBX (or KTS system), PRI or analog phone lines
Dependencies	Avaya phone system and phone
Rate	Pass Through / Vendor Contract
Standard	Avaya (formerly Nortel) PBX or KTS
Cust Responsibility	Purchase of phone system, desk phone, headset (if required) and cable. Paying all service fees in a timely manner as to avoid late fees.
	Purchase of PBX or KTS phone system, PRI (or phone lines), desk phones, cable, professional installation services and T&M support (plus travel).
IOT Responsibility	Contract negotiation, vendor management, billing management.
Ven Responsibility	Provide Time and Material contracted support.
Service Owner	Hicks, Mike Click here to send the Service Owner a Message
SLO	**Request**: 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	~ $2,865,000 annually
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Monthly Customer Billing and Usage Reports.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**TSO/DSO/OCR**
Code	1126
Purpose	**T**elecom and **D**ata **S**ervice **O**rders, and **O**ff-**C**ampus **R**equests are used for Telephone and Cabling-related equipment and parts that are purchased and passed through by IOT. **Click Here** for more details.

Name	**Contact Center Support**
Code	1183
Purpose	Genesys, formerly Interactive Intelligence, tier 1 and 2 support services provided by IOT. This service established a Genesys Contact Center Support team to manage and assist agencies with Genesys contact center support needs.
Included	Contract Negotiation, Managed Service, Contact Center Design, Project Management, Some Report Filtering and Automation, standard call flow scripting
Not Included	IP Phones, Complex scripting and programming necessary to establish call flows. Hardware, Software Licensing, Storage. Project work and custom reporting are quoted on an as-needed basis.
Dependencies	Database Hosting (1114), Physical Server Hosting and Management (1050), Virtual Server Hosting - Base (1052, 1052a, 1052b), VoIP-Capable Network Infrastructure, Active Directory Connectivity.
Rate	$9.61 Per Month Per Basic Station Service support is priced to match specific Genesys licensing, and assumes the use of IP phones.
Standard	Genesys (formerly Interactive Intelligence)
Cust Responsibility	Purchase of all Genesys application licenses (Agent/Supervisor, Recorder, Feedback, etc.), all servers, (contact center application, media servers, database, etc.), IP desk phone and appropriate licenses, headset (if required), professional development fees, support fees, and all annual license and support renewal fees; IP voice infrastructure is a requirement before this service can be implemented.
IOT Responsibility	Manage and monitor systems, technical support, contract negotiation, vendor management, billing management.
Ven Responsibility	Provide Tier 3 trouble shooting, additional professional services.
Service Owner	Winblad, Erik Click here to send the Service Owner a Message
SLO	**Request**: 90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	~ $792,000.00 annually
Reports	Statewide Monthly IOT Service Performance Reports can be found here. Monthly Customer Billing and Usage Reports and various call center reports.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Sol VaaS - IP Phone**
Code	1186
Purpose	**S**tate **o**f **I**ndiana **V**oice **a**s **a S**ervice provides IP Telephony services. Customer has the option of a softphone or desk phone with the service. Upgrades are available at an additional cost; see Sol VaaS Catalog for options and rates.
Included	Service includes voicemail, caller ID, call forwarding, call transfer and many other enhanced calling features. IP Phone, Jabber, Voicemail, Contract Negotiation, Competitive Rates, Managed Service, Chat Client.
Not Included	Support of Jabber on non-State-owned devices.
Dependencies	Must be on SEAT
Rate	Pass Through – Per Vendor Contract
Standard	Cisco HCS Voice over IP and G711 voice protocol.
Cust Responsibility	Customer is responsible for purchase of Cat 5e Cabling (if required), desktop, laptop and headset (if required). PoE switches and available bandwidth; IP voice infrastructure and QoS is a requirement before this service can be implemented (determined during IOT discovery process and site survey). Paying all service fees in a timely manner as to avoid late fees.
IOT Responsibility	Provide Tier 1 Technical Support, contract negotiation, vendor management, billing management.
Ven Responsibility	Provide the service and Tier 2 & 3 Technical Support.
Service Owner	Hicks, Mike Click here to send the Service Owner a Message
SLO	Service Level Objectives – 16 IOT Business Hours

Request: 90.0% Installed within xx IOT Business Hours (6am-6pm, M-F excl. Holidays)
xx = 2 – 3 business days for up to 5 units
7 – 10 business days for 6 to 12 units
case-by-case for larger deployments.

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

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

Impact/Priority	High / High
Usage	~ $2,592,000 annually
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	IOT SLA Report, Call Detail Reports, Billing Reports
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	Telecom Management Services
Code	1188
Purpose	Provides management and support for all telephony services including:

- Pagers (1041)
- Cellular Phone Service (1117)
- Telephone – Centrex (1043)
- Telephone – Remote (1044)
- SoI VaaS (1186)
- WebEx (1173)

Included	Managed Services
Not Included	NA
Dependencies	Customer must have one of the 1041, 1043, 1044, 1117, 1173 or 1186 products.
Rate	$4.17 Per Month Per Line
Standard	Please see the relevant service (1041, 1043, 1044, 1117, 1173 or 1186)
Cust Responsibility	Customer is responsible for purchase of telephony service. Paying all service fees in a timely manner as to avoid late fees.
IOT Responsibility	See relevant product for detail.
Ven Responsibility	Provide the service.
Service Owner	Hicks, Mike Click here to send the Service Owner a Message
SLO	**Request**: 90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	~ 30,000 device managed
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	OT SLA Report, Telco Utilization Report, Call Detail Reports, Billing Reports

.

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

Name	**Contracted Long Distance**
Code	1201 (Products 1037 and 1107 were combined into 1201).
Purpose	Simple pass through service from vendor.
Included	Contract Negotiation, Competitive Rates, Managed Service
Not Included	NA
Dependencies	Centrex, PBX, KTS or VoIP phone
Rate	Pass Through @ $0.0000 - $0.0200 Per Minute
	Service is invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency.
Standard	CBTS and CenturyLink
Cust Responsibility	Paying all service fees in a timely manner as to avoid late fees.
IOT Responsibility	Contract negotiation, vendor management, billing management.
Ven Responsibility	Provide the service.
Service Owner	Hicks, Mike Click here to send the Service Owner a Message
SLO	**Request**: NA
	Availability: NA
	Incident: NA
Impact/Priority	High / High
Usage	~ $138,300 annually
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Monthly Customer Billing and Usage Reports
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**800# Service Long Distance**
Code	1202 (Products 1038 and 1039 were combined into 1202).
Purpose	Simple pass through service from vendor.
Included	Contract Negotiation, Competitive Rates, Managed Service
Not Included	NA
Dependencies	Centrex, PBX, KTS or VoIP phone
Rate	Pass Through
	Service is invoiced according to the contracted rate (between $0.0080 - $0.0200 Per Minute) with each vendor and passed through IOT billing to each agency.
Standard	CBTS and CenturyLink
Cust Responsibility	Paying all service fees in a timely manner as to avoid late fees.
IOT Responsibility	Contract negotiation, vendor management, billing management.
Ven Responsibility	Provide the service.
Service Owner	Hicks, Mike Click here to send the Service Owner a Message
SLO	**Request**: NA
	Availability: NA
	Incident: NA
Impact/Priority	High / High
Usage	~ $991,800 annually
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Monthly Customer Billing and Usage Reports
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Misc. Telecom Services**
Code	1203 (Products 1108, 1108C, 1035 and 1040 were combined into 1203).
Purpose	Simple pass through service from vendor.
Included	Contract Negotiation, Competitive Rates, Managed Service
Not Included	NA
Dependencies	Centrex, PBX, KTS or VoIP phone
Rate	1035 and 1040 are Pass Through
	1108 and 1108C are Pass Through
	Service is invoiced according to the contracted rate (between - $0.0080 - $0.0200 Per Minute) with each vendor and passed through IOT billing to each agency.
Standard	CBTS and CenturyLink
Cust Responsibility	Paying all service fees in a timely manner as to avoid late fees.
IOT Responsibility	Contract negotiation, vendor management, billing management.
Ven Responsibility	Provide the service.
Service Owner	Hicks, Mike Click here to send the Service Owner a Message
SLO	**Request**: NA
	Availability: NA
	Incident: NA
Impact/Priority	High / High
Usage	~ $121,416 annually
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Monthly Customer Billing and Usage Reports
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Customer Service

Name	**HelpDesk**
Code	1204
Purpose	To provide a single point of contact for customers, users, and agency partners to request, access and receive IT services and support.
Included	Active Directory NTFS account support including account creation, modification and deletion. Password support for Mainframe, PeopleSoft, Phones and Active Directory.
Not Included	Application project support
Dependencies	vFire system administration, Contact Center system administration, Exchange system administration
Rate	This service is included with SEAT (1001)
Standard	vFire System, Genesys Contact Center System, MS Exchange
Cust Responsibility	Contact the HelpDesk via:
	Phone (317-234-HELP or 800-382-1095)
	HelpDesk Assistant (desktop icon)
	CAA (requests for new Active Directory accounts)
IOT Responsibility	Create a positive customer experience by resolving as many customer interactions as possible on first contact.
	Maintain the **Network / System Status** information in the IOT.IN.GOIV website.
Ven Responsibility	Provide ongoing support for vFire, Interactive phone clients and MS exchange
Service Owner	Lex, Joe Click here to send the Service Owner a Message
SLO	**Call Abandoned Rate**
	Maintain less than or equal to 5% of calls abandoned after 60 seconds
	Speed to Answer Call
	Speed to Answer 90% of calls answered within 60 seconds
	1st Level Resolution
	Resolve 95% of HelpDesk Specific Incidents/Requests
	HelpDesk Assistant Response (HDA) Rate
	Receive, review and route 98% or higher of HDA calls in less than 1 hour.
	Account Management
	Delete Existing Network Accounts - 98% within 4 business hours
	Create New Network Accounts - 99% within 2 business days
	NOTE: All above SLOs are in effect from 6am-6pm, M-F excl. State Holidays
Impact/Priority	High / High
Usage	State of Indiana employees, State of Indiana contractors and the constituents of several state agencies.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.

