



WEST VIRGINIA

office of technology

Service Catalog FY 2021

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Executive Overview

Welcome to the 2021 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 [2021 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. Rate changes of this nature require authorization from Governor Justice, in compliance with [WV Code 5A-7-10](#).

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.

Services & Rates Table

BILLING NBR. (ITEM)	BILLED AS (DESCRIPTION)	RATE (UNIT PRICE)	ALLOCATION
APPLICATION SERVICES			
2001	Application Dev-Testing	\$82.00	per hour
2002	Application Dev-Operational	\$105.00	per hour
2003	Application Dev-Sustainment	\$75.00	per hour
2005	DBA Sustainment - Dedicate	\$60.00	per DB, per month
2006	DBA Sustainment - Shared	\$27.00	per DB, per month
2007	SharePoint Online	\$35.00	per instance, per month
2008	SharePoint On-Premise*	\$102.00	per instance, per month
2010	CRM On-Premise	\$610.00	per month
2230	Programmer/Analyst	\$90.00	per hour
2231	Programmer/Analyst - Priority	\$180.00	per hour, per instance
4367	DBA Development	\$115.00	per hour
4387	DBA Development - Priority	\$230.00	per hour
9208	SQL Hosting per GB	\$0.30	per GB
9211	Web Hosting Data Storage per GB	\$0.80	per GB
9212	Web Hosting Redirect Site	\$4.00	per site
BUSINESS OPERATIONS & OTHER SERVICES			
1920	Project-Office Move <100	\$1,500.00	per move
1921	Project-Office Move >100	\$5,000.00	per move
1922	Project-Office Move – Premium	\$5,000.00	20% addition to Base Rate
1970	Select Services	\$10.00	per email account, per month
1971	Select Services without Mobile	\$6.00	per email account, per month
2240	Project Manager	\$90.00	per hour
2241	Project Manager – Priority	\$125.00	per hour, per instance
4406	Remote Access	\$2.00	per connection, per month
4503	CTO Review – Priority	\$155.00	per instance
5104	Training – Non-Supported	\$75.00	per person, per class
5105	Training – Customized	\$90.00	per hour
5107	Training – Supported	\$25.00	per person, per class

9005	Miscellaneous Charges	\$1.00	for every \$1.00 charged
9701	Miscellaneous Charges Service Fee	\$1.00	10% of Miscellaneous Charges
COMMUNICATION SERVICES			
1112	Email – MS O365	\$3.00	per user, per month
2015	MFA Token	\$18.00	per device
9700	Audio and Web Conferencing	\$45.00	per user, per year
9800	Mobile E-Mail Access	\$3.50	per user, per month
9907	Faxing Services	\$.018	per page
INFORMATION SECURITY SERVICES			
7105	Security Services Hourly	\$150.00	per hour
9104	Security Services	\$8.75	per device, per month
MAINFRAME SERVICES			
3302	Mainframe-System Support-Priority	\$160.00	per hour, per instance
3306	Mainframe-Computing Day	\$1.25	per CPU second
3307	Mainframe-Teleprocessing Night	\$0.09	per CPU second
3308	Mainframe-Computing Priority	\$1.25	per CPU second
3310	Mainframe-System Support	\$80.00	per hour
3311	Mainframe-Computing Night	\$0.09	per CPU second
3317	Mainframe-Teleprocessing Day	\$0.30	per CPU second
4443	Mainframe-Centralized Storage	\$0.75	per GB, per month (1 copy)
9600	Mainframe-Linux Core/CPU	\$250.00	per CPU, per month
9601	Mainframe-Linux Data per GB	\$1.25	per GB, per month
9602	Mainframe-Linux per 512 MB RAM	\$90.00	per 512MB, per month
9603	Mainframe-Oracle Instance	\$375.00	per instance, per month
NETWORK SERVICES			
3332	Network Technician Priority	\$160.00	per hour, per instance
3334	Cabling – Installation	\$150.00	per hour
3335	Cabling – Fiber Installation	\$150.00	per hour
4396	Network Engr-NonInternet NonSupport	\$5.00	per connection, per month
4397	Network Engr-Supported	\$15.25	per connection, per month
4398	Network Engr-Non-supported	\$10.00	per connection, per month

