

DAS-ITE Utility Service Descriptions
DRAFT
July 27, 2011

Note: eDAS Service numbers listed are what is currently published, subject to change in support of IT service realignments.

Directory Services (eDAS Service 767)

Description: Provides a directory lookup of basic information on state employees via a "directory synchronization" process of participating State of Iowa government entities. Information such as e-mail address and telephone number can be queried using a "global address list", LDAP lookup, or email queries.

Metric Description: Per FTE count @ a point in time (i.e. 3rd quarter of a 5 quarter average).

Information Security Office – ISO (eDAS Service 4171)

Description: Provides enterprise-wide Information Security services including development and enforcement of enterprise standards, policies and best practices, assessment and monitoring of risks and threats and the effectiveness of measures to reduce risk, development and delivery of security awareness and other security training, information security incident response services and resources and consultation to assist departments in protecting critical resources and data.

Metric Description: Per FTE count @ a point in time (i.e. 3rd quarter of a 5 quarter average).

Service-Oriented Architecture – SOA (eDAS Service 4452)

Description: Provides the ability to share data across multiple agencies in a secure manner. For example, the sharing of Criminal Juvenile Justice data with the Courts to support the oversight and case management of "shared" clientele.

Metric Description: Per FTE count @ a point in time (i.e. 3rd quarter of 5 quarter average).

Authentication & Authorization – A&A (eDAS Service 4453)

Description: A & A is a web service that provides single sign-on user authentication and authorization for client applications utilizing Web, client/server and even mainframe platforms.

Metric Description: Per FTE count @ a point in time (i.e. 3rd quarter of 5 quarter average) plus actual number of authorizations.

E-Mail Suite (eDAS Service 4465)

Description: Centralized e-mail hosting service with disaster recovery capabilities containing the following four primary components: Exchange Mailbox, Enterprise Vault, Webmail, and SPAM filtering. Together, these services represent the primary components required to provision a state government e-mail box. Enterprise Vault services provide efficient management and archiving of e-mail files. The system provides a means to index and archive all e-mail communications sent and received during a policy-determined timeframe. Access to discovery tools, backup services. Webmail service provides access to Microsoft Outlook Web Access integration with your government e-mail account from an Internet connection. SPAM filtering services significantly reduce the SPAM and viruses that come into state government email each day. Unified Messaging may be included as a part of this service in the near future. 24x7 access to the ITE Service Desk.

Metric Description: A mailbox is the e-mail equivalent of a letter box where e-mail messages are delivered that is hosted by ITE. Number of e-mail accounts @ a point in time (i.e. July 1, 2011 annualized).

Extended services: SAN disk and tape backups. Customers are also responsible for costs associated with annual maintenance of Vendor Client Access Licenses (CAL) from Microsoft and Symantec.

Server Farm Rack (eDAS Service 4206)

Description: Server Farm Rack Space is the hosting of IT equipment in racks provided in a centrally managed data center which is a secured, environmentally-controlled facility. Included is cabinet space or a rack, KVM (keyboard, video or visual display unit) that allows a user to control multiple servers in a rack from a single keyboard, electrical power, environmental controls, physical security, monitoring, camera system, and OS and patch management. Data centers have a Universal Power Supply (UPS) and a generator backup system to prevent damage to equipment or loss of data resulting from power surges or from a power outage. Each rack has a maximum of 36 connections. 24x7 access to the ITE Service Desk.

Metric description: Rack or unit usage. A "U", or unit, is slot in a rack hosted by the central server farm. U's can be used or reserved for servers and for other equipment that needs power and/or network access.

Extended Services: Network ports (eDAS Service 4245), Open Systems storage network data port (eDAS Service 351), and SAN disk and tape backups.

Virtual Server Hosting (eDAS Services 4226)

Description: Virtual Windows or Linux partition environments provide all the benefits of a server with none of the hardware, network, power, and cooling costs associated with co-location of a physical device. Partitions can be configured to support a wide variety of web hosting, database hosting, OS and patch management, and server needs. Partitions include 100 GB of storage, 2 GB of memory, nightly backups, and 24x7 access to the ITE Service Desk.

Metric description: Partition or Virtual server usage. A partition is a virtual server that shares resources with the other partitions hosted on a physical server in the ITE server farms.

Extended Services: SAN disk and tape backups. Customers are responsible for costs associated with server licenses and annual maintenance.

Mainframe Processing (eDAS Services 1 and 1752)

Description: Mainframe Usage Batch or Online Transactions service is the charge for the time the mainframe computer spends providing computational services for tasks scheduled by customers. Customers initiate processing by directly submitting jobs from their workstations or by setting up automated procedures to run processes that support regularly scheduled activities. Charges cover the cost of data center infrastructure, software support staff time, operator staff time, the inventory of most software products available on the mainframe and the mainframe hardware. 24x7 access to the ITE Service Desk.

