West Virginia OFFICE OF TECHNOLOGY

Service Catalog

FY 2017

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Executive Overview

Welcome to the 2017 WVOT Service Catalog. The following pages explain the technology products, services, and related rates for WVOT customers for this fiscal year.
Some rates have changed. Please see the 2017 Rate Letter for specifics. The rates are developed in alignment with the actual costs of services.

Mission:
 The West Virginia Office of Technology (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 Office of Technology (OT) will enhance the State's technical infrastructure in order to attract business, improve access to information as well as enhance educational opportunities for our children and future generations.

Vision:
 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 telephone support to electronic mail.

Email
Email is the exchange of mail electronically. The standard email service will be provided using Microsoft Exchange in the Cloud and Outlook.

Although often used as an email application, 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 Exchange in the Cloud provides 50GB of mailbox storage, unlimited archives, and the ability to send messages up to 25MB in size. Exchange in the cloud also offers redundancy and the ability to access email from any computer.
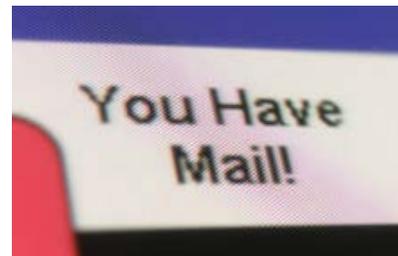
The standard email service will also provide web access; spam, malware, and virus filtering; a common address book; Office Communicator (soon to be Skype for business); and 24/7 support.

Office Communicator is a powerful collaborative tool that incorporates presence awareness for our core customers. This tool integrates with the Microsoft Office application, but it cannot be used to communicate with customers not on the Executive Domain (wv.gov).

What is included in the charge for this service?
The pricing includes all labor, contracts, hardware, software, storage and other direct & indirect costs acquired by the WVOT to provide the standard email service.

How will we charge?
This service is charged monthly at the established rate per account. Mailboxes in the excess of 500MB will be subject to an excess mailbox size charge billed at the Centralized SAN Storage rate when hosted by WVOT. There will be no excess charges on an O365 account.

- ❖ WVOT Hosted Email: $3.50 per account, per month
- ❖ Microsoft O365 Email: $3.00 per account, per month

What can be done to manage consumption?
Limiting the number of email accounts within your organization can help control associated costs. Actively managing the number of items in your email by deleting unnecessary items will assist you in maintaining a manageable mailbox size.

Audio & Web Conferencing

Audio conferencing is the live exchange of information among persons and machines linked by a telecommunications system, usually over the phone line.
Web conferencing is used to conduct live meetings or presentations over the Internet. In a web conference, each participant sits at his or her own computer and is connected to other participants via the internet. Attendees simply enter a URL (website address) or click a link to enter the conference.

What is included in the charge for this service?
All labor, contracts, hardware, software and other direct & indirect costs acquired by WVOT to provide this service.

How will we charge?
Audio and Web conferencing is available through Skype for Business, formerly Office
Communicator, the primary platform for Audio & Web conferencing. Because it is a feature of
technology that is already in place, there is no additional usage charge if this method is used for
audio and web conferencing (this option is not currently available but will be available in the
coming year).
If a secondary platform is utilized the charge will be the number of minutes the meeting is
scheduled for multiplied by the number of reserved ports multiplied by the rate. Should the
meeting extend beyond the scheduled meeting time the meeting organizer will be billed for the
actual minutes used. Should the meeting consume more ports than scheduled the meeting
organizer will be billed for the actual ports used. A port can be viewed as each unique
connection that will be participating in the meeting, e.g., each phone that is dialed into the
meeting or each computer connected to the web conference. Valid billing information will be
required before users can register to set up meetings.

- ❖ Audio and Web Conferencing: $0.018 per minute, per connection

What can be done to manage consumption?
Given the state's focus on energy conservation, audio and web conferencing offer an attractive
alternative to actual face to face meetings. Audio and web conferencing can reduce travel time
and costs and increase productivity as a result of saving time.