PRINT SHOP & MAIL ROOM SERVICES			
0001	Electronic Return Receipt	\$0.10	per occurrence + USPS ERR fee
1910	Ops-Print-Cut Sheet	\$0.06	per sheet
3326	Ops-Print-Laser Continuous	\$0.06	per sheet
3511	Ops-Mail Inserter	\$0.07	per sheet
3810	Central Mail Interdepartmental Mail	\$90.00	per box
3812	Central Mail Postage	\$0.00	actual cost of package
3816	Central Mail Letter	\$0.05	per letter
3817	Central Mail Bulk Service	\$1.00	per package
3819	Central Mail Hourly	\$35.00	per hour
3820	Central Mail Presort	\$0.03	per letter
9900	Ops-Print-High Speed Cut Sheet	\$0.06	per sheet
9905	Ops-Print-High Speed Cut Sheet HL	\$0.06	per sheet
SERVER & STORAGE SERVICES			
1930	Infrastructure Management	\$48.00	per device, per month
1940	Server-Distributed-Premium	\$105.00	per device, per month
1950	Storage-Distributed-Premium	\$210.00	per device, per month
9201	Server - ASP	\$30.00	per device, per month
9202	Server-ColdFusion	\$30.00	per server
9203	Server-ESX Virtual per GB RAM	\$4.00	per GB RAM
9204	Server-ESX Virtual per CPU	\$10.00	per CPU
9205	Storage-ESX Virtual per GB	\$0.30	per GB
9206	Server-FTP Hosting per GB	\$0.30	per GB
9207	Server-FTP	\$15.00	per server, per month
9209	SQL Hosting (Shared) per DB	\$15.00	per DB
9210	Server-Static	\$15.00	per site, per month
9214	SQL Hosting (Dedicated) per DB	\$165.00	per DB
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
9400	Storage-Centralized Archive	\$0.17	per GB, per month (1 copy)
9500	Storage-Distributed Premium	\$210.00	per device, per month
9990	B6 & Flatwoods Rack Space	\$610.00	agency owned rack, per month

TECHNICAL SUPPORT SERVICES			
1960	Technical Support II	\$40.00	per user, per month
4210	Technical Consultant	\$60.00	per hour
4211	Technical Consultant-Priority	\$120.00	per hour, per instance
9000	Technical Support	\$49.00	per user, per month

*SharePoint On-Premise has been replaced by SharePoint Online and is no longer available for new instances.

Application Services

Application Development (Programmer Analyst)

Billing Code: 2001 – Application Dev-Testing
2002 – Application Dev-Operational
2003 – Application Dev-Sustainment
2230 – Programmer/Analyst
2231 – Programmer/Analyst – Priority

The Applications Development Center of the WVOT is responsible for providing application software development and support to state agencies. The rate includes labor and other direct & indirect costs acquired by the WVOT.

Database Development and Maintenance

Billing Code: 4367 – DBA Development
4387 – DBA Development – Priority
2005 – DBA Sustainment – Dedicate
2006 – DBA Sustainment – Shared

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. The Applications Development Center charges for new development and maintenance work.

SharePoint

Billing Code: 2007 – SharePoint Online
2008 – SharePoint On-Premise*

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

* SharePoint On-Premise has been replaced by SharePoint Online and is no longer available for new instances.

CRM On-Premise

Billing Code: 2010 – CRM On-Premise

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

SQL Server Hosting

Billing Code: 9208 – SQL Hosting per GB

In addition to the flat rate for the database, which covers setup and the CPU and memory allocation, among others, this line item is applied to all SQL databases to cover the cost of the associated storage needs for the primary copy and any defined backups

Web Hosting

Billing Code: 9211 – Web Hosting Data Storage per GB

9212 – Web Hosting Redirect Site

In addition to the flat rate for the site, which covers setup and the CPU and memory allocation, among others, this line item is applied to all web sites to cover the cost of the associated storage needs as replicated among the load balanced front ends.