Database

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

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

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

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

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

Name	**Database Maintenance Services**
Code	1049
Purpose	Database Consultant for:

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

Included	Database Consultant
Not Included	N/A
Dependencies	N/A
Rate	$100.00 Per Hour
Standard	Database Consultant
Cust Responsibility	Develop a request for the work, pay for the Database Consultant
IOT Responsibility	Provide a qualified Database Consultant
Ven Responsibility	N/A
Service Owner	Carpenter, Todd Click here to send the Service Owner a Message
SLO	**Request**: N/A
	Availability: 6am-6pm, M-F excl. Holidays, possible after hours availability
	Incident: N/A
Impact/Priority	N/A
Usage	N/A
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Database Hosting**
Code	1114
Purpose	Create an empty database (SQL or Oracle).
Included	Support employees; hardware; database licensing; operating systems and annual maintenance; data backup and recovery; installation of database software; database performance monitoring and troubleshooting on the database server; and resolution.
Not Included	N/A
Dependencies	SAN Storage, Disaster Recovery, Hosting Services
Rate	$33.54 Per Database Per Month
	Types of databases that will incur these charges include, but are not limited to: Test, Development, QA, Production and Replicated databases.
Standard	SQL, Oracle
Cust Responsibility	A computer with network access, Database Management Software.
IOT Responsibility	To perform all system DBA duties and responsibilities.
	IOT customers may elect either Dedicated or Shared database hosting services.
Ven Responsibility	N/A
Service Owner	Carpenter, Todd Click here to send the Service Owner a Message
SLO	**Request**: 3 Business Days
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% resolved within 12 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority	High / High
Usage	3,300 databases
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	Database Size Overage
Code	1114A
Purpose	Cover support services required for large databases. The larger the actual database, the more services are required to support it.
Included	N/A
Not Included	N/A
Dependencies	N/A
Rate	$1.67 Per Month Per GB over 1GB
	Fee based upon the size of the database. These are in addition to the Database Hosting fees.
	This fee will be measured per GB, over 1 GB.
	Databases of less than 1 GB will not be charged this fee.
Standard	N/A
Cust Responsibility	Manage their databases to minimize overage cost.
IOT Responsibility	Measure database size and determine overage cost appropriately.
Ven Responsibility	N/A
Service Owner	Carpenter, Todd Click here to send the Service Owner a Message
SLO	**Request**: N/A
	Availability: N/A
	Incident: N/A
Impact/Priority	N/A
Usage	241,000 GB
Reports	Statewide Monthly IOT Service Performance Reports can be found here.

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

Name	**Exadata Hosting**
Code	1114B
Purpose	Premium Oracle RAC environment
Included	System support employees; hardware; database licensing; operating systems and annual maintenance; data backup and recovery; installation of database software; database performance monitoring and troubleshooting on the database server; and resolution.
Not Included	N/A
Dependencies	Network, Disaster Recovery, Hosting Services
Rate	$971.77 Per Month Per Database
Standard	Oracle Premium
Cust Responsibility	A computer with network access, Database Management Software.
IOT Responsibility	To perform all system DBA duties and responsibilities.
Ven Responsibility	N/A
Service Owner	Carpenter, Todd Click here to send the Service Owner a Message

SLO	**Request**:	N/A
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
	Incident:	90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays).

Impact/Priority	High / High
Usage	106 databases
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Data Exchange Services

Name	**Extranet SFTP Services**
Code	1023
Purpose	This service is to provide agencies with a means to submit data via a secure file solution. Typical uses for the service are client to server transfers and/or server to server secure communication.
Included	SFTP Server information, Client software, Setup of SFTP folders and accounts. An IOT Server admin will help get you setup with Client software along with making sure you connect to the state SFTP servers. Automated scripts are allowed but must be reviewed by the server admins before using them in production or any other lower environment. Firewall rules may be required depending on the request.
Not Included	SMB shares from SFTP Server. Troubleshooting non-state assets connecting to the SFTP Server, This is <u>not</u> a backup solution.
Dependencies	Storage, VMware
Rate	35.00 Per Month Per Agency Folder
Standard	IOT-CS-ARC-003
Cust Responsibility	Customer is responsible for adhering to storage limits (30-day retention on files)
IOT Responsibility	Account and SFTP folder setup
Ven Responsibility	N/A
Service Owner	Wilson, Alvin Click here to send the Service Owner a Message
SLO	**Request**: 90% Installed within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	5022 individual accounts, 43 agencies, 400 GB Storage
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	To get started, submit a ticket to the Server Admin Team.
	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**BizTalk Services**
Codes	1051, 1051A, 1051B
Purpose	BizTalk is a service that allows agencies to exchange data between major enterprise systems between agencies or external to the State.
Included	Support of existing
Not Included	Development of new integrations. These are subject to T&M or Statement of Work being created by the Data Exchange Team.
Dependencies	Network Services, Storage, SQL Database Services

Name	BizTalk - Service Infrastructure
Code	1051
Purpose	This product covers the infrastructure costs (database, application server & licensing) associated to providing the BizTalk Service.
Rate	$750 Per Month Per Agency

Name	BizTalk - Architect
Code	1051A
Purpose	Required for development of complex orchestrations or web services
Rate	$125 Per Hour

Name	BizTalk - Senior Developer
Code	1051B
Purpose	Required for development integrations on the BizTalk platform.
Rate	$110 Per Hour

Standard	Microsoft BizTalk 2013 or later.	
Cust Responsibility	Customer is responsible for paying for integration.	
IOT Responsibility	Developing integration and supporting	
Ven Responsibility	Technical support for Microsoft products.	
Service Owner	Wilson, Alvin	Click here to send the Service Owner a Message
SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	650+ named users	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Manager File Transfer (MFT)**
Code	1214
Purpose	Provide agencies, remote employees, customers, and business partners the ability to transmit files and data that are secured, controlled and managed.
Included	Support for new and existing integrations.
Not Included	Development of new integrations. These are subject to T&M or Statement of Work being created by the Data Exchange Team.
Dependencies	Network Services, Storage, SQL Database Services
Rate	$575 Per Month Per License
Standard	MFT
Cust Responsibility	Customer is responsible for paying for integration.
IOT Responsibility	Developing integration and supporting
Ven Responsibility	Technical support for Microsoft products.
Service Owner	Wilson, Alvin Click here to send the Service Owner a Message
SLO	**Request**: Access within 3 business days
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	650+ named users
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Desktop

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

See Citrix for more details

Name	**Workstation Software License**
Code	1189
Purpose	The purpose of this product is to process the purchase of software for the agencies supported by the Indiana Office of Technology
Included	Any software that can be purchased through the QPA with our software reseller. Which is currently Dell.
Not Included	Any software that can't be purchased from the Dell QPA
Dependencies	1001 Seat Services
Rate	Pass Through
Standard	NA
Cust Responsibility	Purchase software from the QPA vendor facilitated through IOT.
IOT Responsibility	Facilitate software purchases between agencies and the QPA vendor and track purchased licenses. Also package software and install it on Agency Workstations.
Ven Responsibility	Provide purchased software and license information.
Service Owner	Allen, Jeff Click here to send the Service Owner a Message
SLO	**Request**: There is no defined SLO for this product, as the software purchase time can vary.
	This is a two ticket process. The first ticket generates the quote, and is closed when the quote is delivered. The second ticket is generated when the software request form sent with the quote is submitted. The second ticket tracks the purchase, and install of the purchased software.
Impact/Priority	High / High
Usage	NA
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Agencies receive reports on the number of machines they are using and the rate they are being charged on their monthly bill.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Adobe Products**
Code	1178 x
Purpose	The State of Indiana currently has an Enterprise Term License Agreement with Adobe for the Acrobat Professional and Adobe Creative Suite Products. Taking advantage of these subscriptions allows agencies to access the latest versions of Adobe Products as soon as they are released at no additional costs. The subscription also allows access to 24/7 Adobe Enterprise support, 30-minute response time SLAs for Priority 1 issues and free online videos and learning content
Included	All Adobe products currently offered through the Enterprise License Agreement (ETLA) between the State of Indiana and Adobe
Not Included	Adobe products not on the ETLA
Dependencies	Seat

Rate

Code	Rate	Product
1178 (E)	$6.00 / Month / Named User	- Adobe Acrobat Pro Subscription
1178C	$68.00 / Month / User	- Adobe CC Enterprise
1178D	$25.00 / Month / User	- Adobe InDesign CC
1178F	$46.00 / Month / User	- Adobe Captivate
1178I	$25.00 / Month / User	- Adobe Illustrator
1178P	$25.00 / Month / User	- Adobe Photoshop
1178PP	$25.00 / Month / User	- Adobe Premier Pro
1178R	$35.00 / Month / License	- Adobe Robohelp
1178W	$25.00 / Month / User	- Adobe Dreamweaver

Standard	Adobe Products
Cust Responsibility	Networked Computer
IOT Responsibility	Installation and patching of product
Ven Responsibility	All products offered through the ETLA
Service Owner	Reid, Jason Click here to send the Service Owner a Message
SLO	**Request**: The purchase of software has no SLA
	Availability: Software dependent.
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	Medium / Medium
Usage	Adobe Acrobat Pro 3,363 licenses 395 avg. annual growth, running at 86 agencies
Reports	Agencies can view what software licenses they own through the online software mgt. portal
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Microsoft Visio**
Code	1219
Purpose	Microsoft Visio is diagramming and vector graphics application
Included	Monthly subscription for Microsoft Visio Application
Not Included	Other Office ProPlus offerings. Agencies would request this separate from standard the Office ProPlus Applications.
Dependencies	Office ProPlus
Rate	$10.77 Per Month Per Named User
Standard	Microsoft Visio Plan 2 Subscription
Cust Responsibility	Customer is responsible for integration and requesting removal if no longer needed
IOT Responsibility	Installation of the application
Ven Responsibility	Technical support for Microsoft products.
Service Owner	Allen, Jeff Click here to send the Service Owner a Message

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

Impact/Priority	Low /Low
Usage	117+ named users
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**SEAT**
Code	1001
Purpose	All direct labor, contracts, hardware, software and other direct costs required by IOT to provide IT Service Delivery for the desktop and associated centralized services.
Included	PC Refresh (the replacement of all state workstations on a defined four year schedule).
	See following pages for the complete list of included items.
Not Included	Monitors. Laptops are considered an upgrade and may result in an extra cost to the agency.
Dependencies	Hosted Services, Collaboration Services, Storage Services, Network Services.
Rate	$70.32 Per Month
Standard	Desktop - HP 800, Laptop - HP 650
Cust Responsibility	Providing a monitor, replacement of perishables once depleted (i.e. laptop batteries)
IOT Responsibility	See the following pages.
Ven Responsibility	All hardware and applicable peripherals are purchased through a sole source vendor. The State of Indiana's current Hardware vendor is HP.
Service Owner	Allen, Jeff Click here to send the Service Owner a Message
SLO	**Request**: 90% Installed within 5 IOT Business Days (6am-6pm, M-F excl. Holidays).
	(Standard machines only, 5 max. / request)
	Availability: N/A
	Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority	High / High
Usage	20,000 Desktops, 14,000 Laptops, not much change annually, ~10,000 Refreshed annually.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Agencies receive reports on the number of machines they are using and the rate they are being charged on their monthly bill.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

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

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

The state's local wireless access affords users wireless access on IGC campus and agency sites in conference areas, common areas and/or public areas where users would connect using wireless devices via a centrally-managed and secure wireless solution. Customers using a computer or mobile device with specific wireless and security capabilities can take advantage of this Active Directory integrated secure wireless solution. The wireless offering is not meant to provide wall-to-wall or blanket coverage for entire sites or facilities, nor is it meant to be used an alternative to standard wired network connections. The costs of an indoor access point and all the supporting systems, including wireless controllers, management consoles, redundant authentication servers, support and maintenance are included in the network management fee, which in most cases is included in Seat. Physical infrastructure to connect the wireless access point to the wired network may also be included depending on location and availability. IOT does not support outdoor wireless solutions, site surveys or solution specific hardware.

