



Indiana Office of Technology

Powering a State that Works

Governor Eric Holcomb
Director and Chief Information Officer Tracy Barnes

IOT Services Catalog

(IOT's Product Code Reference Manual)

Fiscal Year 2025

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Purpose

This document provides the Indiana Office of Technology's (IOT) Agency Partner a central place to find information about its 100+ provided services.

Note:

- A complete **four-year rate history** can be found [here](#).

Contents

The information in this document pertains to:

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

The document also contains information on how to:

1. request a product or service
2. request help if you have an issue with a product or service
3. escalate an active issue
4. monitor the progress of your requests
5. resolve billing issues
6. how to return a product or terminate a service.

Welcome from the Director and CIO



Greetings from the Indiana Office of Technology! It is truly an honor and privilege to serve as the Director of the Indiana Office of Technology (IOT) and as your State Chief Information Officer.

IOT is legislatively tasked with serving as the enterprise technology provider for all of state government. This allows for better service delivery and resource usage to serve all state agencies better and continue taking Indiana to the Next Level. In the past, agencies operated disparate systems and duplicative technologies which they often struggled to maintain. Through consolidation starting in 2005, the state has been able to save an estimated \$14M annually. This is a big win for state agencies and for Hoosier taxpayers as a whole.

Since our creation in 2005, IOT has come a long way in our operational maturity, and we are continuing to identify more ways to better service our agency partners. We now provide cloud and Cybersecurity offerings to help our enterprise keep pace with the growing industry challenges. As further validation of our delivery, the Center for Digital Government has given Indiana an A- for its digital technology delivery.

As Indiana continues to deliver next level digital government to Hoosiers, IOT is not only looking near-term on how to best assist in those efforts but also looking at the future of technology and its impending impact on government. The Indiana Office of Technology has developed four key performance indicators that the organization uses to effectively meet its business objectives. Those are: Core Service Delivery, Cost Competitiveness, Executive Branch Security Readiness and Preferred Workplace. IOT measures its KPIs monthly to evaluate its success at reaching specific goals. Thank you for considering IOT for your technology needs. Our executive leaders are aggressively focused on meeting your expectations and continuing to earn your business!

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

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IOT Introduction

As identified in Article 13.1 of the Indiana Code, the Indiana Office of Technology (IOT) is required to:

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

Our Team: IOT is comprised of 500 highly skilled IT professionals with over 4,500 years of state experience. We are organized into over 40 distinct areas to provide the best IT services at the best rates possible. To learn more about IOT and our individual departments please visit our [website](#) and review “**What We Do**”.

Quality at Competitive Rates

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

To date, the results have proven favorable for IOT. After each report, improvement areas are recommended and are evaluated by the CIO and staff to determine how to make the necessary adjustments. The final goal is to continue providing the best services at the best rates possible.

Note that all services include a portion of IOT’s Overhead and Statewide Cost Allocation Plan (SWCAP).

Overhead includes: all costs not directly associated with providing a product or service (i.e., indirect costs). These costs include salary, benefits, and travel (conferences) for the executive team (CXO’s), the finance team, and the administrative team. Overhead also includes costs for professional services (contractors), software/hardware expenses (Pinnacle billing system), office supplies, office furniture, CDP charges (internal IOT charges), and depreciation on equipment (copiers, software, TV’s, security cameras, etc.)

SWCAP includes costs for the: Operation Division, Procurement, Dept of Personnel, Archives and records Admin, Treasurer of State, Auditor of State, Office of State Based Initiatives, Office of the Inspector General and the Attorney General.

Customer Satisfaction

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

1. When your issue/request is resolved, you will receive a brief survey (no more than one per month) asking you to tell us how we did. We would indicate if we met our Service Level Objective or not.
2. Every six months we distribute a Customer Service survey to everyone that contacts us within the past six months asking for feedback on our overall service to you.
3. When Projects are completed, the project sponsor is sent a satisfaction survey.

Your responses are reviewed, measured, reported, and acted on by the executive staff. Our objective is to achieve 95% customer satisfaction monthly (for #1) and bi-annually (for #2).

Service Catalog Maintenance

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

Service Area Contents & Definitions

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

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

Requesting Services

IOT provides the following methods for our Agency Partners to obtain services:

- | | |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. IOT HelpDesk | Contact the HelpDesk at 317-234-HELP (4357) or 1-800-382-1095 |
| 2. ASM Customer Service Portal | Order a subset of our services, submit an Incident or Request for the IOT HelpDesk, or simply find useful information regarding IOT. |
| 3. inwp.in.gov | Online forms to submit Web Portal Request for Interactive applications, Enterprise Web Content Management System, Domain Name requests, redirects, Online Calendar, Web Analytics, Website Quality Assurance, Enterprise Email Marketing, online payment processing, and training. |

Issue Monitoring

Agency Partners can view progress on “their” tickets by visiting the ASM Customer Service Portal ([CSP](#)).

Issue Resolution

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

1. **IOT HelpDesk** – Contact the HelpDesk at 317-234-HELP (4357) or 1-800-382-1095
2. [ASM Customer Service Portal](#) – Submit an Incident for the IOT HelpDesk.

Issue Escalation

Please follow this [procedure](#) should you need to escalate an active Incident.

Billing Issues

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

For IOT billing policy information, [click here](#).

If you have a Pinnacle account, you can view the bill [here](#).

Maintenance Windows

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

Changes that affect workstations such as software pushes will begin Friday at 8pm and run until Sunday at 6pm unless otherwise noted. Others requested outside of these published windows will be approved on a case-by-case basis with necessary justification.

Service Level Objective

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

Each customer "Issue" has an assigned "Service Level Objective" (SLO), or the maximum amount of time the IOT staff must resolve the issue. These times range from one IOT Business Hour to five IOT Business Days (60 Business Hours). See the specific service section in this document for the associated SLO.

