



WEST VIRGINIA

office of
technology

Service Catalog
FY 2020

PO Box 50110
Bldg. 5, 10th Floor
Charleston, WV 25305
Email: OT.Billing@wv.gov

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Executive Overview

Welcome to the 2020 West Virginia Office of Technology (WVOT) Service Catalog. The following pages describe the technology products, services, and related rates for WVOT customers. Please see the 2020 Rate Letter for this fiscal year's changes. The WVOT rates are developed and changed annually to align with the actual cost of the services.

The WVOT will provide highly reliable, secure, and cost effective oversight, leadership, administration, and direction for activities relating to information technology (IT) to all agencies across State government and enable State agencies to better service the citizens, businesses, and other interested parties in West Virginia.

The WVOT envisions that State employees have the technologies they need at their fingertips, in a prompt and timely fashion, that enables them to provide exceptional, top quality, reliable services to the taxpayers of West Virginia, and through public/private partnerships, create a robust, highly reliable, technical infrastructure that will promote economic growth and outside investments.

Communications

Reliable, scalable, and effective communication solutions are critical to the success of any business. The WVOT offers a variety of communication services from email to telephony support.

Audio & Web Conferencing

Audio and Web conferencing is available through Skype for Business Online, which enables users to use a single platform for audio and video calls (whether over the internet or direct to a phone), meetings, and even live sharing of content or your desktop. This software is included in the Microsoft Licensing agreements for each agency.

If a user needs the capability to have dial-in conferencing (call into meeting from telephone), then there is an additional license needed.

How will we charge?

- ❖ Dial in conferencing license: \$45.00 per year, per user
 - Billed as: Audio and Web Conferencing

Computer Imaging – Custom

Imaging refers to the process of erasing a computer hard drive and then loading a pristine system installation complete with software. Custom computer imaging is to preconfigure a new PC by overwriting the pre-installed operating system with the same or different one, but combined with drivers, applications and settings required by the users and or agency specification.

How will we charge?

Charges incurred for building custom computer images are based upon the hourly established rate multiplied by the number of hours to complete the custom computer image.

- ❖ Custom Computer Image: \$60.00 per hour

Email

Email is the exchange of mail electronically. The standard email service will be provided using Microsoft Office 365 Exchange Online and Microsoft Outlook clients. Outlook provides calendar, task and contact management. Used with Exchange, Outlook provides enhanced functions for multiple users in an organization, such as shared mailboxes and calendars.

Microsoft Office 365 Exchange Online provides 100GB of mailbox storage, unlimited archives, and the ability to send messages up to 35MB in size. Exchange online also offers redundancy.

The standard email service will also provide web access, spam, malware, and virus filtering, a common address book, and 24/7 support.

How will we charge?

This service is charged monthly.

- ❖ Microsoft O365 Email Rate: \$3.00 per account, per month
 - **Billed as:** Email - MS O365

Faxing Services

PC faxing integrates network fax and email into a single solution. This solution allows users to conveniently fax a single document to an individual or broadcast fax documents to fax groups or a fax distribution list from your computer.

How will we charge?

The rate for faxing services will be charged per faxed page.

- ❖ Faxing Services Rate: \$0.018 per page
 - **Billed as:** Faxing Services

Multi-Factor Authentication

Multifactor authentication (MFA) is a security system that requires more than one method of authentication from independent categories of credentials to verify the user's identity for a login or other transaction. For example, a user could be required to enter a user id/password (something the user has).

How we will charge?

Multi-factor authentication is included in the Microsoft licensing agreements for each agency.

- ❖ Second factor hardware tokens: One-time cost, per device \$18.00
- ❖ Second factor smart phone application: free

Remote Access (VPN)

A virtual private network (VPN) is a technology that creates a safe and encrypted connection over a less secure network, such as the internet. VPN allows remote users and branch offices to securely access corporate applications and other resources.

A VPN client is installed on domain computers, enabling the device to connect to Executive network resources from an external internet connection such as an employee's home network or a public wireless hotspot.

How will we charge?

The rate for remote access (VPN) will be charged per user multiplied by the monthly rate.

- ❖ Remote Access (VPN): \$2.00 per user, per month.
 - **Billed as:** Remote Access

Smart Phone Devices

Smart phones are devices such as the iPhone and Android based wireless phones. While smart phones offer the basic functionality of a wireless phone, they also offer advanced functions such as full featured email, contacts, and calendar management.

What is Included in the charge for this service?

There are several components of cost for smart phone devices. The monthly service fee from the vendor, the cost of the device from the vendor, and the WVOT charges which encompasses labor, contracts, hardware, software and other direct costs required by the WVOT. Vendor monthly service fees, including the cost of the device, will be billed directly by the vendor to the agency. The WVOT charges will be billed on the monthly invoice to the agency.

How will we charge?

Charges for smart phone devices are based on user counts that have state email on the devices, multiplied by the monthly rate.

- ❖ Smart Phone Devices: \$ 3.50 per user per month
 - **Billed as:** Mobile E-Mail Access

WVOT SERVICES

Alternate Data Center Flatwoods

The State has a secondary data center in Flatwoods, WV. The Data Center is used to house equipment (network, servers, storage, etc.) to be used in the event of an emergency.

How will we charge?

The charge will be based on the number of servers and storage racks the agency has placed at the secondary location.

- ❖ B6 or Flatwoods Rack Space: \$670.00 per rack, per month
 - **Billed as:** B6 & Flatwoods Rack Space

ASP Server

An ASP server is a web server that hosts dynamic, data driven web applications written the .NET framework.

How will we charge?