Metric Description: CPU hours or seconds measured by the actual time a Central Processing Unit in the mainframe takes to process a request/job/application.

Tiered Data Storage Area Network, Retrieval and Backup (eDAS Services 4141, 4142, 4143, 348, 4427)

Description: Services included are data storage, document management and imaging systems, including data backup for disaster recovery and business continuity purposes. Current eDAS services for storage in this category are:

Disk Storage - Performance Optimization may be ordered as an upgrade to "Open Systems Disk Storage - High Performance" (eDAS Service 4142) or "Open Systems Disk Storage - High Volume" (eDAS Service 4143). It provides an additional level of high performance cache storage between the real storage devices and the server. This improves disk input/output speed by an average of 30% for applications. 24x7 access to the ITE Service Desk.

Open Systems Disk Storage - High Performance is high performance (FIBRE Channel) disk storage for use by Open Systems (Windows, AIX, Linux) servers or applications running on these servers. The server accesses this storage using service 351 (Storage Area Network Data Port). Customers order blocks of storage (called LUNs) which are assigned to the server (or application) to use like a physical disk installed in the server. 24x7 access to ITE Service Desk.

Open Systems Disk Storage - High Volume is high capacity (SATA - Serial-Advanced Technology Attachment) disk storage for use by Open Systems (Windows, AIX, Linux) servers or applications running on these servers. The server accesses this storage using service 351 (Storage Area Network Data Port). Customers order blocks of storage (called LUNs) which are assigned to the server (or application) to use like a physical disk installed in the server. This

service is intended for high volumes of storage with lower requirements for speed of access to data being stored. 24x7 access to the ITE Service Desk.

Open Systems Backup Service - Base Rate is the charge for establishing and maintaining a backup schedule for a server. This is a fixed cost per server using the enterprise backup service. Additional fee is based on the quantity of data stored. 24x7 access to the ITE Service Desk.

Metric Description: Allocated Gigabyte (GB). Allocated GB is the number of Gigabytes reserved by the customer for storage. Back up service metric is a base fee and actual gigabyte (GB) utilization.

Extended Services: Storage Area network data port (eDAS Service 351); Backup service; and customers are responsible for costs of the client license and annual maintenance.

ePayment (eDAS Service 1003)

Description: ePayment accepts and processes credit card and electronic fund transfer transactions from Web-based applications.

Metric Description: A transaction is the successful completion of the process.

Extended Services: Setup time to implement and test the connectivity will be charged separately under application development support (eDAS Service 153).

Print Managed Services (new)

Description: Managed Print Services software solution operated by state government to monitor print device usage, maintenance and status and deploy printers/multi-function print machines for efficiency and savings. Service includes data gathering and reporting.

Metric Description: Number of printers @ at point in time (i.e. 3rd quarter, FY'11 annualized).

Managed Desktop - including File/Print Services (eDAS Services 4097, 4243, 4238)

Description: Provide LAN services to support desktops, file, and print services. Includes the functions to trouble shoot, manage, inventory, install, setup, configure and customize desktop computer hardware and software for standard and non-standard workstations and laptops. Assistance with file restores and media migrations or printer setup, configuration, and testing assistance is included. In addition, patching and software management as well as anti-virus. Also includes user data port. (A standard workstation is configured so that the user does not have administrative rights to download and install software. A non-standard workstation is configured so that the user has administrative rights to download and install software.)

File Server provides client access to centrally located file storage repositories. Backup services and 24x7 access to the ITE Service Desk.

Windows Print Server provides online sharing of customer printing resources connecting to networks accessible from DAS-ITE systems. A printer is a computer peripheral designed to produce a hard copy of documents stored in electronic form connected to the ITE print queue servers. 24x7 access to the ITE Service Desk.

Metric Description: One monthly fee per workstation, laptop or notebook covers unlimited service calls as well as associated support services such as lease management, research, software and hardware testing, management, inventory, installation, moves, configuration, and customization. 24x7 access to the ITE Service Desk.

Extended Services: SAN disk and tape backups for file services.

Help Desk (eDAS Service 4225)

Description: The Service Desk (level 1) is the primary point of contact for users when there is a service disruption, for service requests or even for some categories of request for change. The Service Desk provides a point of communication to the users and a point of coordination for several IT groups and processes. The first call method of resolution is the natural direction for a centralized model and the main objective is to restore the "normal service" to users as quickly as possible.

Metric Description: Per call with a minimum of five (5) minutes per request.

Extended Services: Advanced Support (level 2) which requires a higher level of help desk services to the end user such as application navigation support.

Mobile Device Support (eDAS Service 2511)

Description: Wireless Blackberry or hand held mobile device allows you to take your e-mail, calendar, and contacts with you wherever you go. The service includes device connectivity and software support. 24x7 access to the ITE Service Desk.

Metric Description: Per device.

Extended Services: To get started, customers will need to purchase a Blackberry or other handheld mobile device and a wireless carrier.