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

Project Related Work Requests

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

Exceptions to IOT Standard Technology

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

IOT Services by Area

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

1. [Application Development](#)
 - Application Developers
 - Application Software Maintenance
2. [Business Applications](#)
 - Agency Liaison Program
 - Customer Relationship Management (CRM)
 - Geographic Information Systems (GIS)
 - Government Management Information Services (GMIS)
 - ITSM Work Management
 - ITSM Workflow Development
 - Microsoft Power BI
 - Oracle WebCenter Content (WCC)
3. [Collaboration](#)
 - Email
 - Teams Conferencing
 - WebEx
4. [Communications](#)
 - Mobile
 - Network
 - Telecommunication
 - Cloud Contact Center
5. [Customer Service](#)
6. [Database](#)
 - Database Hosting
 - Database Maintenance
 - Database Size Overage
 - OpenText ECM
7. [Data Exchange Services](#)
 - Mulesoft
 - GoAnywhere
8. [Desktop](#)
 - Adobe Products
 - Legacy Application Access
 - MS Office 365
 - SEAT (Desktop PC or Laptop)
 - Visio
 - Workstation Software Licenses
9. [Hosting](#)
 - Cloud Services
 - Agency Cloud Architect
 - IIS Web Hosting
 - Oracle Application Hosting
 - Physical and Virtual Server Hosting and Management
 - Server Management
 - Racks and Rack Space
10. [IN.Gov](#)
11. [IT Business Continuity](#)
 - Disaster Recovery
 - Rack Hosting Services
12. [Project Risk Management](#)
13. [Mainframe](#)
14. [Project Success Center](#)
 - MS Project Online
 - Project Management Assistance
15. [Security](#)
 - Baseline Security
 - Compliance Center of Excellence
 - Confidential Data Systems
 - Security Operations as a Service
16. [Storage](#)
 - Data Protection
 - Archive
 - Secure
 - Tiered Isilon File Fast
 - VM Server Additional
17. [Appendix](#)

IOT Services by Codes

| Code # | Name | Code # | Name |
|----------|----------------------------------|----------|--------------------------------------|
| 1001 | Seat Charge | 1177A | Shared SAN Storage |
| 1001L | Std. MS Office 365 User License | 1177F | VM Server Additional Storage |
| 1001LW | Web Productivity | 1177K | Standard File Storage |
| 1001ES | Web Productivity Enhanced | 1177R | Archive/Cold Storage |
| 1001KL | Complete Web Productivity | 1177S | Secure File Storage |
| 1001LE | Web Productivity Enh. Email | 1178x | Adobe Products |
| 1001LI | Identity Access | 1180 | Security - Confidential |
| 1014 | Email-SharePoint G3 | 1183 | Cloud Contact Center |
| 1020 | Remote Access (Citrix) | 1186 | VaaS – IP Phone |
| 1043 | Telephone - Centrex | 1187 | Data Circuits - On Network |
| 1044 | Telephone - Remote | 1188 | Telecom Management Services |
| 1049 | Database Consulting Services | 1189 | Workstation Software Licenses |
| 1050 | Physical Server Hosting | 1191 | Oracle Application Hosting |
| 1052 | Virtual Server Hosting - Base | 1193 | Dynamics CRM Online |
| 1052A | Virtual Server Hosting (+ CPU) | 1193A | Dynamics 365 Accessories |
| 1052B | Virtual Server Hosting (+ GB) | 1193B | Service Admin Fee |
| 1053 | Cloud Service Provider | 1193L | Systems Admin |
| 1053A | Cloud Operations | 1195 | Server Management |
| 1066 | Jobs Scheduling | 1196 | Oracle WebCenter Content |
| 1112 | Data Circuits - Off Network | 1199PE | MS Project - Essentials |
| 1114 | Database Hosting | 1199PR | MS Project Plan 5 |
| 1114A | Database Size Overage 1GB+ | 1199PP | MS Project Plan 3 |
| 1114B | Exadata Hosting | 1199P1 | MS Project Plan 1 |
| 1117 | Cellular Phone Service | 1200F | IOT Rack Space - Floor |
| 1120 | GMIS HRMS Services | 1200R | IOT Rack Space - Rack |
| 1121 | GMIS Financials/Hyperion | 1201 | Contracted Long Distance |
| 1126 | TSO/DSO & OCRs | 1202 | 800 # Service - Long Distance |
| 1131 | IN.Gov | 1203 | Misc. Telecom Services |
| 1137MP | DR Premium – Physical Server | 1204 | HelpDesk |
| 1137MV | DR Premium – Virtual Server | 1211 | Microsoft Power BI |
| 1137P | DR Traditional – Physical Server | 1212 | Indiana Security as a Service (ISOS) |
| 1137R | Rack Hosting Service | 1215 | Compliance Center of Excellence |
| 1137V | DR Traditional – Virtual Server | 1219 | MS Visio |
| 1141 | WAN Management Services | 1220 | PRM IV&V Services (Hourly) |
| 1153A | AGOL Level 1 (Viewer) | 1220F | PRM IV&V Services (Flat Rate) |
| 1153C | ArcGIS Consulting | 1220M | IV&V Vendor Management |
| 1153D | ArcGIS Desktop | 1220V | Vendor IV&V Services |
| 1153O | ArcGIS Online Level 2 (Creator) | 1221x | WebColl, Teams Audio & Conf. |
| 1153P | Portal Level 2 (Creator) | 1223 | Server Maintenance (REMI) |
| 1153S | ArcGIS Server Instance | 1224B | Data Protection |
| 1153T | GIS End-User Training | 1225 | Access IN ID Verification |
| 1155 | Network Access Services | 1226 | Mulesoft |
| 1170 | Appl. Development - Standard | 1227x | GoAnywhere Products |
| 1170J | Appl. Development - Junior | 1232 | OpenText ECM Site |
| 1170M | Appl. Development Maintenance | 1232A | OpenText ECM Additional Users |
| 1170R | Appl. Development - Architect | 1232B | OpenText Intelligent Capture |
| 1170S | Appl. Development - Senior | Liaison | Agency Liaison Program |
| 1170CRMA | CRM Administrator | Work-Mgt | ITSM Work Management |
| 1170CRMD | CRM Developer | 1233D | ITSM Workflow Development |
| 1170CRMR | CRM Architect | | |
| 1175 | Security - Baseline | | |