The cost is per server, per month

- ❖ ASP Server: \$ 40.00 per device, per month
- ❖ **Billed as:** Server – ASP

Backup and Recovery

This service provides for periodic backups of data as requested by the owning agency. It also provides for necessary data restores due to data loss or corruption and monitoring for successful completion of backup processes. WVOT utilizes dedicated backup and recovery systems to ensure that agency data is properly backed up and retained according to agency parameters. Best efforts will be made by WVOT to store data backups at a location remote from the original data. Current constraints may prevent this effort, but we are actively working to resolve this situation. NOTE: Workstation data is NOT backed up by default, agencies should ensure critical data is identified and covered by a backup plan.

Agencies are responsible for requesting data backups from WVOT. Agencies can contact the WVOT Service Desk (304-558-9966 servicedesk@wv.gov).

All data backup parameters will be agreed upon by the agency and WVOT. Standard parameters include scheduled nightly backups and 30-day retention. Agencies with special backup needs exceeding the requirements of this policy will be accommodated on a case-by-case basis.

WVOT will monitor backups, address technical issues, correct errors and notify agencies of instances when information has not been backed up according to plan. Agencies are responsible for testing to ensure that the backed-up data is accurate and complete and can schedule such tests with WVOT. Data server backup and recovery efforts do not constitute full disaster recovery services. Agencies must contact WVOT to discuss disaster recovery options.

For details, see WVOT Policy No: WVOT-PO1013.

Modifications to backup targets must be communicated by the agency to WVOT. WVOT will acknowledge and make requested changes to the backup targets. WVOT will perform upgrades to backup systems when required and notify the agency of any changes that impact their backup routines.

How will we charge?

The amount of agency data that is protected and stored is calculated each month. The charge is the number of gigabytes (GB), multiplied by the rate. Any agency that requires more than 30 days of data recovery will be charged at a higher proportional rate.

- ❖ Data Recovery Storage: \$ 0.45 per GB, per month
 - **Billed as:** Storage-Data Recovery

Cabling Installation

Cabling installation provides dedicated communication lines connecting end-users, printers, faxes, telephony gear, and most other equipment networked to the state network. This provides customers with cost effective, secure, and reliable data cabling.

Most cabling installation should be done by General Contractors as part of new construction or renovations. The WVOT is equipped only for small cabling jobs.

How will we charge?

Charges incurred for cabling services are based upon the hourly established rates multiplied by the number of hours to complete the cabling project plus the cost of any travel and materials.

- ❖ Cabling Installation: \$115.00 per hour (plus materials)
 - **Billed as:** Cabling – Installation
 - **Billed as:** Cabling - Fiber Installation

Centralized Archive Storage

Centralized Archive Storage is the WVOT owned storage and is used for systems where the data does not change, such as a document imaging system. The data stored on Centralized Archive Storage can be replicated to an offsite location for an additional fee.

How will we charge?

The monthly charge is per gigabyte fee.

- ❖ Centralized Archive Storage: \$0.17 per GB, per month
 - **Billed as:** Storage-Centralized Archive

Centralized ESX Virtual Machine Instance

This service provides a virtual Windows file server, configured with one or more processors (CPUs).

How will we charge?

The total number of processors in each virtual server will be multiplied by the rate to produce the monthly bill.

- ❖ Centralized ESX Virtual Machine Instance: \$12.00 per processor, per month
 - **Billed as:** Server-ESX Virtual per cpu

Centralized ESX Virtual Machine RAM

This service provides RAM, in 1GB increments, for virtual machine server instances.

How will we charge?

The total number of units of RAM (one unit = 1GB) will be multiplied by the rate to produce the monthly bill.

- ❖ Centralized ESX Virtual Machine RAM: \$ 6.00 per GB, per month
 - **Billed as:** Server-ESX Virtual RAM per GB
- ❖ ESX Virtual Server per CPU: \$12.00 per CPU
 - **Billed as:** Server-ESX Virtual per CPU
- ❖ ESX Virtual Server Storage: \$0.45 per GB
 - **Billed as:** Storage-ESX Virtual per GB

Centralized Mainframe Data Storage

Data Storage for data that is residing on disk and tape directly accessed through the enterprise server and includes centralized Mainframe Data Recover Storage.

How will we charge?

The charge is the number of GB multiplied by the monthly rate.

- ❖ Centralized Mainframe Data Storage: \$0.75 per GB, per month
 - **Billed as:** Mainframe-Centralized Storage

Centralized SAN Storage

Centralized Storage for applications which require high performance disk storage (high input/output rates) such as databases and virtual machines.

How will we charge?

The charge is the number of GB multiplied by the monthly rate.

- ❖ Centralized SAN Storage: \$0.17 per GB, per month
 - **Billed as:** Storage-Centralized SAN

Centralized SAN Storage Tier 2

Centralized SAN Storage Tier 2 is used for applications which require lower performance disk storage (low input/output rates).

How will we charge?

The charge is the number of GB, multiplied by the monthly rate.

- ❖ Centralized SAN Storage Tier II: \$0.06 per GB, per month
 - **Billed as:** Storage-Centralized SAN tierII

ColdFusion Server

A ColdFusion server is a web server that hosts dynamic, data driven web applications written in ColdFusion.

How will we charge?

The cost is per server, per month.

- ❖ ColdFusion Server: \$ 40.00 per device, per month
 - **Billed as:** Server-ColdFusion

CRM On-Premise

This service provides for the support and maintenance of each Production Org within our CRM environment. This includes both a Test and Development environment for each Production Org.

- ❖ CRM On-Premise rate: \$610.00/Month
 - **Billed as:** CRM On-Premise

FTP Hosting

FTP hosting is the cost per GB for storage that is added to the base cost of the FTP Server a web server that facilitates remote transfer of files by for approved users to the associated hosting location.

How will we charge?

The amount of storage space provisioned for the agency will be billed each month. The charge is the number of gigabytes (GB) multiplied by the rate.