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.

What is included in the charge for this service?
All labor, contracts, hardware, software and other direct & indirect costs required by WVOT to
provide this service make up the charges.

How will we charge?
The rate for Electronic faxing will be charged per faxed page.

- ❖ Faxing Services: $0.018 per page

What can be done to manage consumption?
Cost can be reduced by eliminating existing leased fax machines and analog circuits used to
support traditional fax numbers.

Remote Access

A Virtual Private Network (VPN) is the security standard, best practice for accessing network resources remotely, through the utilization of access control and data in transit encryption. Designated laptops are configured with Client VPN software, enabling the device to connect to the Executive network from an external internet connection such as an employee's home network or a public wireless hotspot. VPN accounts should be established for any employee critical to that agencies continuity of operations plan.

Multifactor-factor authentication is a technical security control designed to protect against common, high-threat access control attacks. The control requires the use of two or more of the three authentication factors (something the user knows, something the user has, and something the user is). For example, a user could be required to enter a password (something the user knows) and a one-time pin code retrieved from a token device or smart phone app requiring the user to have the device in their possession (something the user has).

What is included in the charge for this service?
All labor, contracts, hardware, software and other direct & indirect costs required by WVOT to provide this service make up the charges.

How will we charge?
The rate for remote access will be charged per account multiplied by the monthly rate.

- ❖ Remote Access: $2.00 per account, per month
- ❖ Dual-factor Authentication Remote Access: $5.25 per account, per month
- ❖ Second Factor Token Device: One time cost per device (cost to be determined)
- ❖ Second Factor Smart Phone Application: Free

What can be done to manage consumption?
Agencies should ensure that accounts are only requested for those employees who need them and eliminate accounts when they are no longer needed.

Smart Phone Devices

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

charges, 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 the number of devices (smart phones, or IPads) multiplied by the monthly rate.

- ❖ Smart Phone Devices: $ 3.50 per device per month

What can be done to manage consumption?
While smart phones can greatly improve productivity and communication for a mobile workforce, agencies should limit the number of devices within their respective agencies to only roles within the organization that require this feature.

Telephony Support

These rates provide voice services necessary for users to transmit and receive voice, fax and other related communication technologies for state business.

What is included in the charge for this service?
This service consists of the engineering, ordering, installation, maintenance, billing, and support of all voice/fax communication lines, voicemail, auto-attendants, and call center support, voice equipment (desk phones, call processors, voice gateways, switches, and other related voice equipment/software.) This includes, but is not limited to, the following:

- State's Enterprise Voice Cluster and Call Center solution
- Agency PBX (Legacy) switch support
- Voice/fax telephone lines installation and support
- IP Trunking services
- Shared voice equipment
- User administration for voice moves/add/changes/deletions

How will we charge?
The monthly fee for telephony support will be charged per user for the telephony service utilized.
Where a third party vendor is being utilized to provide a stand-alone or hosted telephony solution, the vendor fee would be paid by the agency, and the non-enterprise telephony rate will still apply.

- ❖ Non-Enterprise (Legacy) Telephony Support $6.50 per month per user
- ❖ Enterprise Telephony Support $ 9.00 per month per user
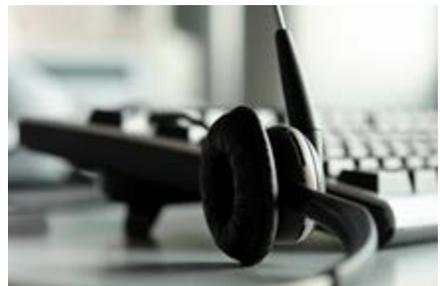
* ❖ Enterprise Call Center Support $25.00 per month use

Telephony Implementation Rate

For FY17 only the Telephony Implementation rate was created to cover additional labor costs of implementing the new telephony system.
* ❖ Telephony Implementation Rate $0.75 per user, per month

WVOT SERVICES

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.

What is included in the charge for this service?
The current contract licensing agreement includes a core set of software including Microsoft Office and Client Access Licenses for Exchange, Windows, and Office Communicator. 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.