Unlike a fully functional website, this simple redirect merely accepts requests for one specified URL and translates it go to another where the real webpage resides. This is often used for cosmetic URLs and aliases, or to ensure old bookmarks are preserved when a new site with a different name is setup.

Business Operations & Other Services

Office Moves

Billing Code: 1920 – Project – Office Move <100

1921 – Project – Office Move >100

1922 – Project - Office Move – Premium

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.

Project Management Services

Billing Code: 2240 – Project Manager

2241 – Project Manager – Priority

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. Project management retainer is a negotiable charge.

Microsoft Select Services

Billing Code: 1970 – Select Services

1971 – Select Services without Mobile

Select Services applies to non-supported agencies desiring to have @wv.gov email accounts. These email accounts can be accessed through a web browser and, optionally, a mobile device. Microsoft Office applications (Outlook, Word, Excel, PowerPoint) are not included.

Remote Access (VPN)

Billing Code: 4406 – Remote Access

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.

Chief Technology Officer Requisition Review

Billing Code: 4503 – CTO Review – Priority

West Virginia Code requires that the CTO review all proposed IT acquisitions. 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. We reserve the right to deny any priority request.

Technology Learning Center

Billing Code: 5105 – Training – Customized

5104 – Training – Non-Supported

5107 – Training – Support

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.onlinelearning.wv.gov/

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

Miscellaneous Charges

Billing Code: 9005 – Miscellaneous Charges

9701 – Miscellaneous Chg Service Fee

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

Communication Services

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.

Email

Billing Code: 1112 – MS O365 Email

Email is the exchange of mail electronically. The standard email service will be provided using Microsoft Office 365 Exchange Online and/or 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.

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

Multi-Factor Authentication

Billing Code: 2015 – MFA Token

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).

Faxing Services

Billing Code: 9907 – 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.

Audio & Web Conferencing

Billing Code: 9700 – Audio & Web Conferencing

Audio and Web conferencing is available through Microsoft Teams and 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.

Smart Phone Devices [Mobile Email]

Billing Code: 9800 – Mobile E-mail Access

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. Charges for smart phone devices are based on user counts that have state email on the devices.

Information Security Services

Security Services Hourly

Billing Code: 7105 Security Services Hourly

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. If an audit function provides benefit to multiple agencies or supports the overall audit function in the state, not all hours will be billed.

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

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). 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.

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

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. 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.

- **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.

Security Services

Billing Code: 9104 – Security Services

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 rate for Information Security is targeted toward the services that are provided to all agencies equally.

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.

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. 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. This service is included in the Information Security Rate.

Mainframe Services

Mainframe Batch Services

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

Billing Code: 3306 – Mainframe-Computing Day

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.

Billing Code: 3307 – Mainframe-Computing 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.

Billing Code: 3308 – Mainframe-Computing Priority

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 2021, this rate is the same as the Day Rate.

Billing Code: 3311 – Mainframe-Computing Night

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.

Billing Code: 3317 – Mainframe-Computing Teleprocessing Day

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.

Mainframe Computing Services

Mainframe Linux Data Storage

Billing Code: 9601 – Mainframe-Linux Data per GB

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.

Mainframe Linux Instances

Billing Code: 9600 – Mainframe-Linux Core/CPU

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.

Mainframe Linux RAM

Billing Code: 9602 – Mainframe-Linux per 512MB 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. 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.

Mainframe Oracle Instance

Billing Code: 9603 – 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.

Mainframe System Support

Billing Code: 3310 – Mainframe-System Support

3302 – Mainframe-System Support-Priority

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.

Centralized Mainframe Data Storage

Billing Code: 4443 – Mainframe-Centralized 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

Network Services

Cabling Installation

Billing Code: 3334 – Cabling Installation
3335 – Cabling – Fiber 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. Total cost will include travel and materials.