- ❖ FTP Hosting Rate: \$ 0.45 per GB, per month
 - **Billed as:** Server-FTP Hosting per GB

FTP Server

An FTP server is a web server that facilitates remote transfer of files by for approved users to the associated hosting location.

How will we charge?

The cost is per server, per month.

- ❖ FTP Server: \$ 20.00 per device, per month
 - **Billed as:** Server-FTP

Infrastructure Management

Any agency owned equipment/devices that is housed in any WVOT facility and managed by the WVOT staff.

How will we charge?

The charge will be based on the number of devices (i.e. servers and storage) managed by the WVOT. In instances where the equipment is not housed in a WVOT facility a premium rate will be charged.

- ❖ Infrastructure Management: \$48.00 per device, per month
 - **Billed as:** Infrastructure Management
- ❖ Distributed Server Premium: \$105.00 per device, per month
 - **Billed as:** Server-Distributed-Premium
- ❖ Distributed Storage Premium: \$210.00 per device, per month
 - **Billed as:** Storage-Distributed-Premium

Mainframe Computing

The mainframe is a server that the WVOT uses to support a variety of state agency applications.

How will we charge?

CPU Batch Rates:

- **Day Rate** –Batch jobs that begin execution between 8:00 a.m. and 5:00 p.m., Monday through Friday will be charged at the Day rate for the first two minutes or less. For amounts over two minutes see the Priority rate description below.
 - **Priority Rate** –Batch jobs that begin execution between 8:00 a.m. and 5:00 p.m., Monday through Friday, and run more than two minutes will be charged the Priority rate for the time more than two minutes. For FY 2020, this rate is the same as the Day Rate.
 - **Night Rate** –for CPU batch work on nights, weekends, and holidays. Batch jobs that begin execution between 5pm and 8am Monday through Friday, and from 5pm on Friday until 8am on Monday are charged the Night rate, long as the job has completed prior to 11am Monday through Friday. Jobs processed on holidays will be charged the Night rate unless they are still executing 11am on a non-holiday weekday.
 - **Teleprocessing-** Charges for enterprise server transactions are based on CPU (processor) seconds and the priority of the transaction itself; jobs that begin execution between 8:00 a.m. and 5:00 p.m., Monday through Friday will be charged at the Day rate
 - **Teleprocessing Night-** - Charges for enterprise server transactions are based on CPU (processor) seconds and the priority of the transaction itself; jobs that begin execution between 5pm and 8am Monday through Friday, and from 5pm on Friday until 8am on Monday are charged the Night rate.
 - **CPU Teleprocessing Rate** – for online transactions.
-
- ❖ Mainframe Computing Day: \$1.25 per CPU sec
 - **Billed as:** Mainframe-Computing Day
 - ❖ Mainframe Computing Night: \$0.09 per CPU sec
 - **Billed as:** Mainframe-Computing Night
 - ❖ Mainframe Computing Teleprocessing Day: \$0.30 per CPU sec
 - **Billed as:** Mainframe-Teleprocessing Day
 - ❖ Mainframe Computing Teleprocessing Night: \$ 0.09 per CPU sec
 - **Billed as:** Mainframe-Teleprocessing Night
 - ❖ Mainframe Computing Priority: \$1.25 per CPU sec
 - **Billed as:** Mainframe-Computing Priority

Mainframe Linux Data Storage

This service provides for the storage of data on Linux instances residing on the OT Enterprise Server. The data, which is owned by agencies, is used for applications residing in individual Linux instances.

Upon request from an agency, OT will provision a storage amount on a Linux instance. The agency will then be billed for that storage amount each month, regardless of the amount of data stored in the instance.

Backup of the data is NOT included in this rate. Separate agreements for backup of Linux data must be executed with OT.

How will we charge?

The amount of storage space provisioned for the agency will be billed each month. The charge is the number of gigabytes (GB) multiplied by the rate.

- ❖ Mainframe Linux Data Storage Rate: \$ 1.25 per GB, per month
 - **Billed as:** Mainframe-Linux Data per GB

Mainframe Linux Instances

This service provides for the CPU cores dedicated to the operation of Linux instances residing on the OT Enterprise Server.

Upon request from an agency, OT will provision a number of CPU cores on a Linux instance. The agency will then be billed for the number of cores provisioned in the instance.

How will we charge?

The number of CPU cores provisioned for the instance will be billed each month. The charge is the number of cores multiplied by the rate.

- ❖ Mainframe Linux Instances Rate: \$250.00 per core/CPU, per month
 - **Billed as:** Mainframe-Linux Core/CPU

Mainframe Linux RAM

This service provides for the Random-Access Memory (RAM) dedicated to the operation of Linux instances residing on the OT Enterprise Server.

Upon request from an agency, OT will provision RAM on a Linux instance. The agency will then be billed for the amount of memory provisioned in the instance.

How will we charge?

The amount of memory in RAM, in 512-megabyte (MB) increments, provisioned for the instance will be billed each month. The charge is the number of 512 MB increments of RAM, rounded to the next highest full number, multiplied by the rate.

Example 1: An agency has 1024 MB of RAM provisioned. The number of increments is two (2).

Example 2: An agency has 1280 MB of RAM provisioned. The number of increments is three (3).

- ❖ Mainframe Linux RAM Rate: \$ 90.00 per 512 MB increments (full or partial), per month.
 - **Billed as:** Mainframe-Linux per 512MB RAM

Mainframe Oracle Instance

This service provides licensing for an Oracle database instance on OT's Enterprise Server Linux infrastructure. Upon request from an agency, OT will provision an Oracle database within a Linux instance.

How will we charge?

The number of instances provisioned for the agency will be billed each month. The charge is the number of instances multiplied by the rate.