What can be done to manage consumption?
Reducing the number of overall PCs will decrease software licensing and support costs. We recommend employing a practice of assigning no more than one PC per employee.

Technical Support

The WVOT provides a managed desktop service for agencies in order to meet service level agreements regarding personal computing requirements. 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 is able to access the individual machines for installation and support of software, distribution of patches, and for repairs and anti-virus scanning.

What is included in the charge for this service?

The service includes all personnel, hardware, software and other direct & indirect costs required by WVOT to provide IT services for the desktops. This does not cover the cost for the actual PCs, printers or other client computing devices.

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

How will we charge?

Charges for Technical support products are based on the number of devices (desktop PC, laptop PC, notebooks) multiplied by the monthly rate. The Technical Support fee will include establishment of a single User ID per state employee.

❖ Technical Support: $ 24.25 per pc, per month

What can be done to manage consumption?

Reducing the number of overall PCs will decrease software licensing and support costs. We recommend employing a practice of assigning no more than one PC per employee. Organizations that assign both desktops and laptops to individual employees should re-evaluate this practice. Employees who are mobile and need to use their computers in multiple locations on a regular basis can be assigned a laptop and docking station rather than a desktop. A small pool of laptops can be established for use by employees who are primarily stationary and need a laptop on an occasional basis.

Disaster Recovery 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.

What is included in the charge for this service?
This charge provides the floor space, labor, direct and indirect costs of maintaining the Data Recovery Center.

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 & Flatwoods Rack Space: $155.00 per rack, per month

What can be done to manage consumption?
The use of virtual servers instead of physical and the use of OT owned storage.

Network Engineering

This service provides the local/wide area infrastructure necessary for users to access and transmit data, voice, video throughout the state network with speed and innovation. This is designed to deliver the core data communications for most state entities.

What is included in the charge for this service?
This service consists of the engineering, ordering, installation, operation, and maintenance of all shared networking equipment (routers, switches, wireless access points, and other related network devices). This includes, but is not limited to, the following:

- Internet Access
- State Network Core Transport Services
- Local/Wide Area network design
- Network project implementation
- Shared networking equipment
- Administration via system monitoring, security access and control

How will we charge?
The service for network connectivity can be split between supported, 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.

- ❖ Supported: $15.25 per connection, per month
- ❖ Non-supported: $10.00 per connection, per month

❖ Non-internet/Non-supported: $4.00 per connection, per month

What can be done to manage consumption?
Partnering network convergence technologies can create a great opportunity to manage consumption of network hardware.

- Using standard hardware
- Training people (lack of training drives up cost on infrastructure maintenance)
- Creating stock inventory to alleviate unneeded maintenance costs

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 smaller cabling jobs.

What is included in the charge for this service?
Inventory: copper and fiber cabling, connectors, terminators, cabling racks.
Service provision: Engineer, supply, install, operate, and maintain all communication connectivity needs; management of capacity, performance, availability, and service restoration.

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: $95.00 per hour (plus materials)

What can be done to manage consumption?
Clients can provide detailed needs to technology staff so they can engineer solutions for high efficiency and low cost, and can assist in ensuring accurate volumes are predicted and shared during the planning processes. It is much less expensive to run more cable at the time of initial installation than to install additional cabling at a later time.

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.

What is included in the charge for this service?
Storage infrastructure and personnel to design, specify, install, configure, allocate, administer and maintain the storage hardware and infrastructure.

How will we charge?
The monthly charge is per gigabyte fee.

- ❖ Centralized Archive Storage: $0.25 per GB, per month

What can be done to manage consumption?
Manage your data storage by proper adherence to retention policies.

Centralized MNF Data Storage

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

What is included in the charge for this service?
The charges reflect the cost of providing disk and tape storage connected to the enterprise server, systems software, vendor maintenance of hardware and software, systems programming, disaster recovery services, and infrastructure.

How will we charge?
The charge is the number of GB multiplied by the monthly rate.