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

Acro Cute PDF (Windows 7 Only)	McAfee Virus Scan Enterprise
Adobe Flash Player and released patches	Microsoft Office 2013
Adobe Reader XI and released patches	Microsoft Office Service pack for 2013
Browser Version IE11	Microsoft SCCM Agent
Cisco AnyConnect (portable only)	Microsoft Visio View 2010
Citrix Online Web Plug-in	Non-descript security software
IOT specific Logos and Backgrounds	OEM Specific Applications and Utilities
McAfee Data Loss Prevention	Tricerat Citrix Printing Client (Screw Drivers)
McAfee End Point Encryption (laptops)	

Services included with SEAT:

Customer Service

24/5 IOT Customer Service support (Mon-Fri)

Fully staffed Helpdesk during normal IOT business hours (7am-5:30pm).

Limited (emergency) support outside of regular business hours.

Desktops, laptops, servers and networked printers.

Data network devices - routers, hubs, switches, firewalls, etc.

Email and network account creation and management.

Email & Collaboration

Office 365 G3 license (Exchange and SharePoint Online).

Office 365 EMS License.

Email configuration setup and access.

400 MB On-premise Exchange mailbox or 50 GB Exchange Online primary mailbox.

100 GB Exchange Online Archive storage.

All required "resource" accounts such as a conference room.

Daily backup of email for on-premise Exchange mailbox.

Email Recovery services.

Anti-virus software on all on-premise Exchange servers.

Administration of on-premise Exchange servers and associated storage.

Administration of public distribution lists.

Webmail (Outlook Web Access).

SharePoint Online site collections creation (up to four per agency).

SharePoint Online site collections backups.

SharePoint Online recovery services.

File Storage

NOTE: **LOCAL DESKTOP/LAPTOP HARD DRIVES ARE NOT BACKED UP**

HOME (H:) & project directory configuration setup and access.

10 GB of HOME per User, 5 GB of per Agency User in shared file storage.

Daily backup of all HOME/project data.

Automatic archival of unmodified files 6 months and older.

Data recovery services.

Desktop

Hardware support (break/fix desktops and laptops).

Hardware maintenance and repair.

Warranty tracking.

Sanitizing data from desktops to be surplused or released from service.

Operating System (OS) support.

OS installation.

OS patch management.

Service packs management.

Application software support.

IOT "supported software" installations and updates/patch management.

Provide icons on the desktop for Business Application Software.

Anti-virus software provided (FireEye).

Encryption of local drives on all Desktops and Laptops.

Remote control software provided to assist Customer Support with issues.

PC Refresh approximately every 4+ years.

Server (Agency location)

Distributed servers that provide some "centralized services" for off-campus offices, typically functioning as file servers and print servers. In some instances, they perform administrative functions and push scripted tasks. There are limitations on situations in which these servers will be installed/supported.

Network

Local Area Network

Existing Network Systems:

Network cable (copper/fiber) diagnose and repair.

Wired and wireless connectivity to the network (limitations).

Replacement/Repair for failed network hardware and devices.

Cable/fiber plant upgrades (at agency's expense).

New Network Systems:

Local Area Network Design & Implementation.

LAN Design for new, enhanced or future network needs.

Data network design consulting services.

Configuration and installation of newly defined LAN switching hardware solutions (limitations).

Network Management:

Management of existing IP enabled/manageable networking devices.

Support for network circuits to off-campus agency offices purchased/leased by the agency via IOT.

Network monitoring and reporting upon request and availability.

Network Security:

Secure access to the internal state network.

Limited to capabilities of networking hardware devices in use at that location.

Intrusion prevention at the campus core and edge.

Network Administration Services:

Active Directory (AD) management.

Dynamic Host Configuration Protocol (DHCP) management.

Windows Internet Naming Service (WINS) management (name resolution).

Domain Name System (DNS) management.

Printer (Networked only)

Hardware (break/fix) support.

Customer is responsible for all consumables (paper, ink cartridges, toner, etc.).

Network connectivity.

Printer/queue setup and access.

Print server administration, if part of supported domain.

Management software to control printing to maximize cost effectiveness.

Warranty tracking.

Printer mgt., operations, performance monitoring, where technically feasible.

Large scale multifunction office machines (scanners, copiers, fax and printers) are NOT maintained by IOT. IOT will assist with proper network connections.

IOT supports printers within warranty, and outside warranty until they are determined to be no longer serviceable.

Field Operations

Responsibilities: (included with SEAT)

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

Deployment – New Workstation & Peripheral SLO			
Distributed Task	**Service Measure**	**Performance Target**	**SLR**
New Workstation and Peripheral Deployment and Installation **Remote Office Moves** (All office moves will have a project established and measured against the project-based SLA)	Target time from time equipment received on-site. The network must be available prior to installation. Target time for IOT once advanced notification by agency for new site (remote office) is provided to ensure all requirements are met.	5 business days	**90%**

Workstation Software Installation SLO			
Distributed Task	**Service Measure**	**Performance Target**	**SLR**
Standard Workstation Software Installation (All non-std. items will have a project established and measured against the project-based SLA)	Target time from time received on-site.	3 business days	**90%**

Hosting

Name	**Physical Server Hosting and Management**
Code	1050
Purpose	Provide agencies a location for physical server hosting in the State of Indiana datacenters.
Included	Hardware, OS and application software setup, installation and configuration

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

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

Geo-blocking and IP-Intelligence self-service features are available on the proxy for agencies to use. Please reach out to the Operational security team to get setup in the self-service portal and for training.

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

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

Not Included	Hardware not procured from IOT
Dependencies	Storage services, Backup
Rate	$223.32 Per Month Per Server
Standard	IOT-CS-ARC-001
Cust Responsibility	A ticket to the helpdesk system to start the request with your contact information. 3rd Party / Vendor applications on the server.
IOT Responsibility	Someone from the IOT team will work with you to make sure that you are getting the right server and OS for your application.
Ven Responsibility	3rd Party / Vendor applications on the server
Service Owner	Winblad, Erik Click here to send the Service Owner a Message
SLO	**Request**: Installed within 5 IOT Business Days once order arrives (6am-6pm, M-F excl. Holidays)
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
	Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High
Usage	1,200 Servers in multiple datacenters
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Virtual Server Hosting – Base**
Code	1052
Purpose	Shared hosting of Virtual Machines (VM) reflecting the varying configurations requested by customers. The base configuration includes CPU, 1 GB RAM and up to 100 GB disk space.
Included	

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

Not Included

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

Dependencies	1177a (SAN), 1187 (Data Circuits), 1155 (Network AS), 1050 (Physical Server Hosting)
Rate	$35.31 Per Month Per Server
Standard	Hypervisor: VMware ESXi
	Host VMs (virtual hardware layer) running IOT approved Microsoft Windows and Linux operating systems within supportable lifecycle.
Cust Responsibility	A computer with network access and State of Indiana Email.
IOT Responsibility	Support of virtual hardware, underlying physical hardware and virtual infrastructure including virtual storage and virtual networking components.
Ven Responsibility	Cisco - Hardware/software support and parts replacement. VMware: virtual hardware and software support.
Service Owner	Carpenter, Todd Click here to send the Service Owner a Message

SLO	**Request**:	90% Installed within 12 IOT Business Hours (6am-6pm, M-F excl. Holidays)
		For virtual hardware layer, base OS and base applications such as anti-virus and DPA Agent (backup/restores). Final OS configurations and application deployments determine the customer delivery schedule
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
		Example: Guest Windows OS or Linux OS may crash, shutdown, not boot, but the VM can be powered on and available for troubleshooting, re-installation and Guest side resolution at 99.9% uptime/availability.
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority	High / High
Usage	3,624 Virtual Servers, 19% increase over previous year.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Virtual Server Hosting (Additional CPU)**
Code	1052A
Purpose	Custom core count for additional processing as needed.
Included	Core count change while powered off.
Not Included	Core count change while powered on.
Dependencies	1052 and its dependencies. Guest OS limitations and OS/Application licensing.
Rate	$4.14 Per Month Per Additional CPU
Standard	Intel
Cust Responsibility	A computer with network access and State of Indiana Email. Planning and scheduling downtime window up to 1 hour. (Powered off, not a reboot)
IOT Responsibility	Validate core count request against limit and exception.
Ven Responsibility	N/A
Service Owner	Carpenter, Todd Click here to send the Service Owner a Message

SLO	**Request**:	4 hours - with an approved downtime window of 1 hour falling within the 4 hour lead-time/schedule-notification (6am-6pm, M-F excl. Holidays)
	Availability:	Server = 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
		Example: Guest Windows OS or Linux OS may crash, shutdown, not boot, but the VM can be powered on and available for troubleshooting, re-installation and Guest side resolution at 99.9% uptime/availability.
		Downtime for increasing CPU Core count should be expected and planned for even if a hot-add can accomplish the desired count by multiplying sockets. A 20 core maximum is standard. More will require validated usage and exception.
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).

Impact/Priority	**Delivery** = Medium / Medium
	Uptime = High / High
Usage	9,645 extra CPU beyond the single CPU included in 1052
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Virtual Server Hosting (Additional RAM)**
Code	1052B
Purpose	Custom RAM count in units of 1GB for additional memory as needed.
Included	Hot add (while powered on) of RAM (Memory) in units of 1GB
Not Included	Support for applications/OS unable to adapt/use additional RAM/Memory. Management of virtual memory/page files impacting physical RAM/Memory access by OS.
Dependencies	NA
Rate	$2.17 Per Month Per Additional 1 GB RAM
Standard	N/A
Cust Responsibility	A computer with network access and State of Indiana Email. Validation of current utilization and need.
IOT Responsibility	Validate RAM/Memory count request against limit and exception.
Ven Responsibility	N/A
Service Owner	Carpenter, Todd Click here to send the Service Owner a Message

SLO	**Request**:	4 hours (6am-6pm, M-F excl. Holidays)
	Availability:	Server = 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
		Example: Guest Windows OS or Linux OS may crash, shutdown, not boot, but the VM can be powered on and available for troubleshooting, re-installation and Guest side resolution at 99.9% uptime/availability.
		RAM can be added while the VM and Guest Operating System are online, but some applications and operating systems will only tally memory at boot up. A reboot is recommended if expected gains are not realized.
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority	**Delivery** = Medium / Medium
	Uptime = High / High
Usage	41,024 GB (41TB)
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Cloud Service Provider (CSP)**
Code	1053
Purpose	IOT has negotiated and holds the master accounts with our Cloud Service Providers (Microsoft Azure and Amazon Web Services as of writing) and manages the overall account structure. Each Agency provides IOT a billing code, and we create a tenant account under that master account for the agency at the appropriate CSP. As the agency turns up services at the CSP, those service charges are passed through to the agency based on consumption and as billed to IOT.
Included	This service is a pass through of actual CSP consumption.
Not Included	IOT Cloud Operations Support (1053a) or IOT Cloud Architecture Support (1053b).
Dependencies	There are no dependencies on this service, however it can be purchased in addition to any other IOT services.
Rate	Pass Through - As billed by the CSP
Standard	N/A
Cust Responsibility	Customer is responsible for the appropriate management of those authorized to turn up and turn down services and the associated CSP charges. Customer is responsible for implementing processes to track and use the available notifications to manage spend on a frequent basis as a poorly configured service could rapidly incur costs.
IOT Responsibility	IOT is responsible for the overall relationship with the CSP, ingesting the usage data into the State Billing System and financial transfers. IOT is NOT responsible for a customer failing to act based on billing notifications and incurring unexpected bills.
Ven Responsibility	N/A
Service Owner	Fox, David Click here to send the Service Owner a Message.
SLO	**Request**: IOT will work with the agency contact to make the Agency Tenant available as soon as is practicable.
	Availability: N/A
	Incident: N/A
Impact/Priority	NA / NA
Usage	New Product for FY20
Reports	Monthly Billing Statement. It is possible to activate "notifications" from the CSP based on spend limits to track usage and give the agency the opportunity to make changes to services over the course of the month.
Order	Click here to **order** this service.
Cancel	Click here to **cancel** your existing service.