IOT Services by Service Owner

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

| <u>Service Owner</u> | <u>E-mail Address</u> | <u>Services</u> |
|-----------------------------|----------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Adkins, David | DAdkins@iot.in.gov | 1200F , 1200R , 1223 |
| Baker, Bill | FBaker@iot.in.gov | 1220 , 1220F , 1220M , 1220V |
| Compton, Megan | MCompton@iot.in.gov | 1153A , 1153C , 1153D , 1153O , 1153P , 1153S , 1153T |
| Corbett, Aaron | ACorbett@iot.in.gov | Liaison |
| Davis, Heidi | HDavis1@iot.in.gov | 1215 |
| DeGraff, Tamara | tdegraff@iot.in.gov | Work-Mgt , 1233D |
| Evans, Patrick | PEvans@iot.in.gov | 1117 |
| Harden, Scarlett | SHarden@iot.in.gov | 1120 , 1121 |
| Hicks, Mike | MHicks@iot.in.gov | 1043 , 1044 , 1186 , 1188 , 1201 , 1202 , 1203 , 1221x |
| Hogsed, Ben | bhogsed@iot.in.gov | 1178x , 1189 , 1219 |
| Jenkins, Larry | LJenkins@iot.in.gov | 1193 , 1193A , 1193B , 1193L , 1211 , 1226 , 1227 , 1170 , 1170J , 1170M , 1170R , 1170S , 1170CRMA , 1170CRMD , 1170CRMR |
| Kaseman, Nathan | NKaseman@iot.in.gov | 1183 , 1183A , 1183M |
| Khan, Faisal | FKhan2@iot.in.gov | 1049 , 1114 , 1114A , 1114B , 1191 , 1196 , 1232 , 1232A , 1232B |
| Larimer, Emily | ELarimer1@iot.in.gov | 1137MP , 1137MV , 1137P , 1137R , 1137V |
| Lex, Joe | JLex@iot.in.gov | 1204 |
| Littrell, Jason | jlittrell@iot.in.gov | 1001 , 1001L , 1001LW , 1001ES , 1001KL , 1001LE , 1001LI , 1014 |
| Lubsen, Graig | GLubsen@iot.in.gov | 1225 |
| Lynch, Tracy | trlynch@iot.in.gov | 1175 , 1180 , 1212 |
| Neuenschwander, Dan | DNeuenschwander@iot.in.gov | 1126 |
| Obermaier, Jim | jobermaier1@iot.in.gov | 1199PE , 1199PP , 1199PR , 1199P1 |
| Sharp, Charles | CSharp@iot.in.gov | 1112 , 1141 , 1187 |
| Stahl, Ben | BStahl@iot.in.gov | 1053 , 1053A |
| Stipe, John | JStipe@iot.in.gov | 1155 |
| Vessely, Tom | TVessely@iot.IN.gov | 1020 , 1050 , 1052 , 1052A , 1052B , 1066 , 1177A , 1177F , 1177K , 1177R , 1177S , 1195 , 1224B |
| White, Mike | MWhite1@iot.in.gov | 1131 |

Service Responsibilities Definition

IOT has developed a RACI Matrix to help their Agency Partners, their Supplier Partners and IOT better understand their specific responsibilities for each of IOTs service offerings. Each service offering described in this document will contain the appropriate portion of that RACI Matrix. Please review that information before requesting the service to make sure you understand your specific responsibilities for the service.

RACI Codes:

The following are the Codes used to indicate specific responsibilities.

| Code | Roles | Definition |
|----------|-------------|---------------------------------------------------------------------------------------------------------------------------|
| R | Responsible | Person or People responsible for correct execution - getting the job done. |
| A | Accountable | Person who has ownership of quality and the end result. Only one person can be accountable for each activity. |
| S | Supportive | Person that provides additional resources to conduct the work or plays a supportive role in implementation. |
| C | Consulted | People who are consulted and whose opinions are sought. They have involvement through input of knowledge and information. |
| I | Informed | People who are kept up to date on progress. They receive information about process execution and quality. |
| V | Verifies | Person or group that checks whether the acceptance criteria have been met. |
| O | Signs Off | Person who approves the decision and authorizes the product handover. |

Example:

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-----------------------------------------------------------------------------|-----------------|-------------------|-----|
| MS Power BI | | | |
| Creating and publishing content to Power BI service | RA | | |
| Granting/revoking access to Power BI workspaces, content, data | RA | | |
| Tenant-level configuration, administration, and hygiene of Power BI Service | I | | RA |
| Gateway and workspace provisioning | R | | RA |
| Gateway monitoring, management and administration | RA | | R |
| Cloud Service Provider Relationship | | | RA |
| Billing Management | | | RA |
| Reactive break/fix of service features | I | RA | I |
| Service Health and availability | | RA | |

Application Development

General

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

The IOT Application Development team is also happy to partner with agencies to help deploy a CRM system. With this no code/low code solution, we will work with teams to develop a solution that can track contact interactions, support tracking, and any number of other data points.

Purpose

IOT Application Development specializes in custom application development for specific customer needs. We design and develop tailored-fit solutions to deliver maximal outcomes leveraging new technologies and adopting best practices. Our custom software development services enable robust digital transformation. Areas of specialization include Full-Stack Software Development, Mobile App Development, Cloud-Native Development, and Legacy Application Modernization.

Name **Developer Standard**
Code 1170
Purpose Intermediate Software Developers, Business Analysts, and Graphics Designers.
Rate \$117.00 / Hour

Name **Junior Standard**
Code 1170J
Purpose Beginner Software Developers, Business Analysts, and Graphics Designers.
Rate \$80.00 / Hour

Name **Developer Senior**
Code 1170S
Purpose Experienced Senior Software Full-Stack Developer.
Rate \$129.00 / Hour

Name **Developer Architect**
Code 1170R
Purpose Oversees the design, testing, code review, implementation, and administration of an IOT developed application.
Rate \$138.00 / Hour

Name **Application Maintenance**
Code 1170M
Purpose Covers bug fixes and minor tweaks to the code.
Rate \$1,000 per month.

Name CRM Architect
Code 1170CRMR
Purpose Oversees the design, testing, code review, implementation, and administration of an IOT deployed CRM.
Rate \$187.50 Per Hour

Name CRM Administrator
Code 1170CRMA
Purpose This non-coding role assists in day to day CRM operations and in-platform customizations.
Rate \$131.25 Per Hour

Name CRM Developer
Code 1170CRMD
Purpose CRM Developers can customize and apply code changes to an IOT deployed CRM.
Rate \$156.25 Per Hour

Standard Responsibility All IOT development is done in iOS, Android, and .NET.
 R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-----------------------------------------|-----------------|-------------------|-----|
| Gather Requirements | A | | R |
| Develop Service Order Form (SOF) or MOU | RA | | RA |
| Complete SOF or MOU | A | | R |
| Approve SOF or MOU | A | | R |
| Attend SPRINT Meetings | RA | | RA |
| Develop Application | | | RA |
| Perform Homework | RA | | |
| Participate in QA & UA Testing | RA | | |
| Deploy Application into Production | | | RA |

Service Owner Jenkins, Larry [Click here to send the Service Owner a Message](#)
SLO **Request:** A Project Charter is developed between IOT and the Agency Partner for each new application. The Project Charter will include a schedule for development, testing, and production implementation. Once the Project Charter has been established, the implementation plan will be provided.
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority Medium / Low
Usage Currently 42 applications in use by 16 agencies, with 20 applications in the queue.
Reports The Project Charter will include a schedule for periodic progress reports for the Agency Partner. Once the application is in production, monthly usage reports by agency will be posted.
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Business Applications