- ❖ Centralized MNF Date Storage: $0.85 per GB, per month

What can be done to manage consumption?
Datasets should have expiration dates and should be deleted when no longer needed.

Centralized Virtual Machine Instance

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

What is included in the charge for this service?
Charges include the cost for equipment, systems software, vendor maintenance of hardware and software and systems administration. Also included is consultation with the server team to determine best practices for backup methodologies.

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

What can be done to manage consumption?
Customers can realize savings by properly sizing their virtual machines with only the resources necessary to meet their needs and periodically evaluating these needs.

Centralized ESX Virtual Machine RAM
This service provides RAM, in 512MB increments, for virtual machine server instances.

What is included in the charge for this service?
Charges include the cost for equipment, vendor maintenance of hardware and systems administration.

How will we charge?
The total number of units of RAM (one unit = 512 MB) will be multiplied by the rate to produce the monthly bill.

  ❖ Centralized ESX Virtual Machine RAM: $ 3.00 per 512MB, per month

What can be done to manage consumption?
Customers can realize savings by properly sizing their virtual machines with only the resources necessary to meet their needs, and periodically evaluating these needs.

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

What is included in the charge for this service?
Included in the charge for centralized storage is the physical equipment and personnel to design, specify, install, configure, allocate, administer and maintain the storage arrays and attached systems.

How will we charge?
The charge is the number of GB multiplied by the monthly rate.

  ❖ Centralized SAN Storage: $0.25 per GB, per month

What can be done to manage consumption?
Manage your data storage by proper use of retention policies

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

What is included in the charge for this service?
Included in the charge for centralized storage is the physical equipment and personnel to design, specify, install, configure, allocate, administer and maintain the storage arrays and attached systems.

How will we charge?
The charge is the number of GB, multiplied by the monthly rate.

❖ Centralized SAN Storage Tier II: $0.08 per GB, per month

What can be done to manage consumption?
Manage your data storage by proper use of retention policies.

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) or Kevin Kinder (304-957-8281 or kevin.p.kinder@wv.gov) for requests or more information.

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.

What is included in the charge for this service?
Charges include the cost for equipment, systems software, vendor maintenance of hardware and software, systems administration, daily monitoring and on-call assistance and support by the backup and recovery team. Thirty day retention of files (changed or deleted) on a nightly backup schedule are included in the rate. Also included is consultation with the backup and recovery team to determine best practices for backup methodologies.

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: $ 0.50 per GB, per month

What can be done to manage consumption?
Customers can realize savings by deleting unneeded data from their storage locations.

ASP Server

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

What is included in the charge for this service?
Included in these charges are labor, hardware, software, and other charges acquired by the WVOT.

How will we charge?
The cost is per server, per month

❖ ASP Server: $ 40.00 per device, per month

Centralized Agency Owned Server

Any server owned by an agency that is housed in any WVOT facility.

What is included in the charge for this service?
Included in these charges are labor, hardware, software, and other charges acquired by the WVOT.

How will we charge?
All costs for support infrastructure power, cooling, and networking plus the cost of support personnel are used to calculate a per server costs. The cost is per server, per month.

- ❖ Centralized Agency Owned Server: $ 48.00 per device, per month

What can be done to manage consumption?
Use Virtual servers and OT owned storage will minimize personnel, floor space, power, and cooling costs.

Coldfusion Server

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

What is included in the charge for this service?
Included in these charges are labor, hardware, software, and other charges acquired by the WVOT.

How will we charge?
The cost is per server, per month.

- ❖ Coldfusion Server: $ 40.00 per device, per month

Distributed Servers

Servers owned by an individual agency, but managed by the WVOT that are located in an agency owned facility.

What is included in the charge for this service?
Included in these charges are monitoring, maintenance, and other direct costs acquired by WVOT.

How will we charge?
The monthly charge is calculated on a per server basis for administration and planning.

- ❖ Distributed Servers: $125.00 per device, per month

What can be done to manage consumption?
WVOT recommends that all agencies utilize the WVOT owned servers.