Name	**Cloud Operations**
Code	1053A
Purpose	The Cloud Operations organization within IOT provides the operational overlay between the agency and the cloud service provider (CSP). This is the same role as IOT plays between our on premises infrastructure and the Agency customer.
Included	This service includes the Architecture and Policy governance work to align CSP implementation with the State Security and Compliance standards. In addition, IOT provides the operational support for CSP services including a team that is ready to respond to tickets and outages 24*7. This support is requested through the IOT ITSM tools and HelpDesk processes. Finally, this service charge covers the monitoring and management tools necessary to align services consumed from a CSP into the State Standards.
Not Included	This does not include the service costs from the CSP for compute, storage, backups, disaster recovery configurations, custom software and other application specific items.
Dependencies	There are no dependencies on this service, however it can be purchased in addition to any other IOT services.
Rate	25% of the cost of the CSP services consumed by the agency.
Standard	Cloud Consumption / Availability Standards
Cust Responsibility	Customer is responsible for the architecture of their application and the associated CSP charges.
IOT Responsibility	IOT is responsible for the configuration of the CSP services necessary for the agency to meet the State security and operational standards.
Ven Responsibility	CSP is responsible for providing the services as defined in their service descriptions / product documentation.
Service Owner	Fox, David Click here to send the Service Owner a Message.

SLO

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

Impact/Priority	**Impact** will very based on service, however IOT can work with the customer to ensure that the appropriate redundancy & resilience are architected into the solution.
	Priority will be determined by the CSP.
Usage	New Product for FY20
Reports	TBD – however will include monthly billing and availability information.
Order	Click here to **order** this service.
Cancel	Click here to **cancel** your existing service.

Name	**Cloud Service Provider (CSP) Amazon Web Services**
Code	1053AW
Purpose	IOT has negotiated and holds the master accounts with our Cloud Service Providers (Microsoft Azure and Amazon Web Services as of writing) and manages the overall account structure. Each Agency provides IOT a billing code, and we create a tenant account under that master account for the agency at the appropriate CSP. As the agency turns up services at the CSP, those service charges are passed through to the agency based on consumption and as billed to IOT.
Included	This service is a pass through of actual CSP consumption.
Not Included	IOT Cloud Operations Support (1053a) or IOT Cloud Architecture Support (1053b).
Dependencies	There are no dependencies on this service, however it can be purchased in addition to any other IOT services.
Rate	Pass Through - As billed by the CSP
Standard	N/A
Cust Responsibility	Customer is responsible for the appropriate management of those authorized to turn up and turn down services and the associated CSP charges. Customer is responsible for implementing processes to track and use the available notifications to manage spend on a frequent basis as a poorly configured service could rapidly incur costs.
IOT Responsibility	IOT is responsible for the overall relationship with the CSP, ingesting the usage data into the State Billing System and financial transfers. IOT is NOT responsible for a customer failing to act based on billing notifications and incurring unexpected bills.
Ven Responsibility	N/A
Service Owner	Fox, David Click here to send the Service Owner a Message.
SLO	**Request**: IOT will work with the agency contact to make the Agency Tenant available as soon as is practicable.
	Availability: N/A.
	Incident: N/A
Impact/Priority	**Impact** N/A
	Priority N/A.
Usage	N/A – New Product
Reports	Monthly Billing Statement. "Notifications" from the CSP will be configured and sent to the agency business owner / financially responsible party. IOT will work with the agency business owner to make sure that they receive the appropriate notifications for spending in a reasonable time frame to make decisions to turn up / turn down systems and services.
Order	Click here to **order** this service.
Cancel	Click here to **cancel** your existing service.

Name	**Cloud Service Provider (CSP) Microsoft Azure**
Code	1053AZ
Purpose	IOT has negotiated and holds the master accounts with our Cloud Service Providers (Microsoft Azure and Amazon Web Services as of writing) and manages the overall account structure. Each Agency provides IOT a billing code, and we create a tenant account under that master account for the agency at the appropriate CSP. As the agency turns up services at the CSP, those service charges are passed through to the agency based on consumption and as billed to IOT.
Included	This service is a pass through of actual CSP consumption.
Not Included	IOT Cloud Operations Support (1053a) or IOT Cloud Architecture Support (1053b).
Dependencies	There are no dependencies on this service, however it can be purchased in addition to any other IOT services.
Rate	Pass Through - As billed by the CSP
Standard	N/A
Cust Responsibility	Customer is responsible for the appropriate management of those authorized to turn up and turn down services and the associated CSP charges. Customer is responsible for implementing processes to track and use the available notifications to manage spend on a frequent basis as a poorly configured service could rapidly incur costs.
IOT Responsibility	IOT is responsible for the overall relationship with the CSP, ingesting the usage data into the State Billing System and financial transfers. IOT is NOT responsible for a customer failing to act based on billing notifications and incurring unexpected bills.
Ven Responsibility	N/A
Service Owner	Fox, David Click here to send the Service Owner a Message.
SLO	**Request**: IOT will work with the agency contact to make the Agency Tenant available as soon as is practicable. **Availability**: N/A. **Incident**: N/A
Impact/Priority	**Impact** N/A **Priority** N/A.
Usage	N/A – New Product
Reports	Monthly Billing Statement. "Notifications" from the CSP will be configured and sent to the agency business owner / financially responsible party. IOT will work with the agency business owner to make sure that they receive the appropriate notifications for spending in a reasonable time frame to make decisions to turn up / turn down systems and services.
Order	Click here to **order** this service.
Cancel	Click here to **cancel** your existing service.

Name	**Cloud Architecture Support**
Code	1053B
Purpose	The Cloud Architecture organization within IOT provides the architecture and consulting overlay between the agency and the cloud service provider (CSP). Typically IOT will provide this service in conjunction with a Cloud deployment of an Agency application(s) to ensure an effective implementation in alignment with Industry and CSP best practices.
Included	This service is billed on an hourly basis based on service consumption.
Not Included	This does not include the service costs from the CSP for compute, storage, backups, disaster recovery configurations, custom software and other application specific items.
Dependencies	There are no dependencies on this service, however it can be purchased in addition to any other IOT services.
Rate	$150 Per Hour (typically @ 75% of an FTE for a minimum of 60 days)
Standard	N/A
Cust Responsibility	Customer is responsible for the architecture of their application and the associated CSP charges.
IOT Responsibility	IOT is responsible for the architecture of the CSP services necessary for the agency to meet the State security and operational standards. IOT is responsible for interfacing with the Agencies Developers / Contractors to ensure that the CSP services available through the state contracts and policies are leveraged and that the Agencies compliance requirements are reflected in the design and choice of CSP deployment.
Ven Responsibility	N/A
Service Owner	Fox, David Click here to send the Service Owner a Message.
SLO	**Request**: IOT will work with the agency contact to make the resource available as soon as is practicable.
	Availability: N/A
	Incident: N/A
Impact/Priority	N/A - N/A
Usage	New Product for FY20
Reports	Regular Check-In Status meetings with customers Project Management staff.
Order	Click here to **order** this service.
Cancel	Click here to **cancel** your existing service.

Name	**Agency Fractional Cloud Architect**
Code	1053M
Purpose	Agencies often have the need for a highly qualified cloud architecture resource that can assist in defining strategy, assessing maturity, and putting programs in place to better architect applications and systems. Further, this need isn't always a full-time requirement, depending on the maturity of cloud native development and DevOps practices within the customer agency. This product is designed to consume an IOT resource in a part-time capacity to fulfill the needs described. These resources are also directly engaged with the Office of the CTO and understand the State Services that are "State Ready" (see cloud strategy for definition). Fractional Cloud Architects are most commonly engaged in four types of scenarios: to assess and build maturity of customer agency resources, to provide architecture support for proof-of-concept (PoC) projects, to provide architecture support of a pilot or minimally viable product (MVP) launch of a critical endeavor, or as a fixture of the team in a long-term capacity .
Included	Average of 7.5 hours per week per unit
Not Included	Agencies are accountable for cloud architecture decisions, IOT will serve as an advisor. Consumption of cloud services are not included in this product code. A Cloud Architect is not an Application Architect, Data Architect, or Project Manager--their ability to assist in these areas may be limited to best practices as they directly relate to cloud services.
Dependencies	N/A
Rate	$4,000 Per Month Per Unit
Standard	Six-month agreement is the typical arrangement, other durations can be facilitated with planning.
Cust Responsibility	Customer is responsible for providing project or engagement details and requirements. A high-level RACI chart is available for additional clarity around expectations.
IOT Responsibility	Provide a satisfactory and competent resource that can execute against the agreed upon roles and responsibilities of the cloud architect role.
Ven Responsibility	N/A
Service Owner	Fox, David Click here to send the Service Owner a Message
SLO	**Request**: IOT will work with the customer to provide the resource as soon as practicable
	Availability: N/A, 7.5 hours per week per unit
	Incident: N/A
Impact/Priority	N/A
Usage	New Product Offering (Up to four units per resource, an agency may consume multiple units.)
Reports	N/A
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Oracle Application Hosting**
Code	1191
Purpose	Oracle Applications provides agencies with a shared WebLogic Server environment which offers a highly available and secure platform for deploying enterprise applications including Oracle Forms, Oracle Reports, Oracle Portal, Oracle Internet Directory and custom Java Apps.
Included	Infrastructure required to host these services and the Oracle WebLogic Server Suite licensing.
Not Included	Agencies are responsible for the database costs affiliated with their application as well as any licensing not covered by the IOT license. Agencies requesting a dedicated environments require the agency to be responsible for the additional licensing and server hosting fees.
Dependencies	Storage Services, Server Hosting, Database Services
Rate	$1,822.34 Per Month Per Site
Standard	Oracle WebLogic
Cust Responsibility	Agencies are responsible for the day-to-day application-level development, administration, deployment, maintenance, and troubleshooting.
IOT Responsibility	Oracle WebLogic infrastructure support and maintenance.
Ven Responsibility	Technical support for Oracle products.
Service Owner	Carpenter, Todd Click here to send the Service Owner a Message
SLO	**Request**: Project Based
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	22 sites
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**IIS Web Hosting**
Code	1192
Purpose	Provide shared service webhosting applications. This service is offers high available web hosting space for your .net and IIS applications.
	For large applications or more mission critical services, reach out to the Server Admin team with a help desk ticket to see if a single or multiple vm server solution is right for your application.
Included	URL setup, IIS configuration, SSL certificates and extranet web hosting are provided as part of the offering.
	Due to this being a shared hosting platform, access to specific IIS configurations may be restricted.
	In addition to the production web site, a development and a quality assurance site will be provided for development and testing activities. Applications must be reviewed to ensure they are compliant with a hosting environment.
Not Included	Application troubleshooting
Dependencies	Storage services, VMware
Rate	$95.61 Per Month Per Site
Standard	IOT-CS-OPS-008
Cust Responsibility	A computer with network access.
IOT Responsibility	Server uptime and configuration. IOT Currently provides support for internet information services IIS. IOT will assist with settings within IIS based on specifications from the agency.
Ven Responsibility	Application Code. Addition and modification of user content folders, images, code, text, photos, and videos within the IIS hosting platform are the sole responsibility of the agency.
Service Owner	Kremer, Steve Click here to send the Service Owner a Message