- ❖ Mainframe Oracle Instance Rate: \$ 375.00 per month
 - **Billed as:** Mainframe-Oracle Instance

Microsoft Licensing

Microsoft Licensing is a service that provides Microsoft software products to state agencies as needed throughout the year. An inventory will be performed once a year to determine the products and number of licenses being used by agencies. That number of licenses will be used for billing throughout the year. Any additional licenses added through the year will be assessed separately. There is no adjustment for licenses deleted during the year as those licenses are billed by Microsoft for the entire year.

The current contract licensing agreement includes a core set of software. Other Microsoft software products can also be included in the contract for additional fees.

How will we charge?

The contract is managed by the WVOT. Agencies will be billed based on the number of PCs and/or users depending on the Microsoft product.

Miscellaneous Charges

Miscellaneous charges in most cases are for items such as equipment or software that have been purchased by the WVOT on behalf of the customer.

How will we charge?

These services are charged based upon the cost of the item plus a 10% dedicated service fee based on the cost of the item. The 10% fee is described as a dedicated service fee.

- **Billed as:** Miscellaneous Charges
- **Billed as:** Miscellaneous Chg Service Fee

Network Engineering Non-Supported

This service provides the local/wide area infrastructure necessary for users to access and transmit data, voice, and video across the network.

How will we charge?

The service for network connectivity can be split between non-supported and non-internet/non-supported. Non-supported agencies are typically those agencies outside the Executive Branch, and Non-internet/Non-supported are agencies outside the Executive Branch not utilizing WVOT internet. The monthly fee is billed on a per user count basis.

In turn key network project circumstances where a third-party vendor is being utilized, the vendor fee would be paid by the agency.

- ❖ Non-supported: \$10.00 per connection, per month
 - **Billed as:** Network Engr-Nonsupport
- ❖ Non-internet/Non-supported: \$5.00 per connection, per month
 - **Billed as:** Network Engr-Noninternet NonSu

SharePoint

This service provides licensing for a SharePoint site on OT's Enterprise Server.

How will we charge?

The number of instances provisioned for the agency will be billed each month. The charge is the number of instances multiplied by the rate.

- ❖ SharePoint Online Rate: \$ 35.00, per month
 - **Billed as:** SharePoint Online
- ❖ SharePoint On-Premise Rate: \$ 102.00, per month
 - **Billed as:** SharePoint On-Premise

SQL Instance

This service provides licensing for a SQL database instance on OT's Enterprise Server.

How will we charge?

The number of instances provisioned for the agency will be billed each month. The charge is the number of instances multiplied by the rate.

- ❖ SQL Hosting (dedicated) Rate: \$165.00 per DB, per month
 - **Billed as:** SQL Hosting (Dedicated) per DB
- ❖ SQL Hosting (shared) Rate: \$ 20.00 per DB, per month
 - **Billed as:** SQL Hosting(Shared) per DB

Static Server

A Static Server is a web server that hosts static content web sites written in html which are basic website.

How will we charge?

The cost is per server, per month.

- ❖ Static Server: \$ 20.00 per device, per month
 - **Billed as:** Server-Static

Technical Support

The WVOT provides a managed desktop service for agencies to meet service level agreements regarding personal computing requirements; providing the local/wide area infrastructure necessary for users to access and transmit data, voice, and video throughout the state network with speed and innovation; and providing voice services necessary for users to transmit and receive voice and other related communication technologies. This service provides a consistent and reliable client computing environment to our end user customers. Desktop Support is responsible for configuring each PC with standard software so that state employees have established standard computing programs available to them for performing their duties. The personal computers are configured so the WVOT can access the individual machines for installation and support of software, distribution of patches, and for repairs and anti-virus scanning. This service consists of engineering, ordering, installation, maintenance, billing, and support of all voice/fax communication lines, voicemail, auto-attendants, call center support, and voice equipment (desk phones, call processors, voice gateways, switches, other related voice equipment/software), and shared networking equipment (routers, switches, wireless access points, and other related network devices).

. This does not cover the cost for the actual PCs, printers, telephones, other client needs. Specifically, this service applies to:

- State issued personal computing devices
- Software support for the defined standard operating systems, productivity tools and associated software suites
- Technical support, maintenance, and repair of managed hardware and software
- Standard operating environment management through the controlled release of security patches, anti-virus updates, and other specified software applications
- Voice/fax telephone lines installation and support
- IP Trunking
- Shared voice equipment
- User administration for voice moves/add/changes/deletions
- Internet Access
- State Network Core Transport
- Local/Wide Area Network
- Network project implementation
- Shared networking equipment
- Administration via system monitoring, security access and control

How will we charge?

Charges for Technical support are based on the number of users multiplied by the monthly rate. The Technical Support fee will include establishment of a single User ID per state employee.

- ❖ Technical Support: \$ 49.50 per pc, per month
 - **Billed as:** Technical Support

Technical Support Hourly (Technical, Telephony, Networking Hourly Support)

This service provides a consistent and reliable client computing environment to our end user customers.

How will we charge?

These services are charged at the established rate per hour.

- ❖ Technical Consultant Rate: \$60.00 per hour
 - **Billed as:** Technical Consultant
- ❖ Technical Consultant Priority Rate: \$120.00 per hour
 - **Billed as:** Technical Consultant-Priority

Business and Technology Solutions

Application Development (Programmer Analyst)

The Applications Development Center of the WVOT is responsible for providing application software development and support to state agencies.

What is included in the charge for this service?

The rate includes labor and other direct & indirect costs acquired by the WVOT.

How will we charge?

The Applications Development Center charges for services at the established rate per hour based on the level of support provided.