This section contains information for the following services:

- [CRM](#)
- [Oracle WCC](#)
- [Liaison](#)
- [Work-Mgt](#)
- [Workflow](#)
- [MS Power BI](#)
- [GIS](#)
- [GMIS](#)

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

Name Dynamics 365 CRM Online
Code 1193
Purpose Customer Relationship Management (CRM) software that utilizes an extended relationship management that is hosted in the Microsoft Government cloud.
Included Dynamic CRM Online is licensed per user, per year. Enterprise Plan 1 licenses that are purchased will be passed to the Agency Partner by IOT.
Not Included Agencies are responsible for procuring Team Member licenses.
Dependencies Network Services
Rate Pass Through
 MS CRM license + IOT user administration/update fee.
Standard Dynamics 365
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|----------------------------------------------------------------|-----------------|-------------------|-----|
| Environment and portal provisioning | C | | RA |
| Environment administration, configuration, and hygiene | RA | | C |
| Mailbox synchronization approval | RA | | R |
| Contract negotiation and vendor management | | | RA |
| Billing Management | | | RA |
| Development and deployment of applications and solutions | RA | | |
| Reactive break/fix of service features | I | RA | I |
| Service Health and availability | | RA | |
| User management and license assignment | RA | | R |
| Security model and user authorization | RA | | |
| Tenant hygiene such as underutilized & orphaned applications | I | | RA |
| Tenant-level configuration consistent with state's Tier 1 stds | I | | RA |
| Major incident notification and management | I | RA | S |
| Release management, testing, and apply upgrades | R | RA | S |

Service Owner Jenkins, Larry [Click here to send the Service Owner a Message](#)
SLO
Request Access within 3 business days
Availability 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage 650+ named users
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Dynamics 365 Accessories
Code 1193A
Purpose Agency Partners can procure accessory services or products associated with Dynamics 365 through a pass-through billing model.
Included Agency Partners who leverage Dynamics 365 can choose a variety of options to purchase based on MS offerings. Please visit MS Dynamics 365 page (<https://dynamics.microsoft.com/en-us/>).
Not Included N/A
Dependencies Network Services
Rate Pass Through (monthly / service or product)
Standard Dynamics Online Services
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|----------------------------------------------------|-----------------|-------------------|-----|
| Provisioning of add-on features in tenant | | | RA |
| Administration and configuration of add-on feature | RA | | |
| Technical Support for MS Products | | RA | |

Service Owner Jenkins, Larry [Click here to send the Service Owner a Message](#)
SLO **Request** N/A – Agency procures through Dell
Availability [Microsoft Dynamics 365 SLAs](#)
Incident N/A
Impact/Priority High / High
Usage 20,000+
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Service Admin Fee
Code 1193B
Purpose Low Code/No Code Services Admin Fee, See the Salesforce Center of Excellence (CoE) or the Microsoft Power Platform CoE for more information.
Rate \$3.07/license per user
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|----------------------------------------------------|-----------------|-------------------|-----|
| Provisioning of add-on features in tenant | | | RA |
| Administration and configuration of add-on feature | RA | | |
| Technical Support for MS Products | | RA | |

Service Owner Jenkins, Larry [Click here to send the Service Owner a Message](#)
SLO **Request** Access within 3 business days

Name Systems Administrator
Code 1193L
Purpose Low Code/No Code (LC/NC) Systems administrator that implements changes and provides maintenance to the standard LC/NC platforms.
 See the Salesforce Center of Excellence (CoE) or the Microsoft Power Platform CoE for more information.
Rate \$115/hr

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|----------------------------------------------------|-----------------|-------------------|-----|
| Provisioning of add-on features in tenant | | | RA |
| Administration and configuration of add-on feature | RA | | |
| Technical Support for MS Products | | RA | |

Service Owner Jenkins, Larry [Click here to send the Service Owner a Message](#)
SLO **Request** Access within 3 business days

Name Oracle WebCenter Content (WCC) –
This product is being deprecated. The new product is 1232 – OpenText.
Code 1196
Purpose Oracle WebCenter Content provides agencies with a secured solution for storing, indexing, retrieving and managing content. This optionally includes document capture through Enterprise Capture, document conversion through Inbound Refinery, document retention through Universal Records Management and document routing through Business Process Management.
Included The service rate includes the infrastructure required to host these services, database storage, Oracle software licensing, and disaster recovery.
Not Included Application-level administration and any software components required for unique agency requirements.
Dependencies Hosting Services, Storage Services, Database Services
Rate \$1.64 Per Month Per GB
Standard Oracle WebCenter

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|----------------------------------------|-----------------|-------------------|-----|
| Design of Application Model | RA | | |
| Daily Application-Level Administration | RA | | |
| Unique Software Components | RA | | |
| Infrastructure Support | | | RA |
| Infrastructure Maintenance | | | RA |
| Technical Support for Oracle Products | | RA | |

| | | |
|------------------------|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| Service Owner | Khan, Faisal | Click here to send the Service Owner a Message |
| SLO | Request: | Project based |
| | Availability: | 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) |
| | Incident: | 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays) |
| Impact/Priority | High / High | |
| Usage | 35,000 GB | |
| Reports | Statewide Monthly IOT Service Performance Reports can be found here . | |
| Order | Click here to request this service. | |
| Cancel | Click here to cancel your existing service. | |

Name Agency BRM Program

Code Liaison

Purpose The IOT Agency BRM Program, which began in Q1 2016 as the Agency Liaison Program, is a free service offered to any IOT supported agency to help improve their business relationship with IOT. A dedicated IOT Liaison meets with the participating agency contact(s) monthly to discuss topics including, but not limited to:

Included

1. IOT's Monthly Performance Reports (agency specific and statewide)
2. IOT's Monthly Bill (make sure the agency understands their bill, and help them minimize it)
3. Service Improvements (what the agency thinks IOT can do better)
4. Issue Escalation (help with issues not getting resolved per standard protocol)
5. IT Security (discuss current issues and upcoming programs)
6. IOT's Services Catalog (contains information regarding IOT's 100+ services and rates)
7. IT System Changes (near-term, IOT's and agency)
8. IT Project Review (what projects are coming that might affect them)
9. IT Training Availability and Needs Review
10. Agency Roadmaps

Not Included This service does not replace the IOT Helpdesk as the point-of-contact for issues and services.