FTP Server

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

What is included in the charge for this service?
Included in these charges are labor, hardware, software, and other charges acquired by the WVOT.

How will we charge?
The cost is per server, per month.
- ❖ FTP Server: $ 20.00 per device, per month

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.

What is included in the charge for this service?
Included in these charges are labor, hardware, software, and other charges acquired by the WVOT.

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

Static Server

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

What is included in the charge for this service?
Included in these charges are labor, hardware, software, and other charges acquired by the WVOT.

How will we charge?
The cost is per server, per month.

❖ Static Server: $ 20.00 per device, per month

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.

What is included in the charge for this service?
Charges include the cost for equipment, systems software, vendor maintenance of hardware and software, systems administration, daily monitoring and on-call assistance and support by OT systems programmers.

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.

❖ Linux Core/CPU Rate: $250.00 per core/CPU, per month

What can be done to manage consumption?
Customers can realize savings by monitoring performance of their applications and reducing the number of CPUs provisioned for the instance.

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.

What is included in the charge for this service?
Charges include the cost for equipment, systems software, vendor maintenance of hardware and software, systems administration, daily monitoring and on-call assistance and support by OT systems programmers.

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).

❖ Linux RAM Rate: $ 90.00 per 512 MB increment (full or partial), per month.

What can be done to manage consumption?
Customers can realize savings by monitoring performance of their applications and reducing the amount of RAM provisioned for the instance.

Linux Data

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 actually stored in the instance.

What is included in the charge for this service?
Charges include the cost for equipment, systems software, vendor maintenance of hardware and software, systems administration, daily monitoring and on-call assistance and support by OT systems programmers.

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.

❖ Linux Data Rate: $ 1.25 per GB, per month

What can be done to manage consumption?
Customers can realize savings by deleting unneeded data from their storage locations.

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.

What is included in the charge for this service?
Charges include the cost for Oracle licenses necessary to operate Oracle databases. This includes software maintenance, systems administration, daily monitoring and on-call assistance and support by OT systems programmers.

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.

❖ Oracle Instance Rate: $ 375.00 per month

SQL Instance

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

What is included in the charge for this service?
Charges include the cost for SQL licenses necessary to operate SQL databases. This includes software maintenance, systems administration, daily monitoring and on-call assistance and support by OT systems programmers.

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
❖ SQL Hosting (shared) Rate: $ 20.00 per DB, per month
❖ SQL Hosting per GB Rate: $ 0.45 per GB, per month

SharePoint

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

What is included in the charge for this service?
Charges include the cost for SharePoint licenses necessary to operate. This includes software maintenance, systems administration, daily monitoring and on-call assistance and support by OT systems programmers.

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 Tier 1 (< 1 GB of storage) Rate: $ 75.00, per month
❖ SharePoint Tier 2 (>1 GB – 2 GB of storage) Rate: $ 175.00, per month

❖ SharePoint Tier 3 (>5 GB – 25 GB of storage) Rate: $ 350.00, per month
❖ SharePoint Tier Custom (>25 GB of storage) Rate: $ 350.00 + .25 per GB >25GB per month

Distributed Storage

Storage that is owned by an individual agency but is managed by the WVOT is defined as distributed storage. This service will gradually be phased out and replaced by Centralized Storage as storage devices are moved from agency facilities to the central data center.

What is included in the charge for this service?
Included in the charge for distributed storage is the personnel time required to design, specify, install, configure, allocate, administer and maintain the storage arrays and attached systems at the customer site.

How will we charge?
The monthly charge is calculated on a per storage array basis for administration and planning.

❖ Distributed Storage $100.00 per unit, per month

What can be done to manage consumption?
Reduce the amount of distributed storage. By moving toward standardization of applications across the Enterprise, shared equipment and services can be achieved. We recommend working closely with the WVOT to plan, design, and implement centralized storage. The overall goal is to retain distributed storage only where there is a justifiable business case.