SLO	**Request**	98% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Availability	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority	High/High
Usage	21 Websites
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Server Management**
Code	1195
Purpose	This is a standard fee for server management for any server hosted in the State of Indiana's Datacenters.
Included	Troubleshooting, Support and OS configuration. Recommendations for redesign and configuration of operating systems and system applications. Solutions design for new projects.
Not Included	3rd party application support. While we don't know your applications as well as you do, we will always be open to help you figure out solutions or collaborate on how to resolve the issue.
Dependencies	N/A
Rate	$91.32 Per Month Per Server
	Each physical and virtually hosted server in the IOT datacenter that is managed by IOT will be assessed this fee on top of the monthly rate. Salaries of all IOT intermediate and Senior System Administrators that are assigned to the Server Administration team are included here along with VMware admins and datacenter management.
Standard	Make OS and Application Level configuration changes and troubleshoot issues impacting operability. Collaborate with customer and vendor to analyze and provide solutions.
Cust Responsibility	N/A
IOT Responsibility	Provide the highest level of expertise the area of system administration for complex operating systems. Investigate, monitor and analyze all hosted systems at a hardware and operating system level.
Ven Responsibility	Application Support
Service Owner	Winblad, Erik Click here to send the Service Owner a Message

SLO	**Request**:	Not a requested service.
	Availability:	6am-6pm, M-F excl. Holidays - 24x7 support for production.
	Incident:	N/A

Impact/Priority	High/High
Usage	5000+ Servers
Reports	Statewide Monthly IOT Service Performance Reports can be found here.

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

Name	**Rack Hosting (Customer Provided Rack)**
Code	1200F (Floor Space Only)
Purpose	To allow state agencies or other municipalities, when not infringing on IOT's ability to deliver on its' core function, the ability to host their server racks in our data center.
Included	The customer will be provided with a minimum of 2 redundant power feeds that both have UPS and generator backed up included. Cooling. State of the art fire suppression system. A secured facility with 24x7 onsite staff to monitor the environment and video cameras throughout which is monitored and kept for a minimum of 30 days.
Not Included	Rack, servers or networking hardware required to populate the rack.
Dependencies	Network Services will be generally available to customers availing themselves of this service. However, it will need to be evaluated on a case by case basis. The customer must understand that IOT will maintain the right to conduct network maintenance which may periodically result in loss of connectivity. These changes will follow the standard change process so notification will be provided well in advance of any planned service.
Rate	$300.00 Per Month Per Rack.
Standard	Server Rack not exceeding 42 U in height.
Cust Responsibility	Customer supporting all hardware placed in the rack.
IOT Responsibility	Maintain staffing and facilities to support the environment.
Ven Responsibility	N/A.
Service Owner	Baxter, Todd Click here to send the Service Owner a Message
SLO	**Request**: TBD determined at the time of the request and based on availability.
	Availability: 99.9%
	Incident: 90% Resolved within 16 Hours.
Impact/Priority	High / High
Usage	Determined by customer
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Rack Hosting (Customer Provided Rack)**
Code	1200R (IOT Provided Rack and PDU)
Purpose	To allow state agencies or other municipalities, when not infringing on IOT's ability to deliver on its' core function, the ability to host their server racks in our data center.
Included	The customer will receive a server rack and 2 (30Amp) PDU's with fully redundant power feeds that both have UPS and generator backed up included. Cooling. State of the art fire suppression system. A secured facility with 24x7 onsite staff to monitor the environment and video cameras throughout which is monitored and kept for a minimum of 30 days.
Not Included	Servers or networking hardware required to populate the rack.
Dependencies	Network Services will be generally available to customers availing themselves of this service. However, it will need to be evaluated on a case by case basis. The customer must understand that IOT will maintain the right to conduct network maintenance which may periodically result in loss of connectivity. These changes will follow the standard change process so notification will be provided well in advance of any planned service.
Rate	$350.00 Per Month Per Rack.
Standard	Server Rack not exceeding 42 U in height.
Cust Responsibility	Customer supporting all hardware placed in the rack.
IOT Responsibility	Maintain staffing and facilities to support the environment.
Ven Responsibility	N/A.
Service Owner	Baxter, Todd Click here to send the Service Owner a Message
SLO	**Request**: TBD determined at the time of the request and based on availability.
	Availability: 99.9%
	Incident: 90% Resolved within 16 Hours.
Impact/Priority	High / High
Usage	Determined by customer
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

IN.Gov

General

Do you have a need for large application development or a brand identity need? IN.Gov services can help. Although, as the name suggests, we do support the IN.Gov website, we are ready to help you with any development needs you might have. Check out our services and let us know how we can help.

Service provided by this third party organization include the following elements:

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

Code	1131
Service Owner	Wilson, Alvin Click here to send the Service Owner a Message
Dependencies	Web Application Service requires Database Services

IT Business Continuity

Multi-site High Availability (**MHA**) and Disaster Recovery Planning (**DRP**) are the components of IT Business Continuity Services. Please refer to standards 20.1.1 Business Continuity and 20.1.1 Disaster Recovery for more information.

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

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

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

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

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

What is ISI (Information System Inventory)?

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

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

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

All "state agencies" can update the information in Archer

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

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

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

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

RTO and RPO:

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

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

Business Continuity Recovery Time Objective (Downtime):

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

Business Continuity Recovery Point Objective (Data loss):

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

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

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

Disaster Recovery Time Objective (Downtime)

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

Disaster Recovery Point Objective (Data Loss):

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

Name	**MHA Physical - Testing**
Code	1137MP
Purpose	Only new emerging or existing systems that have upgrade plans with a possible parallel environment existence will be explored for possible support. IOT reserves the rights to evaluate the system requirements and its interfaces to inter/intra systems to set expectations before offering this premium service to the agency.
	Applies to each individual **physical** server dedicated to the agency, supporting a production application environment/system with physical servers hosted (single physical server up to 4U of space in a rack) in the Primary and Secondary Data Center.
	The fee is applicable to servers of systems categorized in the IOT IT Business Continuity Plan as Critical - Platinum (1.5 hours planned and 3.0 hours unplanned Recover Time Objective-Downtime) for operational and disaster recovery needs with hot or cold servers (VMs) maintained in the Secondary Data Center with possible automatic fail over capabilities to Secondary site (certain restrictions and limitations may apply).
	This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and also salaries for the Director and the team that oversees the MHA planning and testing efforts for those critical systems bought in to this plan.
	Additional Storage fees may apply for the replicated copy of the database to secondary datacenter SAN.
Included	Project Management Services for MHA standardization, implementation with Standards, MHA testing, and MHA documentation.
	Secondary Data Center Rack Space up to 4U.
Not Included	Agency Business Continuity Planning but would collaborate on IT related Services on operational recovery procedures.
	Cloud or Vendor hosted solutions.
Dependencies	Storage Services, Physical Server Hosting
Rate	$146.19 Per Month Per Server
Standard	20.1.1 Business Continuity and 20.1.1 Disaster Recovery
Cust Responsibility	
	1. Develop a Business Continuity Plan with critical application/system and their Priorities.
	2. Complete Archer Profile for the critical system/application on ISI with Business Continuity and Disaster Recovery - Recovery Time Objective (RTO)/Recover Point Objective (RPO) requirements.
	3. Project request through Project Success Center.
	4. vFire Ticket to Disaster Recovery Queue with an enquiry.
	5. A onetime MHA Testing may be required before the system officially GO LIVE on production.
IOT Responsibility	
	1. Collaborate with IOT Project Success Center on projects that have MHA requirements.
	2. Collaborate with IOT Operational Teams to document the standards and guidelines supporting MHA.
	3. Collaborate and Partner with agency to initiate the planning process setting high level expectations with costs and options with scope, exceptions to be supported on MHA.
	4. System Architecture drawing with intra/inter agency interfaces and IOT supported infrastructure systems.
	5. Plan and execute MHA Testing.
Ven Responsibility	Follow IOT standard for MHA implementation.

Service Owner	Annamalai, Ram	Click here to send the Service Owner a Message

SLO   **Request**:

MHA planning for critical system with all IOT infrastructure dependencies and also with clustering options to provide redundancies for the application/system environment

Availability:

1.5 hours Recovery Time Objective (Testing) and 3.0 hours Recovery Time Objective (Testing)

Incident:

Hardware or software related operational incidents impacting the physical database clusters (SQL/Oracle Fail Safe) that have MHA. Excludes monthly Operating System or scheduled database patches.

DR incident impacted the Primary Data Center.

Impact/Priority   High / High

Usage   IOT maintains the list of agency systems with server information that are supported in MHA plan. The information is available upon request specific to the agency.

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

Order   Click here to request this service.

Cancel   Click here to cancel your existing service.

Name	MHA Virtual - Testing
Code	1137MV
Purpose	Only new emerging or existing systems that have upgrade plans with a possible parallel environment existence will be explored for possible support. IOT reserves the rights to evaluate the system requirements and its interfaces to inter/intra systems to set expectations before offering this premium service to the agency.
	Applies to each individual **virtual** (VMware) server dedicated to the agency, supporting a production application environment/system hosted virtually in Primary Data Center and Secondary Data Center.
	The fee is applicable to servers of systems categorized in the IOT IT Business Continuity Plan as Critical - Platinum (1.5 hours planned and 3.0 hours unplanned Recover Time Objective-Downtime) with operational and disaster recovery needs with hot or cold servers maintained in the Secondary Data Center with possible automatic fail over capabilities to Secondary site (certain restrictions and limitations may apply)
	This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and also salaries for the Director and the team that oversees the MHA planning and testing efforts for those critical systems bought in to this plan.
	Virtual Server Hosting (1052), CPU(1052a), Memory (1052b) & storage fees (>100 GB – 1177f) may also apply if the virtual server(s) are added to IOT DR plan and replicated to Secondary Data Center. Please note this would be an addition to the Virtual Server hosting, CPU, Memory, and Storage cost that is already incurred for the production VM hosted in Indianapolis. This additional cost helps IOT to maintain a copy of the production VM for the agency in the dedicated DR VM infrastructure at Bloomington by VMware Hosting and Storage team.
Included	Project Management Services for MHA standardization, implementation with Standards, MHA testing, and MHA documentation.
Not Included	Agency Business Continuity Planning but would collaborate on IT related Services on operational recovery procedures.
	Cloud or Vendor hosted solutions.
Dependencies	Hosting Services (1052, 1052a, 1052b), Storage Services (1177f)
Rate	$94.73 Per Month Per Server
Standard	20.1.1 Business Continuity and 20.1.1 Disaster Recovery
Cust Responsibility	

1. Develop a Business Continuity Plan with critical application/system and their Priorities.
2. Complete Archer Profile for the critical system/application on ISI with Business Continuity and Disaster Recovery Time Objective (RTO)/Recover Point Objective (RPO) requirements.
3. Project request through Project Success Center.
4. vFire Ticket to Disaster Recovery Queue with an enquiry.
5. A onetime MHA Testing may be required before the system officially GO LIVE on production.