Dependencies NA

Rate No Charge

Standard NA

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-----------------------------------------|-----------------|-------------------|-----|
| Provide Monthly IOT Performance Reports | I | | RA |
| Meet Monthly | R | | A |
| Record Meeting Notes in Salesforce | | | RA |
| Work with IOT Mgt to Resolve Any Issues | I | | |
| Strategic Intake | I | | RA |

Service Owner Aaron Corbett [Click here to send the Service Owner a Message.](#)

Primary IOT Liaisons Sullivan, Scott; Morris, Mark; Jones, Amberly; Kapoor, Deepmala

SLO NA

Impact/Priority High / High

Usage 80 agencies are currently participating in this program.

Reports Agency Specific and Statewide Monthly IOT Service Performance Reports IOT monthly bill, IOT Change Management System (CMR Report).

Order Click [here](#) to request this service.

Name ITSM Workflow Development
Code 1233D
Purpose To automate the manual processes involved in a business process.
Included An automated business process workflow designed and supported in the IOT ITSM system.
Not Included Documentation of the current business process.
Dependencies NA
Rate Free for Simple Workflows (can be developed within one IOT business day)
 \$75 Per Hour for Complex Workflows (take longer than one IOT business day to develop)
 and for Ongoing Maintenance and Change Requests
 MOU will be required for complex workflows, ongoing maintenance and change requests.
Standard Alemba Service Management System (ASM)
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-------------------------------------------------------------|-----------------|-------------------|-----|
| Document/improve Internal Business Processes | CVO | | RA |
| Create Partitions | CVO | | RA |
| Establish Initial & Maintain Structure (cats, queues, etc.) | CVO | | RA |
| Manage Accounts (add, remove, change) | CVO | | RA |
| Create Portal Screens for User Submissions | CVO | | RA |
| Create Agency Specific Call Screens | CVO | | RA |
| Develop and Provide Application Training | CVO | | RA |
| Develop and Run Metric & Usage Reports | I | | RA |
| Perform System Management/Maintenance | I | I | RA |
| Interface with Alemba for Enhancements & Issues | | | RA |
| Develop Automated Interaction Process for Vendors | | CVO | RA |
| Interface with IOT App Dev for Process Development | | | RA |

Service Owner Tamara DeGraff [Click here to send the Service Owner a Message](#)
SLO **Request:** Respond to an Agency Partner request within 3 business days
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority Depends upon the purpose of the Workflow.
Usage New Service for FY21.
Reports Monthly Usage Reports will be provided to the Agency.
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name ITSM Work Management
Code Work-Mgt
Purpose ASM includes the following services: Incident Management, Request Management using ASM workflow engine, Problem Management, Change Management using ASM workflow engine, Knowledge Management, Asset Management, Inventory lifecycle using ASM workflow engine, Workflow, Self-Service Portal, Service Level Management.
Included Initial system planning services. Initial system setup. Ongoing system support and maintenance.
Not Included App Development Services, ASM System Interfacing Services, ASM Workflow Development
Dependencies A [computer](#) with state network access.
Rate No Charge - There is no charge to the Agency Partner if they use the shared database.
Standard ASM from Alemba.
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-------------------------------------------------------|-----------------|-------------------|-----|
| Flowcharting Existing Business Process w/Integrations | R | | RA |
| Identify Goals | R | | RA |
| Capture Data Needed at Each Point of the Process | I | | RA |
| Design Form to Capture Data | I | | RA |
| Determine Ways to Automate Current Process | I | | RA |
| Provide Environment for Testing | R | | RA |
| Assist with Go-Live Communications | R | | RA |

Service Owner Tamara DeGraff [Click here to send the Service Owner a Message](#)
SLO **Request:** Initial meeting will be held by Agency Partner and IOT ASM Application Admin. An installation/training plan will be established after Agency Partner determines ASM is sufficient to meet their needs.
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
Incident: 90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage 20 agencies are using their own ASM “partition” for a variety of services. There are 650 analysts statewide sharing 450 Concurrent and 70 Named licenses supporting 30,000 end users across the state. Around 300,000 calls are logged annually.
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name MS Power BI
Code 1211
Purpose IOT has negotiated and holds the master accounts with our Cloud Service Providers (Microsoft Azure and Amazon Web Services as of this publication) and manages the overall account structure. Product fees are passed through to the Agency based on consumption of licenses and resources.
Included This service is a pass through of actual CSP consumption related to the Power BI product suite.
Not Included
Dependencies There are no dependencies on this service, however it can be purchased in addition to any other IOT services.
Rate Pass Through - As billed by the CSP
Standard MS Power BI
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-----------------------------------------------------------------------------|-----------------|-------------------|-----|
| Creating and publishing content to Power BI service | RA | | |
| Granting/revoking access to Power BI workspaces, content, data | RA | | |
| Tenant-level configuration, administration, and hygiene of Power BI Service | I | | RA |
| Gateway and workspace provisioning | R | | RA |
| Gateway monitoring, management and administration | RA | | R |
| Cloud Service Provider Relationship | | | RA |
| Billing Management | | | RA |
| Reactive break/fix of service features | I | RA | I |
| Service Health and availability | | RA | |

Service Owner Jenkins, Larry [Click here to send the Service Owner a Message](#)
SLO
Request IOT will work with the agency contact to make the Power BI resources available as soon as is practicable.
Availability N/A
Incident N/A
Impact/Priority **Impact** N/A
Priority N/A
Usage N/A – New Product
Reports Monthly Billing Statement.
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

2. GIS (Geographic Information Systems)

General

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

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

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

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

Name AGOL Level 1 (Viewer)
Code 1153A
Purpose Read Only Access for Provided ArcGIS and Image Server Access, GIS Data Storage, GIS Data Backup, COTS applications, ArcSDE DB Hosting, Server Support, Disaster Recovery (critical apps/systems), and ArcGIS Server Licensing.
Included One Read-Only named user of ArcGIS Online for one fiscal year, access to one ArcGIS Online Organization. Product support.
Not Included N/A.
Dependencies N/A
Rate \$10.00 Per Month Per Named User
Standard Esri
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-------------------------------------|-----------------|-------------------|-------|
| Develop SOF | VO | | RASCI |
| Complete SOF | RAVO | | C |
| Approve SOF | RAVO | | CI |
| Configure user account for access | I | S | RAS |
| Support for ArcGIS Online Access | | C | RA |
| Technical Support for Esri Products | RASC | RA | RASC |