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

What is included in the charge for this service?
The charges include costs such as equipment, systems software, vendor maintenance of hardware and software, systems programming, disaster recovery services, and infrastructure.

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 in excess of two minutes. For FY 2016 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
    - ❖ Mainframe Computing Night: $0.09 per CPU sec
    - ❖ Mainframe Computing Teleprocessing Day: $0.30 per CPU sec
    - ❖ Mainframe Computing Teleprocessing Night: $ 0.09 per CPU sec
    - ❖ Mainframe Computing Priority: $1.25 per CPU sec

What can be done to manage consumption?
Charges for enterprise server transactions are based on CPU seconds and the priority of the transaction itself; however the customer has the ability to control costs by using off-peak time.

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.

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.

- ❖ Application Development: $90.00 per hour
- ❖ Application Development Priority Rate: $180.00 per hour
- ❖ Application Development Retainer: Negotiable

Database Development

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.

What is Included in the charge for this service?
Database and table design, normalization, indexing, stored procedures, queries, report design, database testing and optimization are all part of database development services. These services reflect the skill set and experience of the staff and an understanding of the business environment (commonly referred to as the institutional knowledge), and includes an understanding of the processes, culture, people, organizational structure and other dynamics associated with state government.

How will we charge?
The Applications Development Center charges for services at the established rate per hour.

- ❖ Database Development and Admin: $90.00 per hour

What can be done to manage consumption?
The agency that includes the needs of all the stakeholders of the application and insures these needs are clearly reflected in the design documents will have the shortest development times.

Technical Consultant
(Technical, Telephony, Networking Hourly Support)

What is included in the charge for this service?
These services go beyond the service provided in our shared services billing structure; therefore, the services being provided could vary from our traditional support model for our

shared services. Noncore agencies can receive service call help with technical problems which could include evaluation of the problem, possible solutions recommendations or help with implementation services.

How will we charge?
These services are charged at the established rate per hour.

* ❖ Technical Consultant: $60.00 per hour
* ❖ Technical Consultant Priority: $120.00 per hour

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.

What is included in the charge for this service?
Includes labor and other direct costs acquired by the WVOT.

How will we charge?
The Data Center charges for services at the established rate per hour.

* ❖ System Support: $80.00 per hour
* ❖ System Support Priority Rate: $160.00 per hour

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.

What is included in the charge for this service?
The WVOT Project Management methodology includes the following processes: initiating, planning, executing, closing, and controlling/monitoring (throughout the project). Accordingly, we will lead, assist, or provide oversight (depending on level of services requested) for the development of project goals and objectives, schedules, resource allocation plans, communication plans, executive reporting, issue tracking and resolution, budget monitoring, etc.

How will we charge?

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

- ❖ Project Management: $90.00 per hour
- ❖ Project Management Priority Rate: $125 per hour
- ❖ Project Management Retainer: Negotiable

What can be done to manage consumption?

Customers can potentially reduce project management costs by conducting research on project ideas, taking the time to thoroughly consider specific goals and objectives, and following the OT Project Management Methodology. Also, when appropriate, customers can reduce costs by providing a customer project manager or conductor and project administrative support services.

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.

What is included in the charge for this service?

The CTO Requisition Review process includes research to determine solution viability, compliance with standards and strategic direction, compatibility with existing infrastructure or requirements for infrastructure adaptation, and opportunities for cost savings. In addition, this service can include the review of, or even the development of, Requests for Quotation, Requests for Proposal, and Requests for information.
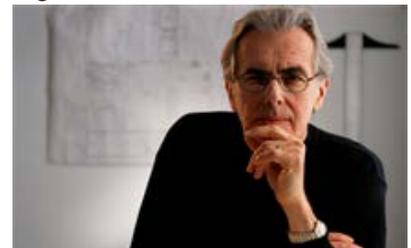
How will we charge?

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: $100.00 per hour

What can be done to manage consumption?

Clients can reduce costs by providing sufficient notice.

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
- ❖ Training Classes supported agencies $25.00 per person per class
- ❖ Training Classes for non-supported agencies will be $75.00 per person per class

Information Security Controls and Compliance

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.