- ❖ Application Development Testing Rate: \$82.00 per hour
 - **Billed as:** Application Dev-Testing
- ❖ Application Development Operational Rate: \$105.00 per hour
 - **Billed as:** Application Dev-Operational
- ❖ Application Development Sustainment/Support Rate: \$75.00 per hour
 - **Billed as:** Application Dev-Sustainment

Chief Technology Requisition Review

West Virginia Code requires that the CTO review all proposed IT acquisitions. There is no longer a charge for this service.

How will we charge?

There is no charge for this service unless it has been requested to be a priority review or needs to have a turnaround time of three days or less. This will be charged at the established rate per hour. We reserve the right to deny any priority request.

- ❖ CTO Review Priority Rate: \$155.00 per hour
 - **Billed as:** CTO Review - Priority

Database Development and Maintenance

The Applications Development Center of the WVOT is responsible for providing application software development and support to state agencies. This includes applications using databases. A database administrator (DBA) is used for all the design and development of the database part of the project.

How will we charge?

The Applications Development Center charges for services at the established rate per hour for new development and maintenance work.

- ❖ Database Development Rate: \$115.00 per hour
 - **Billed as:** DBA Development
- ❖ Database Sustainment Count- Dedicated Rate: \$60.00 per DB, per month
 - **Billed as:** DBA Sustainment - Dedicate
- ❖ Database Sustainment Count- Shared Rate: \$27.00 per DB, per month
 - **Billed as:** DBA Sustainment - Shared

Mainframe System Support

The Data Center of the WVOT is responsible for operating and maintaining the enterprise server and network that support data processing. System software programmers are responsible for installing, removing, and changing system software.

How will we charge?

The Data Center charges for services at the established rate per hour.

- ❖ Mainframe System Support Rate: \$80.00 per hour
 - **Billed as:** System Support
- ❖ Mainframe System Support Priority Rate: \$160.00 per hour
 - **Billed as:** System Support - Priority

Office Moves

An office move is defined as a relocation of a person(s) or an agency to a new physical address; an internal move where physical address does not change (i.e., moving to a new office in the same vicinity) is not considered an office move. The WVOT should, at a minimum, be engaged twelve weeks prior to an Agency's requested move-in date. Agencies should work closely with their Intergovernmental Relationship Manager (IRM) to complete the proper forms, necessary data gathering, and other crucial items. These rates compensate the WVOT's staff as they perform the required tasks for an office move. Cost of circuit upgrades, improvements to the space, and other necessary procurements are not covered in these rates. If an Agency requires an after-hours move, there is a 20% surcharge for the WVOT's services, which will be added to the base rate.

How will we charge?

Office move services will be charged per move.

- ❖ Office Moves of Less than 100 Employees: \$1,500.00/move
 - **Billed as:** Project- Office Move <100
- ❖ Office Moves of More than 100 Employees: \$5,000.00/move
 - **Billed as:** Project- Office Move >100
- ❖ Premium Rate Added to Base Rate: 20%
 - **Billed as:** Project- Office Move – Premium

Project Management Services

Project Management is the discipline of planning, organizing, and managing resources to bring about the successful completion of specific project goals and objectives. Clients need to arrange for WVOT project management services when a formal project management methodology is needed.

How will we charge?

Project management services will be billed on an hourly basis per engagement.

- ❖ Project Management Rate: \$90.00 per hour
 - **Billed as:** Project Manager
- ❖ Project Management Priority Rate: \$125 per hour
 - **Billed as:** Project Manager - Priority
- ❖ Project Management Retainer: Negotiable

Technology Learning Center

Training is led by Certified Microsoft Trainers, includes a variety of products and services:

- Instructor-led training is delivered in a physical classroom setting
- Small classes of 10 students, where individual instruction is emphasized

- Self-paced, web-based training for Microsoft products
- Design and development of custom agency business training courses for delivery through the web.
- Online registration and scheduling tools

Contact us at (304)558-6384 or at www.wvtlcregistration.gosignmeup.com

Custom classes will require a statement of work and will be charged based upon the agreed amount in the statement of work.

How will we charge?

The fees associated with a class will be listed on the registration page.

- ❖ Training Hourly: \$ 90.00 per hour
 - **Billed as:** Training - Customized
- ❖ Training Classes supported agencies \$25.00 per person, per class
 - **Billed as:** Training - Supported
- ❖ Training Classes for non-supported agencies will be \$75.00 per person, per class
 - **Billed as:** Training - Non-Supported

Information Security Controls and Compliance

Enterprise Incident Management

The Office of Information Security and Controls provides Enterprise Incident Management support through all phases of cyber incident response: preparation, detection, containment, recovery and post-incident activity. Cyber Incident Categories:

- Category 0 – Exercise
- Category 1 – Unauthorized Access
- Category 2 – Denial of Service (DoS)
- Category 3 – Malicious Code (Malware/Virus)
- Category 4 – Improper Usage
- Category 5 – Scans/Probes/Attempted Access
- Category 6 - Investigation

Examples of incidents include, but are not limited to:

- Lost or stolen laptop computers or other portable devices
- Lost or stolen media containing data that could be determined to be sensitive
- Loss of system or network functionality
- A defaced Web pages
- An information Security policy violation
- Privacy Incidents linked to information security control failure

The WVOT developed policies, standards, and procedures to establish a framework specific to incident response. The WVOT has established a central point of contact for reporting incidents, and an online incident reporting mechanism to contact key responders. The OISC also offers consulting services and support during the analysis, recovery, and post-mortem phases of incident handling, to any subscribed state organization that is affected by a computer related incident, with a security implication or impact.

Enterprise Web-Filtering

OISC provides Enterprise Web filtering is a service that blocks Web (Internet) traffic using a rule-based methodology.

OISC will modify this service with the implementation of the new Next-Generation Firewall. User access to web sites will be filtered based up which security group they belong. Agencies will have the authority to decide which security groups in which to place their employees. For example, there will be a “social media” group. All employees requiring access to social media sites will be placed in the social media group.