Service Owner GIO [Click here to send the Service Owner a Message](#)
SLO **Request:** Access within 3 business days
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage 650+ named users
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
 Monthly IOT Billing Statement.
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name GIS Consulting
Code 1153C
Purpose Provides consulting service to assist state agencies with creating/improving GIS capabilities specific to their agency.
Included Consultant
Not Included N/A
Dependencies N/A
Rate \$100 Per Hour
Standard ArcGIS
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|--------------------------------------|-----------------|-------------------|-------|
| Establish project scope | RAO | SC | SCV |
| Establish level of effort | CIVO | SC | RA |
| Develop SOF | VO | | RASCI |
| Complete SOF | RAVO | | C |
| Approve SOF | RAVO | | CI |
| Provide solution | IVO | RAC | RASC |
| Plan for phased support if needed | IVO | RAC | RASC |
| Plan for technical support if needed | IVO | RAC | RASC |

Service Owner GIO [Click here to send the Service Owner a Message.](#)
SLO **Request:** 90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage 3,500 users for GIS Desktop and growing slowly.
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
 Open-LM for License Usage
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name ArcGIS Desktop
Code 1153D
Purpose Provide ArcGIS and Image Server Access, GIS Data Storage, GIS Data Backup, ArcSDE DB Hosting, Server Support, Disaster Recovery (critical apps/systems), and ArcGIS Server Licensing.
Included One installation of ArcGIS Pro software for one fiscal year and the following extensions: ArcGIS 3D Analyst, ArcGIS Data Reviewer, ArcGIS Geostatistical Analyst, ArcGIS Network Analyst, ArcGIS Publisher, ArcGIS Schematics, ArcGIS Spatial Analyst and ArcGIS Workflow Manager. Also includes product support.
Not Included N/A
Dependencies N/A
Rate \$36.00 Per Month Per User
Standard ArcGIS
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|----------------------------------------|-----------------|-------------------|-----|
| Develop SOF | VO | | RAS |
| Complete SOF | RAVO | | C |
| Approve SOF | RAVO | | CI |
| Integration & Installation of Solution | I | | RA |
| Support for ArcGIS Online Access (Pro) | I | C | RA |
| Technical Support for Esri Products | CI | RASC | RSC |

Service Owner GIO [Click here to send the Service Owner a Message.](#)
SLO
Request: 90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage 3,500 users for GIS Desktop and growing slowly.
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
 Monthly IOT Billing Statement.
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name ArcGIS Online Level 2 (Creator)
Code 11530
Purpose Provide ArcGIS and Image Server Access, GIS Data Storage, GIS Data Backup, COTS applications, ArcSDE DB Hosting, Server Support, Disaster Recovery (critical apps/systems), and ArcGIS Server Licensing.
Included One named user for ArcGIS Online Level 2 (Creator) for one fiscal year, access to one ArcGIS Online Organization access to the credits associated with that ArcGIS Online Organization, access to COTS solutions included in ArcGIS Online. Also includes product support.
Not Included N/A
Dependencies N/A
Rate \$19.00 Per Month Per User
Standard ArcGIS
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-------------------------------------|-----------------|-------------------|-------|
| Develop SOF | VO | | RASCI |
| Complete SOF | RAVO | | C |
| Approve SOF | RAVO | | CI |
| Configure user account for access | I | S | RAS |
| Support for ArcGIS Online Access | I | C | RA |
| Technical Support for Esri Products | CI | RASC | RSC |

Service Owner GIO [Click here to send the Service Owner a Message.](#)
SLO **Request:** 90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage 3,500 users for GIS Desktop and growing slowly.
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
 Monthly IOT Billing Statement.
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Portal Level 2 (Creator)
Code 1153P
Purpose Access for ArcGIS Portal Access, GIS Data Storage, GIS Data Backup, COTS applications, ArcSDE DB Hosting, Server Support, Disaster Recovery (critical apps/systems), and ArcGIS Server Licensing. Note that read-only access to ArcGIS Portal is free.
Included One named user with creator-level privileges of ArcGIS Portal for one fiscal year, access to one ArcGIS Portal Organization. Also includes product support.
Not Included N/A.
Dependencies N/A
Rate \$19.00 Per Month Per Named User
Standard Esri
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-------------------------------------|-----------------|-------------------|-------|
| Develop SOF | VO | | RASCI |
| Complete SOF | RAVO | | C |
| Approve SOF | RAVO | | CI |
| Configure user account for access | I | S | RAS |
| Support for ArcGIS Online Access | I | C | RA |
| Technical Support for Esri Products | CI | RASC | RSC |

Service Owner GIO [Click here to send the Service Owner a Message](#)
SLO **Request:** Access within 3 business days
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage 650+ named users
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
 Monthly IOT Billing Statement.
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name ArcGIS Server Instance
Code 1153S
Purpose ArcGIS Server software and Licensing for Installations on Agency GIS Infrastructure.
Included Access to ArcGIS Server software install software and Provisioning file for licensing ArcGIS Server sites installed in agency environment, outside the GIO Structure.
Not Included N/A
Dependencies N/A
Rate \$500.00 Per Month
Standard Esri
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------|-----------------|-------------------|-------|
| Develop SOF | VO | | RASCI |
| Complete SOF | RAVO | | C |
| Approve SOF | RAVO | | CI |
| Acquisition of Server Configured for ArcGIS | RA | | RAC |
| Coordinate Software Install w/Appropriate IOT Server | RACV | S | RACV |
| Support for ArcGIS Server Software Access | | | RA |
| Creation of Provisioning License File | | S | RA |
| Technical Support for Esri Products | CI | RASC | RSC |

Service Owner GIO [Click here to send the Service Owner a Message](#)
SLO **Request:** Access within 3 business days
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage 1 server license and install per Physical or VM Server.
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
 Monthly IOT Billing Statement.
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name GIS End-User Training
Code 1153T
Purpose Provides Technical Training to improve GIS skills in ArcGIS Desktop, ArcGIS Pro and more.
Included One seat to in-person technical training with State of Indiana preferred GIS training partner or provider. Certificate of completion provided.
Not Included N/A
Dependencies Some pre-requisite course may be recommended for the Intermediate and Advanced courses
Rate Pass Through - Varies based on the material and duration of class.
Standard ArcGIS
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-------------------------------------------|-----------------|-------------------|-------|
| Develop SOF | VO | | RASCI |
| Complete SOF | RAVO | | C |
| Approve SOF | RAVO | | CI |
| Generate invoice (external trainees only) | | | RA |
| Process payment (external trainees only) | | | RA |
| Computer with Network Access | RA | V | V |
| Trainer | | RA | RA |
| Completion Certificates and Surveys | RA | RA | CI |

Service Owner GIO [Click here to send the Service Owner a Message.](#)
SLO **Request:** 90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage 3,500 users for GIS Desktop and growing slowly.
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
 Monthly IOT Billing Statement.
 Open-LM for License Usage
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

3. GMIS (Government Management Information Services)

General:

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

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

Finance: Agency percentage of subset of transactions over past 12 month period from the following modules: General Ledger, Accounts Payable, Purchasing, Inventory, Project Costing, Grants Management, Order Management, Billing Receivables, Assets and Travel Expense.