Network Engineering Supported

Billing Code: 4397 – Network Engr-Supported

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

Network Engineering Non-Supported

Billing Code: 4398 – Network Engr-Nonsupport
4396 – Network Engr-NonInternet NonSupport

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

Network Technician Priority

Billing Code: 3332 – Network Technician – Priority

This service is when a network technician is required or requested without notice which results in a workload shift and overtime by the technician.

Print Shop & Mail Room Services

Central Mail Bulk Service

Billing Code: 3817 – CMO 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.

Central Mail Hourly

Billing Code: 3819 – CMO 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. 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.

Central Mail Interdepartmental Mail

Billing Code: 3810 – CMO INTERDEPARTMENTAL MAILBOX

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.

Central Mail Letter

Billing Code: 3816 – CMO LETTER SERVICE

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.

Central Mail Postage

Billing Code: 3812 – CMO 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.

Central Mail Presort

Billing Code: 3820 – CMO 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. The presort vendor tracks the number of pieces it has presorted for each agency and monthly provides the information to the central mail office.

Electronic Return Receipt

Billing Code: 0001 – ERR

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. This service:

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

Insertter

Billing Code: 3511 – Ops-Mail Insertter

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.

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

Billing Code: 1910 – Ops-Print-Cut Sheet

3326 – Ops-Print-Laser Continuous

9900 – Ops-Print-High Speed Cut Sheet

9905 – Ops-Print-High Speed Cut Sheet HL

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.

Server & Storage Services

Infrastructure Management

Billing Code: 1930 – Infrastructure Management
1940 – Server-Distributed-Premium
1950 – Storage-Distributed-Premium

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

ASP Server

Billing Code: 9201 – Server – ASP

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

ColdFusion Server

Billing Code: 9202 – Server-ColdFusion

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

Centralized ESX Virtual Machine Instance

Billing Code: 9204 – Server-ESX Virtual per CPU

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

Centralized ESX Virtual Machine RAM

Billing Code: 9203 – Server-ESX Virtual per GB RAM
9205 – Storage-ESX Virtual per GB

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

FTP Server

Billing Code: 9207 – Server-FTP

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

FTP Hosting

Billing Code: 9206 – Server-FTP Hosting per GB

FTP hosting is the cost per GB for storage that is added to the base cost of the FTP Server.

SQL Instance

Billing Code: 9214 – SQL Hosting (Dedicated) per DB

9209 – SQL Hosting (Shared) per DB

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

Static Server

Billing Code: 9210 – Server-Static

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

Centralized SAN Storage

Billing Code: 9300 – Storage-Centralized SAN

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

Centralized SAN Storage Tier 2

Billing Code: 9301 – Storage-Centralized SAN Tier II

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

Backup and Recovery

Billing Code: 9302 – Storage-Data 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. The amount of agency data that is protected and stored is calculated each month. Any agency that requires more than 30 days of data recovery will be charged at a higher proportional rate.

Centralized Archive Storage

Billing Code: 9400 – Storage Centralized Archive

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.

Non-Centralized Storage

Billing Code: 9500 – Storage-Distributed Premium

Storage Devices (SAN/NAS) managed by the Office of Technology that are not centrally located.

Alternate Data Center Flatwoods

Billing Code: 9990 – B6 & Flatwoods Rack Space

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

Technical Support Services

Technical Support

Billing Code: 9000 – 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 application
- Telephony services
- 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
- Establishment of a single User ID per state employee

Technical Support II

Billing Code: 1960 – Technical Support II

This billing code is used for agencies that have been migrated to the VOIP19 contract under Segra. This includes all services under 9000 Technical Support minus telephony services.

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

Billing Code: 4210 – Technical Consultant

4211 – Technical Consultant-Priority

This service provides a consistent and reliable client computing environment to our end user customers. This also includes building custom computer images: 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 to Get Service

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

servicedesk@wv.gov

Billing Questions

Questions about your WVOT Bill?

Questions may be sent to otbilling@wv.gov

Need to Contact your Relationship Manager?