How will we charge?

Web Filtering is included in the Information Security Flat Rate. Report requests detailing a user’s Internet activity will result in a charge to the agency.

Information Security Auditing

Information Security Audit Services are available as a billable service to assist state agencies as they respond to externally mandated audits. Expert assistance with external audits can reduce the opportunity for external auditors to over-reach or unnecessarily inconvenience the agency during an audit. We can partner with an agency that is experiencing an external audit. In addition, the audit team can draw on experience with other audits to collect needed information efficiently.

Information Security Threat Management

Threat Management is the collection of intelligence notification sources, programs, policies, procedures, processes, and technologies that enable us to detect, identify and respond to cyber-events and incidents that have the potential to cause harm to an IT system in the form of destruction, disclosure, adverse modification of data and/or denial of service

The WVOT offers Information Security Threat Management to assist state agencies with safeguarding citizens’ data. Internet traffic is monitored 24/7 for unusual activity. Correlation of system events allows technicians to detect policy violations, symptoms of malware, and attacks against state systems.

How will we charge?

This service is included in the Information Security Rate. The rate for Information Security is targeted toward the services that are provided to all agencies equally. Charges for security services are based on the number of PC Support units, multiplied by the monthly rate.

Internal Audit Support/Assistance

We can also perform audits, initiated by agency request, providing an objective, internally independent examination of information security controls related to data, systems, operations, personnel, policies, processes, and practices. Common audit areas include, but are not limited to:

- Account management
- Application controls
- Desktop practices
- Disaster recovery
- Network controls
- Server management
- Policy and regulatory compliance
- Technology acquisitions
- The WVOT provides three different information security audit services:
- Client Self-Assessment guidance and support
- OT-Performed Audit
- OT-Coordinated and Managed Audit performed by a third party

Generally, an Information Security Audit involves many phases, including risk assessment, planning, fieldwork (examination phase), and the final report. Upon completion of the engagement, the client receives a formal presentation and a report on the state of information security controls. This report includes findings as well as recommendations to correct or strengthen controls. After a reasonable period, we will conduct a follow-up meeting to discuss any needed corrective or strengthening measures.

How will we charge?

Information Security Auditing will be charged on an hourly basis per engagement when the audit benefits and is requested by a single agency. If an audit function provides benefit to multiple agencies or supports the overall audit function in the state, not all hours will be billed.

- ❖ Security Consulting Consulting \$150.00 per hour
 - **Billed as:** Security Service Hourly

Investigative and Forensic Services

The WVOT provides computer forensic investigations for state agencies. These investigations use technical expertise and tools to meet agency investigative needs.

The OISC team includes experienced technical personnel who can assist agencies through the complex processes of managing e-discovery, employee computer/network misconduct, or cyber incidents related to service outage, compromise, or breach of data.

Forensic Services offers customers:

- Industry standard forensic tools
- Forensically sound collection and analysis of evidence
- Identification of vulnerable systems/applications or misuse

- Containment of compromise
- Identification of policy violations
- Recommendations for repairing discovered vulnerabilities
- Post-repair device scanning and evaluation

How will we charge?

Investigative and Forensic Services will be billed on an hourly basis per engagement.

- ❖ Security Consulting \$150.00 per hour
- ❖ **Billed as:** Security Service Hourly

Overall Information Security

The Office of Technology addresses the mandates set forth in State Code to develop an Executive-wide Information Security Policy, train all Executive Branch employees, audit for policy compliance, and require corrective action when findings of non-compliance are discovered. A strong information security posture is achieved by using physical, technical, and administrative controls.

The Office of Information Security and Controls provides the following security services covered by the fixed Information Security Rate:

- Information Security Governance & Strategic Planning
- Policies and Procedures Development & Management
- Internal Information Security Audits
- Support External Information Security Audits
- Information Security Risk Assessment Program
- Information System Security Categorization
- Data Classification Facilitation
- Information Security Awareness Education & Training
- Information Security Threat Management (Security Monitoring)
- Enterprise Incident Management
- Vulnerability Management & Penetration Testing
- Internet Usage Monitoring and Web Filtering
- Privacy Office Support

To help ensure the delivery of quality services and availability of personnel, customers should submit requests for special or additional services in advance of the date required.

How will we charge?

Charges for Security services are based upon the number of PC Support units multiplied by the monthly rate. The rate for Information Security is targeted toward the services that are provided to all agencies equally.

- ❖ Security Services: \$8.75 per user, per month
 - **Billed as:** Security Services

Privacy Office Support

The OISC works with the State Privacy Office to ensure coordination of effort, support privacy initiatives, and assist with the meeting of compliance requirements, such as the Health Insurance Portability and Accountability Act (HIPAA).

Services include:

- Coordination of governmental security operations to mitigate damage and prevent recurrence of privacy and security issues
- Privacy and security advisory and consulting services
- Development, maintenance, and training in incident management
- Working with the State Privacy Office to support HIPAA training programs

How will we charge?

This is a standard service to our core customers, and it is available as a fee-for-service offering to other state organizations and elected officials at an hourly rate.

- ❖ Security Consulting \$150.00 per hour
 - **Billed as:** Security Service Hourly

Vulnerability Management

Vulnerabilities are found in all computer systems, and they provide opportunities for individuals with malicious intent to launch damaging attacks. These attacks can damage systems, data, and the availability of the service that the systems provide. The damage might occur immediately or be delayed until a remote command is issued or a pre-set time is reached.

- **Vulnerability Management**— a verification control measure involving scans of the WV State computers to verify and validate that current patches are installed, and working successfully, against the known exploit for which the patch was developed. If this determination is not made, notification occurs, and follow-up is needed to verify that the patching is completed.