IOT Responsibility

1. Collaborate with IOT Project Success Center on projects that have MHA requirements.
2. Collaborate with IOT Operational Teams to document the standards and guidelines supporting MHA.
3. Collaborate and Partner with agency to initiate the planning process setting high level expectations with costs and options with scope, exceptions to be supported on MHA.
4. Database/Application licensing costs may apply.
5. System Architecture drawing with intra/inter agency interfaces and IOT supported infrastructure systems.
6. Plan and execute MHA Testing.

Ven Responsibility   Follow IOT standard for MHA implementation.

Service Owner	Annamalai, Ram	Click here to send the Service Owner a Message
SLO	**Request**:	

MHA planning for critical system with all IOT infrastructure dependencies and also with clustering options to provide redundancies for the application/system environment

Availability:

1.5 hours Recovery Time Objective (Testing) and 3.0 hours Recovery Time Objective (Testing)

Incident:

Hardware or software related operational incidents impacting the virtual servers (SQL, App, and Web VMs) that have MHA support with geo placement of servers or replication. Excludes monthly Operating System or scheduled database patches.

DR incident impacted the Primary Data Center

Impact/Priority	**High / High**
Usage	IOT maintains the list of agency systems with server information that are supported in MHA plan. The information is available upon request specific to the agency.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**DR Physical Server**
Code	1137P
Purpose	Applies to each individual **physical** server dedicated to the agency, supporting a production application environment/system with physical servers hosted (single physical server up to 4U of space in a rack) in the Primary Data Center.

The fee is applicable to servers of systems categorized in the IOT DR plan as Critical – Gold (6 hours Recover Time Objective-Downtime) for disaster recovery needs with warm or cold servers maintained in the Secondary Data Center with manual fail over capabilities to Secondary site upon CIO's disaster declaration upon advice from the Governor.

This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and also salaries for the Director and the team that oversees the DR and Business Continuity planning and testing efforts for those critical systems bought in to this plan.

Additional Storage fees may apply for the replicated copy of the database to Secondary Data Center SAN.

Included	Project Management Services for DR standardization, implementation with Standards, DR testing, and DR documentation.
	Secondary Data Center Rack Space up to 4U.
Not Included	Agency Business Continuity Planning but would collaborate on IT related services on operational recovery procedures.
	Cloud or Vendor hosted solutions.
Dependencies	Storage Services, Physical Server Hosting
Rate	$95.69 Per Month Per Server
Standard	20.1.1 Business Continuity and 20.1.1 Disaster Recovery
Cust Responsibility	Develop a Business Continuity Plan with critical application/system and their Priorities.

1. Complete Archer Profile for the critical system/application on ISI with Business Continuity and Disaster Recovery Time Objective (RTO-Downtime)/Recover Point Objective (RPO – Data loss) requirements
2. Project request through Project Success Center
3. vFire Ticket to Disaster Recovery Queue with an inquiry
4. DR Testing is required before the system officially GOES LIVE on production and plan on subsequent yearly DR test or immediately plan a DR test after major changes to the system environment as it may void the current DR documentation.

IOT Responsibility

1. Collaborate with IOT Project Success Center on projects that have DR requirements.
2. Collaborate with IOT Operational Teams to document the standards and guidelines supporting DR.
3. Collaborate and Partner with agency to initiate the planning process setting high level expectations with costs and options with scope, exceptions to be supported on DR.
4. System Architecture drawing with intra/inter agency interfaces and IOT supported infrastructure systems.
5. Plan and execute DR Testing.

Ven Responsibility	Follow IOT standard for DR implementation.

Service Owner	Annamalai, Ram	Click here to send the Service Owner a Message
SLO	**Request**:	
	DR planning for critical system with all IOT infrastructure dependencies and also with clustering options to provide redundancies for the application/system environment	
	Availability:	
	6 hours Recovery Time Objective (post disaster recovery declaration from the IOT Chief Information Officer upon advice from the Governor)	
	Incident:	
	DR incident impacted the Primary Data Center	
Impact/Priority	High / Medium	
Usage	IOT maintains the list of agency systems with server information that are supported in DR plan. The information is available upon request specific to the agency.	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	DR Virtual Server
Code	1137V
Purpose	Applies to each individual **virtual** (VMware) server dedicated to the agency, supporting a production application environment/system hosted virtually in Primary Data Center.
	The fee is applicable to virtual servers categorized in the IOT disaster recovery (DR) plan as Critical - Gold (6 hours Recover Time Objective-Downtime) for disaster recovery needs with warm or cold servers maintained in the Secondary Data Center with manual fail over capabilities to Secondary site upon CIO's disaster declaration upon advice from the Governor.
	This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and also salaries for the Director and the team that oversees the DR and Business Continuity planning and testing efforts for those critical systems bought in to this plan.
	Basic Virtual Server Hosting (1052) & storage fees (>100 GB – 1177f) may also apply if the virtual server(s) are added to IOT DR plan and replicated to Secondary Data Center. Please note this would be an addition to the Virtual Server hosting cost that is already incurred for the production VM in Indianapolis. This additional cost helps IOT to maintain a copy of the production VM for the agency in the dedicated DR VM infrastructure at Bloomington by VMware Hosting and Storage team.
Included	Project Management Services for DR standardization, implementation with Standards, DR testing, and DR documentation.
Not Included	Agency Business Continuity Planning but would collaborate on IT related services on operational recovery procedures.
	Cloud or Vendor hosted solutions.
Dependencies	Hosting Services, Storage Services
Rate	$66.06 Per Month Per Server
Standard	20.1.1 Business Continuity and 20.1.1 Disaster Recovery
Cust Responsibility	Develop a Business Continuity Plan with critical application/system and their Priorities

1. Complete Archer Profile for the critical system/application on ISI with Business Continuity and Disaster Recovery Time Objective (RTO-Downtime)/Recover Point Objective (RPO – Data loss) requirements
2. Project request through Project Success Center
3. vFire Ticket to Disaster Recovery Queue with an enquiry
4. DR Testing is required before the system officially GO LIVE on production and plan on subsequent yearly DR test or immediately plan a DR test after major changes to the system environment as it may void the current DR documentation.

IOT Responsibility

1. Collaborate with IOT Project Success Center on projects that have DR requirements.
2. Collaborate with IOT Operational Teams to document the standards and guidelines supporting DR.
3. Collaborate and Partner with agency to initiate the planning process setting high level expectations with costs and options with scope, exceptions to be supported on DR.
4. System Architecture drawing with intra/inter agency interfaces and IOT supported infrastructure systems.
5. Plan and execute DR Testing.

Ven Responsibility Follow IOT standard for DR implementation.

Service Owner	Annamalai, Ram Click here to send the Service Owner a Message
SLO	**Request**:
	DR planning for critical system with all IOT infrastructure dependencies and also with clustering options to provide redundancies for the application/system environment
	Availability:
	6 hours Recovery Time Objective (post disaster recovery declaration from the IOT Chief Information Officer upon advice from the Governor)
	Incident:
	DR incident impacted the Primary Data Center
Impact/Priority	High/Medium
Usage	IOT maintains the list of agency systems with server information that are supported in DR plan. The information is available upon request specific to the agency.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Rack Hosting Service**
Code	1137R
Purpose	Applies to a dedicated rack supporting any non-standard or vendor supported servers, appliances, storage, or tape library hosted in a Rackspace at the Secondary Data Center (currently the IU Data Center in Bloomington).
	This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in the Secondary Data Center.
	Note: Space is limited at Secondary Data Center. IOT may not be responsible for operational support for the hardware and software, testing and the recovery of the system hosted in those dedicated racks. The agency is expected to have a contract with the vendor with all the support expectations documented in it.
Included	Rack Space in Secondary Data Center.
Not Included	Rack, Power Outlets, CDUs, Support of hardware or application hosted on that rack.
Dependencies	None
Rate	$433.44 Per Month Per Rack Space
Standard	NA
Cust Responsibility	

1. Justification for vendor dedicated racks need in Bloomington
2. Contract with the vendor stipulates the one time and monthly costs to host the rack.
3. Seek Availability expectations of the services hosted in that rack and provide that to IOT.
4. Provide the vendor contact list.

IOT Responsibility	Evaluate if the rack and equipment meets all standards and also power requirements to be hosted at Secondary Data Center.
	Add the vendor to the approved access list if hosted at Secondary Data Center.
Ven Responsibility	Follow Secondary Data Center Standards.
Service Owner	Annamalai, Ram Click here to send the Service Owner a Message
SLO	**Request**:
	Seek approval from agency sponsor and have IOT Computer Operations email IOT operation for accessing the vendor supported racks in Bloomington
	Availability:
	Varies with IOT and vendor provided timelines
	Incident:
	Hardware or Application Issues need to be directed to vendor provided phone number or email address for support
Impact/Priority	Medium/Medium
Usage	IOT maintains the list of racks maintained by IOT and the vendor
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Large Project Delivery

Large Information Technology (IT) projects can be extremely complex, costly, risky, and challenging. In response to these challenges, the State of Indiana (SOI) has rolled out a series of processes to heighten opportunities for large IT project success. A member of the IOT's Large Project Delivery team, as directed by OMB, delivers senior consulting services to help agency leaders and project teams navigate the new processes and in doing so, provides experience and expertise that helps identify and eliminate / mitigate project risks and enhances project visibility to increase opportunity for project success.

Name	**Large Project - Senior Consultant**
Code	1220
Purpose	Provide consulting services to help agencies successfully strategize, plan, and deliver large projects.
Included	Services are offered throughout the large project lifecycle from project intake, solution analysis, planning, execution, and close out. Activities include but are not limited to:

- Assisting agency navigate OMB's Project Portfolio Risk Management (PPRM) process by delivering risk profiling service, assisting with the Project Investments Proposal (PIP) document, and coordinating OMB meetings
- Partnering with agency on project procurements (RFIs, RFPs, Contracts)
- Administering required independent project oversight services by scoping, procuring, and managing vendor Independent Verification & Validation (IV&V) services OR delivering IOT's Project Assurance (PA) services.
- Administering required SOI large project status reporting by preparing the large project dashboard, training the agency PM, and generating / distributing standard large project status reports via email and the large project site.
- Other high level strategic and consulting services as needed.