What is included in the charge for this service?
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: $6.80 per user, per month

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 page
- An information Security policy violation
- Privacy Incidents linked to information security control failure

What is included in the charge for this service?
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.

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

What is included in the charge for this 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.

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.

What is included in the charge for this service?
Full-time monitoring and blocking of categories identified to be blocked.

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.

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).

What is included in the charge for this service?
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 $65.00 per hour

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.

What is included in the charge for this service?

- **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 $65.00 per hour

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.

What is included in the charge for this service?
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 $65.00 per hour

What can be done to manage consumption?
Those requesting Investigative and Forensic Services can potentially avoid additional costs, caused by the unintentional tainting of evidence, by contacting the OISC as soon as the need for Investigative and Forensic Services is determined. Also, customers should not attempt to collect information, secure technology resources, or take other action without the specific guidance of the OISC. Requests for investigations that provide specific time ranges and search scope can result in lower consumption of investigation hours.

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.

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

What is included in the charge for this service?

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 $65.00 per hour

What can be done to manage consumption?

Clients can reduce costs by providing sufficient notice of audit requests – ideally six months before the due date. Also, clients can reduce audit and review costs by taking advantage of the OISC security and controls self-assessment engagements. The client can follow recommendations issued after a self-assessment to strengthen basic controls and perform advanced preparation for more in-depth audits or reviews.

Email Encryption

Email encryption provides the subscriber with the ability to send emails, with attachments, that are strongly encrypted (AES algorithm) and secure in transit once they leave the state enterprise (state network). A recipient can then reply or forward the email, and also have enabled encryption, continuing the protection intended by the original sender.

What is included in the charge for this service?
The ability to encrypt any email and attachments to that email at will.

How will we charge?
The charge is calculated based upon the number of accounts with encryption ability multiplied by the monthly rate.

❖ Email Encryption: $2.90 per user per month

What can be done to manage consumption?
Provide this service only to employees with a need to send highly confidential or legally protected (PHI/PII) information.

<u>Print Shop/Mail Room</u>

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.

What is included in the charge for this service?
The costs include envelopes, labor, and the procurement and maintenance of distribution equipment. Postage is assessed separately.

How will we charge?

❖ Inserter: $0.068 per piece

What can be done to manage consumption?
Agencies should only distribute necessary paper documents.

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.

What is included in the charge for this service?
The charge reflects the true cost of procuring, operating, and maintaining the equipment, as well as the cost of the paper. The equipment is highly mechanical and requires considerable vendor maintenance. The cost of paper fluctuates but trends higher.

How will we charge?
The printer rates are:

- ❖ High-Speed Cut Sheet Highlight $0.015 per page
- ❖ Laser Print High Speed Cut Sheet $0.030 per page
- ❖ Laser Printer Continuous $0.050 per page

Central Mail Hourly

Central Mail Hourly is for services dedicated to a particular agency.

What is included in the charge for this service?
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: $35.00 per hour

Central Mail Presort

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

What is included in the charge for this service?
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: $0.030 per letter

Central Mail Interdepartmental Mail

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

What is included in the charge for this service?
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: $90.00 per box

Central Mail Letter

This service involves metering agency letter mail.

What is included in the charge for this service?
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 $0.05 per letter

Central Mail Bulk Service

This service involves metering outgoing agency packages.

What is included in the charge for this service?
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: $1.00 per package

Central Mail Postage

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

What is included in the charge for this service?
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: actual cost of postage

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.

What is included in the charge for this service?
- 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.