Click or follow the link below for the most up to date list:

<https://technology.wv.gov/support/Pages/relationshipmanagers.aspx>

Appendix I – Rate Letter



STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
OFFICE OF TECHNOLOGY

State Capitol
Charleston, West Virginia 25305

Allan L. McVey
Cabinet Secretary

Joshua D. Spence
Chief Technology Officer

To: Mike Hall, Chief of Staff
Governor's Office

From: Allan L. McVey, Cabinet Secretary
Department of Administration

CC: Joshua D. Spence, Chief Technology Office. /
West Virginia Office of Technology -

Date: June 15, 2020

Subject: Fiscal Year 2021 Rate Changes

Enclosed are the proposed rate changes by the West Virginia Office of Technology for Fiscal Year 2021. Rate changes are necessary to more accurately associate expenses with the actual costs of services, as required by State Code, and to ensure compliance with federal cost allocation guidelines—noted in the Office of Management and Budget Circular A-87. This necessitates the addition of new rates, changing existing rates, and eliminating rates no longer needed. An analysis for Fiscal Year 2021 has been completed, and through its cost containment measures, the West Virginia Office of Technology has not made many significant rate changes.

The below proposed rate changes will become effective July 1, 2020. These changes have been distributed to all Cabinet Secretaries and fiscal personnel within the various departments, agencies, and divisions, for comment. Upon approval by the Governor, the final rates will be distributed. The new Schedule of Rates will be available on the West Virginia Office of Technology's website by July 31, 2020. If there are any questions regarding the Fiscal Year 2021 Rates, please contact Justin T. McAllister, Chief Financial Officer at (304) 957-8184 or (304) 4441098.

Rate changes of this nature require authorization from Governor Justice, in compliance with WV Code 5A-7-10. Please have Governor Justice sign the attached endorsement and return it to me. Thank you for your attention to this matter.

Rate Changes for Fiscal Year 2021
The West Virginia Office of Technology

These rate changes will be effective July 1, 2019. Upon approval, this Information will be distributed to all fiscal personnel within the various departments, agencies, and divisions, particularly those involved with preparing or overseeing budgets. The new Schedule of Rates will be available on the Office of Technology's website by July 31, 2019 along with a Rates Description Catalog. The rate changes are outlined below:

Monthly Rate Description	-I FY2020	FY2021
Rate Increases		
Cabling Installation	\$115.00/Hour	\$150.00/Hour
Rate Decreases/eliminated		
Audio and Web Conferencing	\$0.018/Minutes	\$0
Dual Factor Remote Access	\$5.25/Units/Month	\$0
Technical Support	\$49.50/Units/Month	\$49.00/Units/Month
ASP Server	\$40.00/Unit/Month	\$30.00/Unit/Month
Cold Fusion Server	\$40.00/Unit/Month	\$30.00/Unit/Month
Static Server	\$20.00/Unit/Month	\$15.00/Unit/Month
FTP Server	\$20.00/Unit/Month	\$15.00/Unit/Month
Web Hosting Data Storage per GB	\$1.00/Unit/Month	\$0.80/Unit/Month
SQL Hosting (Shared) per database	\$20.00/Unit/Month	\$15.00/Unit/Month
Web Hosting Redirect Site	\$5.00/Unit/Month	\$4.00/Unit/Month
FTP Hosting per GB	\$0.450/Unit/Month	\$0.300/Unit/Month
SQL Hosting per GB	\$0.450/Unit/Month	\$0.300/Unit/Month
ESX Virtual Server per GB	\$0.450/Unit/Month	\$0.300/Unit/Month
ESX Virtual Server per CPU	\$12.00/Unit/Month	\$10.00/Unit/Month
ESX Virtual Server per 512MB RAM	\$3.00/Unit/Month	\$2.00/Unit/Month

This office has reviewed and approved the above Schedule of Rates effective July 1, 2020.


Justin T. McAllister, Chief Financial Officer

West Virginia Office of Technology


Jim Justice, Governor
State of West Virginia