Not Included	IOT delivered project management (PM) services for IOT specific or overall project activities.
	See Service Codes 1182A and 1182C for IOT PM Services.
Dependencies	Dependent on type of service requested.
Rate	$135.00 Per Hour
Standard	Large IT Development Project Standard (IOT-CS-OPS-003)
	IT Development Project Independent Verification and Validation / Project Assurance (IOT-CS-OPS-006).
	Requesting IOT Activities and Funding IOT Projects (IOT-CS-OPS-010)
Cust Resp	Contact the service owner to ask question(s), request service, or cancel service.
	Participate in IV&V/PA scoping/planning.
	Provide access to project work products/meetings to facilitate IV&V/PA discussion/evaluation.
	Provide high level status information to support monthly large IT project reporting requirements.
IOT Responsibility	Large Project Delivery team to deliver timely, valuable, and high quality services.
Ven Responsibility	Dependent on type of service requested.
Service Owner	Baker, Bill Click here to send the Service Owner a Message.
SLO	**Request:** Requestor of services will be contacted within 5 IOT business days
	Availability: These services are available as needed by agencies
	Incident: N/A
Impact/Priority	Impact on service interruption is dependent on type of service requested.
Usage	Currently providing services for 12 large IT projects in execution phases ($530M budget) with 5 additional projects identified. Use of these services for large projects up 140% since early 2018.
Reports	As part of the service, monthly PM and IV&V/PA project status reports are distributed by email and made available on the large project site.
Order	Click here to send a message to the service owner about requesting this service.
Cancel	Click here to send a message to the service owner about canceling your existing service.

Mainframe *(other document)*

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

Code(s)   1066   Batch and Script Workloads

1092   Disk Subsystem Storage

1094   Tape Storage Subsystem

1206   Batch / System

1207   Relational Database - DB2

1208   Hierarchical Database - IMS

1209   CICS

1210   IDMS

Project Success Center

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

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

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

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

Name	**PSC Project Manager**
Code	1182A
Purpose	A PSC team member qualified to partner with agencies to manage/lead IOT activities for high to low priority, complex, and risky projects. Examples of projects requiring a Project Manager include projects involving large, medium or multiple system replacements and data conversion, projects affecting multiple agencies, projects that involve sensitive data resulting in the need for heightened security and infrastructure (PZ), and projects involving new technologies or never before implemented infrastructure.
Included	Agency-wide availability of project information.
	Consistent look/feel for all sites.
	Integrated dashboards and reports.
	Support from IOT's Project Success Center.
Not Included	BA unless requested, which would be an additional service fee.
Dependencies	Project Dependent
Rate	$90.00 Per Hour
Standard	Requesting IOT Activities and Funding IOT Projects (IOT-CS-OPS-010)
Cust Responsibility	Submit new project requests through the PSC Project Request Form
IOT Responsibility	Project Dependent.
Ven Responsibility	Project Dependent.
Service Owner	Kelly, Diane Click here to send the Service Owner a Message.
SLO	**Request**: Reply within 5 IOT Business Days (6am-6pm, M-F excl. Holidays)
	Delivery: On-Time, On-Schedule, In-Scope project delivery.
Impact/Priority	Project Dependent
Usage	There are 80 active projects.
Reports	Statewide Monthly IOT Service Performance Reports can be found here
	Project Status, Executive Summary, Dashboard through MS Project Online
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name Project Management Specialist

Code 1182C

Purpose A PSC team member qualified to manage/lead IOT, agency, and vendor activities for high priority, complex, and risky agency-owned projects. Examples of projects requiring a Project Manager Specialist include large programs with multiple complex projects that have significant dependencies on one another and that significantly impact how multiple agencies do business.

As part of the PSC team's Microsoft Project Online Services, a PSC team member will partner with agencies to provide project management, consultation, and technical leadership to enable agencies to begin using the State of Indiana's Microsoft Project Online to manage, track, and report agency projects. IOT's proven design and reporting setup will be leveraged initially to speed time of delivery and customizations to meet specific agency requirements will be designed, developed and delivered as needed for initial rollout. Enhancement/Support services post rollout are also available.

Included Agency-wide availability of project information.

Consistent look/feel for all sites.

Integrated dashboards and reports.

Support from IOT's Project Success Center.

Not Included BA unless requested, which would be an additional service fee.

Dependencies Project Dependent

Rate $125.00 Per Hour

Standard Requesting IOT Activities and Funding IOT Projects (IOT-CS-OPS-010)

Cust Responsibility Submit new project requests through the PSC Project Request Form

IOT Responsibility Project Dependent

Ven Responsibility Project Dependent

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

SLO **Request**:   Reply within 5 IOT Business Days (6am-6pm, M-F excl. Holidays)

Delivery: On-Time, On-Schedule, In-Scope project delivery.

Impact/Priority Project Dependent

Usage There are 80 active projects.

Reports Statewide Monthly IOT Service Performance Reports can be found here

Project Status, Executive Summary, Dashboard through MS Project Online

Order Click here to request this service.

Cancel Click here to cancel your existing service.

Name	**MS Project Online Premium License/Support**
Code	1199PP
Purpose	This provides customers a Microsoft Project Online Premium license and IOT Project Online administration support. The license provides portfolio-level cross-project analysis dashboards/reports in addition to project-level dashboards/reports, online project management, project sites, and the Microsoft Project Professional client software. This provides enterprise-level project management, collaboration, and resource management/time recording solution which enables an organization to easily create and manage custom team-focused and project-focused sites based on the environment configured for each agency and managed by IOT.
Included	The setup "project" will be scoped and the cost estimate will be provided to the customer.
Not Included	Initial environment setup. Initial setup as well as subsequent enhancement requires Code 1182c (Project Management Specialist).
Dependencies	Project Management Specialist to set up the Project Online environment.
Rate	$43.00 Per User Per Month
	MS Project Online Premium license + IOT site administration/update fee*.
Standard	Microsoft Project Online (Premium, Professional, or Essentials) and Microsoft Project Professional.
Cust Responsibility	A Windows 7 or Windows 10 computer with minimum 2 GB RAM, minimum 3 GB Hard Drive space, and network access.
IOT Responsibility	Maintain and support Project Online environment and related infrastructure.
Ven Responsibility	Technical support for Microsoft products.
Service Owner	Kelly, Diane Click here to send the Service Owner a Message.
SLO	**Request**: Licenses require 10 IOT business days to become active
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	Low/Medium
Usage	Currently 108 licenses, growing by 20 per quarter.
Reports	Statewide Monthly IOT Service Performance Reports can be found here
Dependencies	Project Management Specialist to set up the Project Online environment.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**MS Project Online Professional License/Support**
Code	1199PR
Purpose	This provides customers a Microsoft Project Online Professional license and IOT Project Online administration support. The license provides project-level dashboard/reports, online project management, project sites, and the Microsoft Project Professional client software. This provides enterprise-level project management, collaboration, and resource management/time recording solution which enables an organization to easily create and manage custom team-focused and project-focused sites based on the environment configured for each agency and managed by IOT.
Included	The setup "project" will be scoped and the cost estimate will be provided to the customer.
Not Included	Initial setup as well as subsequent enhancement requires Code 1182c (Project Management Specialist).
Dependencies	Project Management Specialist to set up the Project Online environment.
Rate	$26.00 Per User Per Month MS Project Online Professional license + IOT site admin/update fee*.
Standard	Microsoft Project Online (Premium, Professional, or Essentials) and Microsoft Project Professional.
Cust Responsibility	A Windows 7 or Windows 10 computer with minimum 2 GB RAM, minimum 3 GB Hard Drive space, and network access.
IOT Responsibility	Maintain and support Project Online environment and related infrastructure.
Ven Responsibility	Technical support for Microsoft products.
Service Owner	Kelly, Diane Click here to send the Service Owner a Message.
SLO	**Request**: Licenses require 10 IOT business days to become active
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	Low/Medium
Usage	Currently 108 licenses, growing by 20 per quarter.
Reports	Statewide Monthly IOT Service Performance Reports can be found here
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**MS Project Online Essentials License/Support**
Code	1199PE
Purpose	This provides customers a Microsoft Project Online Essentials license and IOT Project Online administration support. The license provides project-level reports, online task updating/recording and project sites. This provides enterprise-level project task updates, collaboration, and time recording solution which enables an organization to easily manage custom team-focused and project-focused sites based on the environment configured for each agency and managed by IOT.
Included	The setup "project" will be scoped and the cost estimate will be provided to the customer.
Not Included	Initial setup as well as subsequent enhancement requires Code 1182c (Project Management Specialist).
Dependencies	Project Management Specialist to set up the Project Online environment.
Rate	$5.53 Per User Per Month
	MS Project Online Essentials license + IOT administration/enhancement fee*.
Standard	Microsoft Project Online (Premium, Professional, or Essentials) and Microsoft Project Professional.
Cust Responsibility	A Windows 7 or Windows 10 computer with network access.
IOT Responsibility	Maintain and support Project Online environment and related infrastructure.
Ven Responsibility	Technical support for Microsoft products.
Service Owner	Kelly, Diane Click here to send the Service Owner a Message.
SLO	**Request**: Licenses require 10 IOT business days to become active
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	Low/Medium
Usage	Currently 325 licenses available.
Reports	Statewide Monthly IOT Service Performance Reports can be found here
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Security

Name	**Security Baseline**
Code	1175
Purpose	Applies to all workers, systems and information on the state network. This includes all direct labor, contracts, hardware, software and other direct costs required by IOT to baseline security levels needed for the secure operation of State information resources. Baseline Security components comprise the minimum security standards applied for the enterprise regardless of data.

Included

- Firewall Management
- Email Filtering
- Web Filtering
- Server Protections
- Incident/Event Management
- Vulnerability Scanning
- Patch Management
- Web Application Firewall
- Training & Awareness
- Identity & Access Management

- Endpoint Protection
- Network Protection
- SIEM
- Security Operation Center
- DLP
- Asset Management
- Network Access Control
- Policy, Governance, Risk and Compliance and GRC Tooling

Not Included	Security services related to the network protected zone
Dependencies	NA
Rate	$24.14 Per Month Per Server and SEAT
Standard	NA
Cust Responsibility	Agencies must foster an environment of security policy compliance, encouraging staff to play their role in the securing of citizen data. This covers infrastructure component security, applications and related measures is the responsibility of the customer. Furthermore, agencies must work with IOT to complete required security initiatives and planning.
IOT Responsibility	The functionality of the tools, policies and procedures and related protections are applied to all workstations and servers in the executive branch as a standard component of IOT services.
Ven Responsibility	NA
Service Owner	Jain, Hemant Click here to send the Service Owner a Message
SLO	**Request**: No request required, services applied automatically to all servers/workstations.
	Availability: This rate is comprised of multiple services for which availability may vary.
	Incident: This rate is comprised of multiple security services where redundancy levels and overall resiliency will vary per component.
Impact/Priority	High / High
Usage	IOT captures multiple usage statistics for the services incorporated into the 1175 rate. These statistics are available on request.
Reports	IOT captures multiple usage statistics for the services incorporated into the 1175 rate. These statistics are available on request.
Order	NA
Cancel	NA

Name	**Confidential Systems Security**
Code	1180
Purpose	Applies to systems containing confidential data. The service includes all direct labor, contracts, hardware, software and other direct costs required by IOT to provide service. Confidential data systems security requires additional security protection components and schemes beyond those provided by baseline security components.