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

Emily Kilgore 304-957-8317 Emily.C.Kilgore@wv.gov
Ryan Jett 304-380-9495 Ryan.A.Jett@wv.gov
Joann Santoro 304-957-8143 Joann.Santoro@wv.gov
Jeff Wilson 304-957-8156 Jeff.K.Wilson@wv.gov
Eric Gartin 304-957-8130 Eric.V.Gartin@wv.gov

Summary of Services & Rates – Fiscal Year 2016

BILLING COST_CENTER	NAME	RATE
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	$155.00 per month, per device
3334	Cabling Installation	$95.00 per hour
9904	Centralized Agency Own Server	$48.00 per device, per month
9400	Centralized Archive Storage	$0.25 per GB, per month (1 copy)
3819	Central Mail Hourly	$35.00 per hour
3820	Central Mail Presort	$0.030 per letter
3810	Central Mail Interdepartmental Mail	$90.00 per box
3816	Central Mail Letter	$0.05 per letter
3817	Central Mail Bulk Service	$1.00 per package
3812	Central Mail Postage	$ actual cost of package
	Electronic Return Receipt	$0.10 per occurrence
9300	Centralized SAN Storage	$0.25 per GB, per month (1 copy)
9301	Centralized SAN Storage Tier II	$0.08 per GB, per month
4443	CMF Data Storage	$0.85 per GB, per month (1 copy)
9202	ColdFusion Server	$40.00 per server
9302	Data Recovery Storage	$0.50 per GB
4367	Database Administrator	$90.00 per hour
9701	Dedicated Service Fee	10% of Miscellaneous Charges
9200	Distributed Servers	$125.00 per device, per month
9500	Distributed Storage	$100.00 per device, per month
9213	Dual Factor Remote Access	$5.25 per user, per month
4375	Email	$3.50 per user, per month
9103	Email Encryption	$2.90 per user, per month
9001	Enterprise Call Center Support	$25.00 per user, per month
9203	ESX Virtual Server per 512MB	$3.00 per 512K RAM
9204	ESX Virtual Server per cpu	$12.00 per CPU
9205	ESX Virtual Server per GB	$0.45 per GB
9907	Faxing Services	$0.018 per page
3335	Fiber Cabling Installation	$95.00 per hour
9206	FTP Hosting per GB	$0.45 per GB

9207	FTP Server	$20.00 per server, per month
9905	High Speed Cut Sheet Highlight	$0.02 per sheet
3511	Inserter	$0.07 per sheet
9900	Laser PNT High Speed Cut Sheet	$0.03 per sheet
3326	Laser Printer	$0.05 per sheet
9600	Linux Core/CPU	$250.00 per CPU
9601	Linux Data per GB	$1.25 per GB
9602	Linux per 512MB RAM	$90.00 per 512K
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
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
1112	MS O365 Email	$3.00 per user, per month
9997	MS One Drive Storage	$0.25 per user, per month
4398	Network Engineering Nonsupport	$10.00 per connection, per month
4397	Network Engineering Supported	$15.25 per connection, per month
4396	Network Non-internet Non-Supported	$4.00 per connection, per month
3332	Network Technician(Priority)	$160.00 per hour, per instance
9603	Oracle Instance	$375.00 per instance
9000	Technical Support(formerly pc support)	$24.25 per device, per month
4503	Priority CTO Review	$100.00 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
4406	Remote Access	$2.00 per connection, per month
7105	Security Consulting	$65.00 per hour
9104	Security Services	$6.80 per device, per month
9221	SharePoint Tier 1 <1GB	$75.00 per month
9222	SharePoint Tier 2 >1GB to 5GB	$175.00 per month
9223	SharePoint Tier 3 >5GB to 25GB	$350.00 per month
9220	SharePoint Tier Custom >25GB	$350.00 +.25/GB >25GB/month
9800	Smart Phone Devices	$3.50 per device, 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
9210	Static Server	$20.00 per site
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
8003	Telephony Support	$6.50 per user, per month
9002	Telephony Support - Enterprise	$9.00 per user, per month
5105	Training	$90.00 per hour
5107	Training Class Supported Agency	$25 per person, per class
5104	Training Class Non-Supported Agency	$75 per person, per class
9211	Web Hosting Data Storage per GB	$1.00 per GB
9212	Web Hosting Redirect Site	$5.00 per site
8004	FY2017 Telephony Implementation	$0.75 per unit, per month