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

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

| | |
|---------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | GMIS Human Resources Management |
| Code | 1120 |
| Purpose | HCM is the State’s official data record for all state employee’s employment and Payroll. |
| Included | This service, provided by COMP and SPD, includes labor, hardware, software, module rollouts, Agency Partner training, upgrades, issue resolution and ongoing support for the PeopleSoft HR modules The 50% of the GMIS budget used to support these services is allocated to agencies based on headcount. |
| | <u>Licensed & supported modules include</u> |
| | Benefits Administration |
| | EBenefits |
| | EProfile |
| | EProfile Manager |
| | HRMS Portal Pack |
| | Reporting Tools for HR |
| | Time and Labor |
| | Fundamentals for Human Capital Management |
| | North American Payroll |
| Not Included | N/A |
| Dependencies | N/A |
| Rate | COMP Allocation – Monthly / Headcount |
| Standard | PeopleSoft and Hyperion from Oracle |

Responsibility

R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------------|-----------------|-------------------|---------|
| Desktop, Internet connection to access PeopleSoft | RA | | SC |
| Compliance with State Business Process Owners Requirements | RA | | SC |
| Use ITSM System for Issues and work / project requests | RA | | SC |
| Perform User testing when required | RA | | SCIVO |
| Utilize ESC for Reqmts/Customization Requests | RA | | SCIVO |
| Agency timely mgt of user accounts and workflow access | RA | | SCIVO |
| Engage ESC & GMIS for ERP Related Projects | RA | | SCIVO |
| Sharing 3rd Party Vendor Costs with ESC | RA | | CV |
| Provide/Support Infrastructure for GMIS Application | | | RASI |
| Provide/Support Infrastructure for GMIS Web Services | | | RASI |
| Provide/Support Infrastructure for GMIS Oracle Database | | | RASI |
| Provide/Maintain PeopleSoft Access | | | RASIV |
| Hardware kept current and monitored | | | RASCIV |
| Software infrastructure applications are kept current | | | RASIVS |
| PeopleSoft Update Management (PUM)- yearly | | | RASCIVO |
| SLA for problem resolution 90% | | | RASV |
| Support for Oracle Hyperion Module | | | RASCIVO |
| Support for PS HCM Module | | | RASCIVO |
| Support for PS Financial Modules | | | RASCIVO |

Owner

Harden, Scarlette [Click here to send the Service Owner a Message.](#)

SLO

Request: Request Dependent
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90.0% Resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority

High / High

Usage

34,517 HRMS. Consistent usage year to year.

Reports

Statewide Monthly IOT Service Performance Reports can be found [here](#).
 "Dashboard" for year-end financial management

Order

Click [here](#) to request this service.

Cancel

Click [here](#) to cancel your existing service.

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

Licensed & supported modules include

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

Additional licensed modules, but not in use

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

Training: CBT Training is now available for most of the previous Instructor lead training. The rest are to be completed 3rd quarter of 2024.

Requests: All support requests are submitted via Customer Service tickets. Priority of work performed is managed by IOT GMIS management, along with our sponsors from COMP, SBA, SBOA and TOS. GMIS receives 582 financials-related tickets / month, while achieving 95% resolution within 24-business hours.

Not Included N/A
Dependencies N/A
Rate Standard COMP Allocation – Monthly / Transaction
 PeopleSoft and Hyperion from Oracle

Responsibility

R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------------|-----------------|-------------------|---------|
| Desktop, Internet connection to access PeopleSoft | RA | | SC |
| Compliance with State Business Process Owners Requirements | RA | | SC |
| Use ITSM System for Issues and work / project requests | RA | | SC |
| Perform User testing when required | RA | | SCIVO |
| Utilize ESC for Reqmts/Customization Requests | RA | | SCIVO |
| Agency timely mgt of user accounts and workflow access | RA | | SCIVO |
| Engage ESC & GMIS for ERP Related Projects | RA | | SCIVO |
| Sharing 3rd Party Vendor Costs with ESC | RA | | CV |
| Provide/Support Infrastructure for GMIS Application | | | RASI |
| Provide/Support Infrastructure for GMIS Web Services | | | RASI |
| Provide/Support Infrastructure for GMIS Oracle Database | | | RASI |
| Provide/Maintain PeopleSoft Access | | | RASIV |
| Hardware kept current and monitored | | | RASCIV |
| Software infrastructure applications are kept current | | | RASIVS |
| PeopleSoft Update Management (PUM)- yearly | | | RASCIVO |
| SLA for problem resolution 90% | | | RASV |
| Support for Oracle Hyperion Module | | | RASCIVO |
| Support for PS HCM Module | | | RASCIVO |
| Support for PS Financial Modules | | | RASCIVO |

Owner

Harden, Scarlette [Click here to send the Service Owner a Message.](#)

SLO

Request: Request Dependent
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority

High / High

Usage

| 2023 Ledger | Transactions |
|-------------------|--------------|
| General Ledger | 328,287 |
| Accounts Payable | 24,293,557 |
| Project Costing | 20,873,547 |
| Order Mgt/Billing | 1,057,235 |

Users:
 7,891 Financial
 225 Hyperion
 Consistent usage year to year.

Reports

Statewide Monthly IOT Service Performance Reports can be found [here](#).
 “Dashboard” for year-end financial management

Order

Click [here](#) to request this service.

Cancel

Click [here](#) to cancel your existing service.

Collaboration

Name Email-SharePoint G3

Code 1014

Purpose Existing IOT Agency Partners (consolidated agencies) who need a Microsoft Office 365 G3 license for email and/or SharePoint services who do not already leverage a Seat charge. Seat already includes an O365 G3 license. A common use case is a service/automation account that cannot use a shared/resource mailbox or distribution list so is required to be licensed per Microsoft. The only IOT supported method for accessing O365 services (email/SharePoint) is through an IOT approved web browser. For security purposes any off-site access to O365 services will also require Multi-Factor Authentication (MFA).

Included Office 365 services (email, SharePoint, OneDrive for Business, etc.) as well as Self-Service Password Reset (SSPR) and Multi-Factor Authentication (MFA).