How will we charge?

This is a standard service to our core customers, and it is available as a fee-for-service offering to other state organizations and elected officials at an hourly rate.

- ❖ Security Consulting \$150.00 per hour
 - **Billed as:** Security Service Hourly

Print Shop/Mail Room

Central Mail Bulk Service

This service involves metering outgoing agency packages.

This service allows agencies to avoid the task of choosing a carrier and applying postage. It eliminates the need for agencies to rent their own scales or transport their packages to a shipping firm. Included in this service is a rate comparison of various carriers to get the lowest possible price for delivering the package. Packages are picked up by the various carriers at the end of every day.

How will we charge?

We charge per package.

- ❖ Packaging Service Rate: \$1.00 per package
 - **Billed as: CMO BULK SERVICE**

Central Mail Hourly

Central Mail Hourly is for services dedicated to an agency.

In most cases, this is used for mail delivery and pickup. This includes having your mail delivered to your office by one of the central mail office mail runners, walking or driving.

How will we charge?

These services are charged a (partial) hourly rate depending on the time it takes the runner to reach your office and the frequency of these trips.

- ❖ Hourly Rate: \$35.00 per hour
 - **Billed as: CMO HOURLY**

Central Mail Interdepartmental Mail

Central mail Interdepartmental mail refers to the service of maintaining a mailbox at the central mail office for an agency.

Having a mailbox at CMO, allows your agency to accept mail from other agencies without involving the US post office or paying postage fees. CMO employees sort your incoming interdepartmental mail for delivery or pickup.

There are two pickup locations: The main Central Mail Office on Jefferson St and a satellite office in the basement of the Capitol.

How will we charge?

There is a monthly fee for each Interdepartmental Mailbox.

- ❖ Interdepartmental Rate: \$90.00 per box
 - **Billed as: CMO INTERDEPARTMENTAL MAILBOX**

Central Mail Letter

This service involves metering agency letter mail.

This service allows agencies to automate the task of applying postage to their outgoing mail. It eliminates the need for agencies to rent their own meters or buy stamps. Included in this service is metering mail at the lowest postage rate that it is expected to post. Letters that are expected to receive postage discounts are then sent to be presorted (see Central Mail Presort). Mail that will not qualify for postage discounts is metered at the full postage rate and sent directly to the US Post Office.

How will we charge?

We charge per letter.

- ❖ Central Mail Letter Rate: \$0.05 per letter
 - **Billed as: CMO LETTER SERVICE**

Central Mail Postage

This is the actual cost of postage used by the agency after all postage discounts have been applied.

Whether postage was applied in the Central Mail Office or during the insertion process at the Data Center, the postage cost is passed through directly to the agency.

How will we charge?

Actual postage charges are passed through to the agency responsible for the outgoing letter, flat or package.

- ❖ Postage Rate: actual cost of postage
 - **Billed as: CMO POSTAGE**

Central Mail Presort

Central Mail Presort is a charge incurred to apply the post net barcode to mail pieces.

As per the “state use” law, mail bar coding is done by a sheltered workshop through WVARF. The outgoing mail from various departments is co-mingled to increase the volumes of mail pieces destined for the same zip code. This gives the state’s mail the deepest postage discounts possible.

How will we charge?

The presort vendor tracks the number of pieces it has presorted for each agency and monthly provides the information to the central mail office

- ❖ Presort Rate: \$0.035 per letter
 - **Billed as: Billed as: CMO PRESORT**

Electronic Return Receipt

The WVOT offers Electronic Return Receipt, which basically, is a service that provides a signed evidence of delivery. This also has a tracking number for the piece to be tracked. We have added this cost because we are having to handle the piece several times and it takes more time than just regular mail.

- Provides signed evidence of delivery
- May be used to track letter/package
- Return Receipt as email attachment instead of easily lost green cards

How will we charge?

You will be charged per the number of pieces of mail.

- ❖ You will be charged \$0.10 per letter/package in addition to standard postage and the USPS \$1.35 for the electronic receipt.
 - **Billed as: ERR**

Inserter

The WVOT processes and mails documents on behalf of many state agencies. The services provided range from distribution of pre-printed documents, to “mailers” which are documents printed on the WVOT printers then distributed.

How will we charge?

- ❖ Inserter: \$0.068 per piece
 - **Billed as: Ops-Mail Inserter**

Laser and High-Speed Cut Sheet with Color/Highlight Printing

What is it?

The Office of Technology uses three high-speed laser printing systems and a variety of “pre-post” peripheral devices to produce printed output for its customers at its central site, located in the Data Center.

- Laser Printer – is continuous-form print using IPDS protocol. Users benefit from Advanced Function Print (AFP) capabilities that allow a variety of form sizes in simplex or duplex. This printer is channel-attached to the OT Enterprise server.
- High-Speed Cut Sheet Print – use 8.5 x 11(with the possibility of other sizes) cut sheet paper and is also simplex or duplex. PDF, postscript and other network formats are supported. This is an IP-attached printer that can be accessed through the state backbone.

- Color/Highlighting – is available with high-speed cut sheet print. Color/Highlight can be used to highlight areas of the output.

How will we charge?

The printer rates are:

- ❖ High-Speed Cut Sheet Rate: \$0.060 per page
 - **Billed as:** Ops-Print-High Speed Cut Sheet
- ❖ Laser Printer Continuous Rate: \$0.060 per page
 - **Billed as:** Ops-Print-Laser Continuous

How Do I Get Services?

Technology Service Desk

The WVOT Service Desk can always connect you to the service provider you need! Reach them by phone or email at:

304-558-9966

1-877-558-9966

www.servicedesk@wv.gov

Billing Questions

Questions about your WVOT Bill?

Questions may be sent to otbilling@wv.gov.