Included

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

Not Included	Baseline Security Services
Dependencies	NA
Rate	$186.63 Per Month Per Server <u>and</u> Database comprising systems with confidential data
Standard	NA
Cust Responsibility	Ensure systems containing confidential data are appropriately segregated from other systems through use of the protected zone.
IOT Responsibility	Provide appropriate architecture, tools and operational expertise to implement systems into the protected zone. Ensuring agencies understand the weakening of this architecture and protections in the case of exceptions.
Ven Responsibility	NA
Service Owner	Jain, Hemant Click here to send the Service Owner a Message
SLO	**Request**: Will vary dependent on agency resources and system complexity.
	Availability: This rate is comprised of multiple services for which availability may vary.
	Incident: This rate is comprised of multiple security services where redundancy levels and overall resiliency will vary per component.
Impact/Priority	High / High

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

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

Name	**Information Security Officer as a Service (ISOaaS)**
Code	1212
Purpose	Agencies often have the need for a highly qualified cybersecurity resource that can assist in defining strategy, assessing maturity, and putting programs in place to better secure applications and systems. Further, this need isn't always a full-time requirement for smaller agencies. This product is designed to consume an IOT resource in a part-time capacity to fulfill the needs described.
Included	7.5 hours per week/unit
Not Included	Agencies are accountable for security decisions, IOT will serve as an advisor.
Dependencies	MOU agreement with 2 year commitment
Rate	$3,825.20 Per Month Per Agency
Standard	N/A
Cust Responsibility	Customer is responsible for security decisions and other responsibilities as defined in the MOU.
IOT Responsibility	Provide a satisfactory and competent resource that can execute against the agreed upon roles and responsibilities of the ISO.
Ven Responsibility	N/A
Service Owner	Jain, Hemant Click here to send the Service Owner a Message
SLO	**Request**: N/a
	Availability: N/a – 1 day per week/unit
	Incident: N/a
Impact/Priority	N/A
Usage	4-8 named agencies
Reports	N/A
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Compliance Center of Excellence (CoE)**
Code	1215
Purpose	Agencies that are subject to Federal or state audits associated with the receipt, handing, and management of sensitive information (and systems) and/or those agencies with the business need to perform risk and compliance-associated assessments will need to utilize the IOT Compliance CoE.
Included	% allocation to agencies through MOU
Not Included	There won't be management from the CoE to agency resources, only IOT.
Dependencies	MOU agreement with 2 year commitment
Rate	$106.14 Per Month, with 250 units ($37,995/mo.).
Standard	N/A
Cust Responsibility	Customer is responsible for security decisions and other responsibilities as defined in the MOU.
IOT Responsibility	Provide satisfactory and competent resources that can execute against the agreed upon roles and responsibilities of the CoE. Assist in obtaining information necessary to comply with audits and reduce findings year over year.
Ven Responsibility	N/A
Service Owner	Rogers, Jon Click here to send the Service Owner a Message
SLO	**Request**: N/A
	Availability: N/A
	Incident: N/A
Impact/Priority	N/A
Usage	4-8 named agencies
Reports	N/A
Order	Click here to request this service.
Cancel	Click here to request this service.

Storage

Name	**Shared SAN Storage**
Code	1177A
Purpose	

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

Included	All flash SAN storage.
Not Included	Replication, File/Data Retention, versioning, snapshots. IOT is not responsible for retention of electronic documents. Raw Device Mapping to VM.
Dependencies	There are no service dependencies for the default offering of 1177a, however the features provided to 1137* depends on site to site physical connections. Physical server or Hypervisor (VM Host).
Rate	$0.50 Per Month Per GB.
Standard	Provision high performance enterprise-shared-storage at scale and on demand.
Cust Responsibility	A server with compatible HBA hardware, Software and Operating System in IOT's data centers/sites.
IOT Responsibility	Provide service uptime 27/7/365 measured from 6am to 6pm business days.
Ven Responsibility	Hardware/software support and parts replacement.
Service Owner	Carpenter, Todd Click here to send the Service Owner a Message
SLO	**Request**: 90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays) with approved change or downtime window of 1 hour falling within the 4 hour lead-time/schedule-notification
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority	High / High
Usage	Shared SAN Storage – 106,837 GB (20% growth / year)
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Archive Storage (Centera)**
Code	1177B
Purpose	House archival data for systems using large volumes of rarely accessed data.
Included	Replication to Disaster Recovery site/datacenter.
Not Included	Multi-user access. Application support.
Dependencies	1187(Data Circuits) and 1155(Network AS)
Rate	$0.05 Per Month Per GB
Standard	Low cost archival and low speed storage for approved systems.
Cust Responsibility	Compatible front end source.
IOT Responsibility	Provide service uptime 27/7/365 measured from 6am to 6pm business days.
Ven Responsibility	Hardware/software support and parts replacement.
Service Owner	Carpenter, Todd Click here to send the Service Owner a Message

SLO	**Request**:	90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).

Impact/Priority	Low/Low
Usage	14,401GB
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**VM Server Additional Storage**
Code	1177F
Purpose	Additional virtual server (VM) disk beyond the 100 GB base.
Included	All flash SAN storage as with base hosting in 1052
Not Included	Raw Device Mapping to VM
Dependencies	There are no service dependencies for the default offering of 1177a, however the features provided to 1137* depends on site to site physical connections.
Rate	$0.50 Per Month Per GB over 100 GB
Standard	Storage Hot-add in increments of 1GB (while the VM and Guest OS are online). Once added, the server administrator must access the OS and expand the OS disk before recognizing the additional space.
Cust Responsibility	A computer with network access and State of Indiana Email.
IOT Responsibility	Provide service uptime 27/7/365 measured from 6am to 6pm business days.
Ven Responsibility	Hardware/software support and parts replacement.
Service Owner	Carpenter, Todd Click here to send the Service Owner a Message

SLO	**Request**:	90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).

Impact/Priority	High/Medium
Usage	401,236GB 20% growth over previous year
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	Isilon File Overage
Code	1177I
Purpose	Additional Gigabyte beyond each user's home drive file storage limit of 10GB. Separately, the additional Gigabyte beyond **agency shared** file storage limit of 5GB multiplied by the Agency User count. E.g.: Agency user count is 100. 100x5GB = 500GB included storage for the agency-share. The only charge will be each Gigabyte above 500GB within the agency-share.
Included	Data Protection (backups/restores)
Not Included	Data retention. User access, account and permission management.
Dependencies	1187 (Data Circuits) and 1155 (Network AS)
Rate	$0.25 Per Month Per GB
Standard	Provide enterprise shared filer and home folder storage.
Cust Responsibility	A computer with network access and State of Indiana Email.
IOT Responsibility	Provide service uptime 27/7/365 measured from 6am to 6pm business days.
Ven Responsibility	Hardware/software support and parts replacement.
Service Owner	Carpenter, Todd Click here to send the Service Owner a Message

SLO	**Request**:	90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
		For additional non-standard shares.
		Home folders are accessible to standard user accounts.
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).

Impact/Priority	High / High
Usage	347,363GB plus replicated at 347,363GB
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Data Protection**
Code	1177J
Purpose:	To provide business continuity by protecting state data from disaster or accidental deletion. Customer is charged for each gigabyte of data per server that exists on the backup media at the point in time when billing is collected on a monthly basis.
Included:	11 backup cycles are kept. Back cycles are defined as points in time where data can be restored from. The original data and all daily incremental changes during that time period are kept.

Small	= Base 11 cycles
Medium	= Base + 12 months of monthly cycles
Large	= S/M + 3 years of yearly cycles
XL	= S/M + 7 years of yearly cycles

Not Included:	TBD
Dependencies:	EMC Avamar, EMC Data Domain, and EMC ECS.
Rate:	$0.15 Per Month Per GB
Standard:	Base = 11 Backup cycles
Cust Responsibility:	Each customer is responsible for their own data retention policy. This product can be used to fulfill those individual policies however.
IOT Responsibility:	Back up 11 cycles of data from each protected server. Restore data per customer request on as needed basis.
Ven Responsibility:	Technical support from Dell/EMC.
Service Owner	Carpenter, Todd Click here to send the Service Owner a Message
SLO	**Request**: 90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority	….
Usage	….
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Appendix A - File Retention & Recovery

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

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

IOT Email Recovery

Mailboxes hosted in Office 365 (Exchange Online) have a 30-day deleted item retention as Microsoft no longer provides traditional backup methods. Mailboxes using on-premise email servers have daily full backups for 30 days and year-end backups of email servers are kept for three years. These backups are to be used to protect the email servers from system failures, unintentional deletions or tampering. These backup procedures are for emergency recovery purposes and do not constitute a long-term record-keeping solution for email. Email content is managed by the agency and should follow their respective retention schedules as dictated by IARA.

IOT Home and Shared Files Retention

Agencies are responsible for managing their electronic documents. Like all government records, electronic documents are subject to the state's Access to Public Records Act (APRA) requests and litigations. Agencies can be held liable if electronic documents are kept too long, if they are not properly destroyed, or if they are destroyed too soon.

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

IOT Home and Shared Files Recovery

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

Appendix B - IOT Data Center

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

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

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

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

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

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

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

Appendix C - Minimizing Your IT Bill

Listed below are a few suggestions that may help you reduce your monthly IT bill.

1. Run a detailed report of your IOT billing using the IOT Billing Dashboard located https://dataviz.in.gov/#/site/IOT/workbooks. This will provide six months of detail of your IOT charges. Audit your charges by starting with the areas where your charges are greatest. If you don't need all the resources, place a ticket to have the service reduced or disconnected. If you need access to the IOT Dashboard, please have your security coordinator submit a ticket.

2. Desktop

    a. Look at the detailed report and verify the workstation count aligns with the number of employees and contractors in your agency.

    b. There is an associated user with each desktop to help you audit your bill. This is the user we have on record as having logged in last, it may or may not be the primary user. IOT produces monthly reports to ensure of up to date accounts.

    c. Desktop upgrades – during refresh, do you need so many laptops? Do you need additional ram and other accessories? All costs over our standard desktop value is charged to the agency.

3. Database - View your detailed database charges and verify with your internal app support groups that they are all still needed. Many times databases are no longer needed and IOT isn't notified, so we continue to host and charge for it.

4. Virtual server hosting

    a. View your detailed billing, does your app need all the allocated CPUs and RAM, or will it run on less? IOT can provide tools and reports upon request for agencies' application development teams to review.

    b. Are you using all the virtual machines on your bill?

5. Physical server hosting

    a. Are you still using the servers?

    b. Can you move your application to a virtual machine? Virtual servers can now run most applications and are less expensive than a physical server.

6. Storage

    a. Storage is generally associated with a server so if the server is not needed you will also save on storage.

    b. IOT charges for allocated space, not used space. What this means is if you tell us that you need a terabyte, and only use a gigabyte, you are still paying for the other 999 gigabytes that you aren't using. Submit a ticket with the server name and IOT can run a report to compare allocated versus used storage.

7. Telecom - We are in the middle of a project to move from the old Centrex telephone system to a new IP based VaaS (Voice as a Service). During this project we are validating all the billed lines are actually used. We highly recommend you audit before migrating. Odds are you will save money.

8. Cell phones - Audit your detailed bill and make sure all phones you are paying for are in use. Verify the assigned person still needs to have a state-issued cell phone.

9. Adobe Software - Adobe software is billed monthly per assigned user. Audit the bill and ensure all assigned users still need Adobe software for their job.

10. File storage overage - Contact IOT to get access to our file auditing tool, Veronis. Target large files that are no longer needed or files that have not been opened in a long time. Create a ticket if you need an account for Veronis.