Need to Contact your Relationship Manager

David Highland 304-957-8318 David.L.Highland@wv.gov

Carlos Neccuzi 304-558-8122 Carlos.F.Neccuzi@wv.gov

David Roberts 304-957-8125 David.A.Roberts@wv.gov

Dwayne Bartley 304-957-8322 Dwayne.A.Bartley@wv.gov

Summary of Services & Rates – Fiscal Year 2020

BILLING COST CENTER	NAME	RATE
2002	Application Development Operational	\$105.00 per hour
2003	Application Development Sustainment	\$75.00 per hour
2001	Application Development Testing	\$82.00 per hour
9201	ASP Server	\$40.00 per device, per month
9700	Audio and Web Conferencing	\$0.018 per minute, per connection
9990	B6 & Flatwoods Rack Space	\$15.95 per month, per U
3334	Cabling Installation	\$115.00 per hour
3335	Cabling-Installation Fiber	\$115.00 per hour
3817	Central Mail Bulk Service	\$1.00 per package
3819	Central Mail Hourly	\$35.00 per hour
3810	Central Mail Interdepartmental Mail	\$90.00 per box
3816	Central Mail Letter	\$0.05 per letter
3812	Central Mail Postage	\$ actual cost of package
3820	Central Mail Presort	\$0.030 per letter
2010	CRM On-Premise	\$610.00 per month
4367	Database Administrator	\$90.00 per hour
4367	DBA Development	\$115.00 per hour
2005	DBA Sustainment – Dedicated	\$60.00 per DB, per month
2006	DBA Sustainment - Shared	\$27.00 per DB, per month
	Electronic Return Receipt	\$0.10 per occurrence
1112	Email-MS O365 Email	\$3.00 per user, per month
9907	Faxing Services	\$0.018 per page
1930	Infrastructure Management	\$48.00 per device, per month
4443	Mainframe Centralized Storage	\$0.75 per GB, per month (1 copy)
3306	Mainframe Computing Day	\$1.25 per CPU second
3311	Mainframe Computing Night	\$0.09 per CPU second
3308	Mainframe Computing Priority	\$1.25 per CPU second
9600	Mainframe Linux Instances	\$250.00 per CPU
9601	Mainframe Linux Storage	\$1.25 per GB
9602	Mainframe Linux RAM	\$90.00 per 512MB
9603	Mainframe Oracle Instance	\$375.00 per instance

3317	Mainframe Teleprocessing Day	\$0.30 per CPU second
3318	Mainframe Teleprocessing Night	\$0.09 per CPU second
9005	Miscellaneous Charges	\$1.00 for every \$1.00 charged
9701	Miscellaneous Chg Service Fee	10% of Miscellaneous Charges
9800	Mobile E-Mail Access	\$3.50 per user, per month
	MultiFactor Authenticator Key-Faub	\$18.00 per device
4398	Network Engineering Nonsupport	\$10.00 per connection, per month
4396	Network Non-Internet Non-Supported	\$5.00 per connection, per month
3332	Network Technician(Priority)	\$160.00 per hour, per instance
3511	Ops-Mail Inserter	\$0.07 per sheet
9900	Ops-Print-High Spd Cut Sheet	\$0.06 per sheet
3326	Ops-Print-Laser Continuous	\$0.06 per sheet
4503	Priority CTO Review	\$155.00 per hour
2230	Programmer/Analyst	\$90.00 per hour
2231	Programmer/Analyst (Priority)	\$180.00 per hour, per instance
2240	Project Management	\$90.00 per hour
2241	Project Manager (Priority)	\$125.00 per hour, per instance
1920	Project-Office Moves <100	\$1,500.00 per move
1921	Project-Office Moves >100	\$5,000.00 per move
1922	Project-Office Moves Premium	20% Addition to Base Rate
4406	Remote Access	\$2.00 per connection, per month
9104	Security Services	\$8.75 per device, per month
7105	Security Services Hourly	\$150.00 per hour
9202	Server-ColdFusion	\$40.00 per server
9200	Server-Distributed Premium	\$105.00 per device, per month
9204	Server-ESX Virtual per CPU	\$12.00 per CPU
9203	Server-ESX Virtual per GB RAM	\$6.00 per GB RAM
9206	Server-FTP Hosting per GB	\$0.45 per GB
9207	Server-FTP Server	\$20.00 per server, per month
9210	Server-Static	\$20.00 per site
9221	SharePoint Online	\$35.00 per month
9222	SharePoint On-Premise	\$102.00 per month
9208	SQL Hosting per GB	\$0.45 per GB
9214	SQL Hosting (Dedicated) per DB	\$165.00 per DB
9209	SQL Hosting (Shared) per DB	\$20.00 per DB
9400	Storage-Centralized Archive	\$0.17 per GB, per month (1 copy)
9300	Storage-Centralized SAN	\$0.17 per GB, per month (1 copy)

9301	Storage-Centralized SAN Tier II	\$0.06 per GB, per month
9302	Storage-Data Recovery	\$0.45 per GB
9500	Storage-Distributed Premium	\$210.00 per device, per month
9205	Storage-ESX Virtual per GB	\$0.45 per GB
9997	Storage-MS One Drive	\$0.25 per user, per month
3310	System Support	\$80.00 per hour
3302	System Support (Priority)	\$160.00 per hour, per instance
4210	Technical Consultant	\$60.00 per hour
4211	Technical Consultant (Priority)	\$120.00 per hour, per instance
9000	Technical Support	\$49.50 per device, per month
5104	Training Class Non-Supported	\$75 per person, per class
5107	Training Class Supported	\$25 per person, per class
5105	Training-Customized	\$90.00 per hour
9211	Web Hosting Data Storage per GB	\$1.00 per GB
9212	Web Hosting Redirect Site	\$5.00 per site