Not Included Does not include Office 365 Pro-Plus licensing (Office Desktop Client).

Dependencies Use IOT approved versions of web browsers, billing code, Multi-Factor Authentication and Self-Service Password Reset registration.

Rate \$17.22 Per Month Per Named User

Standard Office 365

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------|-----------------|-------------------|-----|
| Support of Non-State Equipment | RA | | |
| Use of Approved Versions of Web-Browsers | RA | | |
| Provide Billing Code | RA | | |
| Use of Multi-Factor Authentication | RA | | |
| Self-Service Password Reset Registration | RA | | |
| Support and Maintenance of Office 365 Services | | | RA |
| Support and Maintenance of Office 365 Infrastructure | | | RA |
| Technical Support for MS Products and Offerings | | RA | |

Service Owner Littrell, Jason [Click here to send the Service Owner a Message](#)

SLO **Request:** 90% Installed within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Availability: [Microsoft Office 365 SLAs](#)

Incident: [Microsoft Office 365 SLAs](#)

Impact/Priority High / High

Usage 100+ licenses

Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).

Order Click [here](#) to request this service.

Cancel Click [here](#) to cancel your existing service.

Name **Web Collaboration**
Code 1221 (Basic, E, V and Z)
Purpose Web Collaboration Services via WebEx or MS Teams. WebEx and MS Teams enables virtually hosted business meetings via the Internet using a browser or desktop client.

WebEx Basic (1221) supports a maximum of 1,000 participants with 200 using video, while **WebEx Enhanced** (1221E) supports a maximum of 3,000 participants. Enhanced includes a Toll-Free number. This service is priced per user per month. The service includes integrated Audio Bridge Conference service that is activated with the WebEx service. WebEx Enhanced toll-free is priced \$0.10 per user per minute.

MS Video (V) supports SIP video address dialer in Microsoft Teams. It is a WebEx Video Integration with Microsoft Teams that enables calling into Microsoft Teams meetings from Cisco and SIP – capable video devices. This integration enhances the experience on video supported devices when they join Microsoft Teams meetings hosted within your organization.

ZoomGov (1221Z) supports a maximum of 1,000 participants (and 50,000 in Webinar). Includes a Toll-Free number and ZoomRoom. This service is priced per user per month. The service includes integrated Audio Bridge Conference service that is activated with the ZoomGov service.

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

Included Service, Maintenance, License, Contract Negotiation, Competitive Rates, Managed Service

Not Included Desktop or Laptop

Dependencies Hosting Services with Storage Services

Rate

| | |
|----------------------------|-------------------------------|
| 1221B - WebEx Basic | \$11.11 / Month / Account |
| 1221E - WebEx Enhanced | \$45.00 / Month / Account |
| - WebEx Enhanced Toll-Free | \$0.10 / Minute / Participant |
| 1221V - MS Video | \$12.45 / Month / Account |
| 1221Z - ZoomGov | \$19.17 / Month / Account |

Standard WebEx Meeting Center (up to 1000 participants), ZoomGov (up to 1000 participants), or MS Teams (up to 250 participants); contact Service Owner for more options.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------|-----------------|-------------------|--------|
| Computer with Network Access | RAVO | I | CI |
| Contract Negotiations | SCI | RSCV | RASCVO |
| Manage Admin Portal and Sites | I | RSCV | RASCVO |
| Monitor Admin Portal and Sites | I | RSCV | RASCVO |
| Perform System Management/Maintenance | I | RSCV | RACVO |
| Provide Desktop Application | I | RSCV | RASCVO |
| Perform Desktop Application Upgrades | I | RSCV | RASCVO |
| Provide Technical Support | I | RSCV | RASCVO |
| Develop and Provide Application Training | I | RSCV | RASCVO |
| Provide Accurate Monthly Invoice | IV | RSCV | RASCVO |
| Provide Access to Service | I | RSCV | RASCVO |
| Submit Ticket for New Accounts and Disconnects | RAVO | I | SCIV |
| Audit Billing | RAVO | I | SCIV |

| | | |
|------------------------|---------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| Service Owner | Hicks, Mike | Click here to send the Service Owner a Message |
| SLO | Request: | 90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays) |
| | Availability: | 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) |
| | Incident: | 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays) |
| Impact/Priority | High / High | |
| Usage | ~ \$165,000 annually | |
| | 85 users of Standard, 20 users of Enhanced, 317 users of ZoomGov. | |
| Reports | Statewide Monthly IOT Service Performance Reports can be found here . | |
| | Monthly Agency Partner Billing and Usage Reports | |
| Order | Click here to request this service. | |
| Cancel | Click here to cancel your existing service. | |

Communications

This section contains information for the following types of services:

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

Mobile

Name Cellular Phone Service
Code 1117
Purpose Account for Mobile Phone billing
Included Contract negotiation, vendor management, billing management.
Not Included End-user devices
Dependencies N/A
Rate Pass-Through - Variable depending on service purchased.
Standard IOS/Android hardware through Verizon, AT&T, or T-Mobile.
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-----------------------------------------------------------|-----------------|-------------------|-----|
| Enterprise Mobility Management/Mobile Device Mgt (MDM) | SI | C | RA |
| Enterprise Mobility Management/MDM device registration | R | CI | A |
| Enterprise Mobility Management/Mobile App Mgt (MAM) | CI | RC | RA |
| Enterprise Mobility Management/Mobile security assurance | A | C | R |
| Enterprise Mobility Management/Retired devices processing | RA | RI | S |
| Service Management/Order new lines of service | R | A | V |
| Service Management/Billing services | CI | S | RA |
| Service Management/Billing payment remittance | R | A | S |
| Service Management/Service provider management | I | C | RA |
| Service Management/Collective service rates management | CI | R | RA |
| Service Management/Service level agreement management | I | RA | SO |
| Service Management/Cellular network services | I | RA | SO |
| End-User Support/Mobile device usability support | CVO | S | RA |
| End-User Support/Enterprise application support | SC | C | RA |
| End-User Support/Cellular activation support | RO | RA | SV |

Service Owner Evans, Patrick [Click here to send the Service Owner a Message.](#)
SLO **Request:** N/A
Availability: N/A
Incident: N/A
Impact/Priority High / High
Usage 14,118 devices
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Network

Name Remote Access (Citrix)
Code 1020
Purpose Remote connectivity for users who are authorized to use applications on the state private network.
Included Approved Citrix application access. Citrix client support.
Not Included Virtual desktops. PC local application support
Dependencies 1052 (Virtual server hosting), 1177a (SAN), 1187(Data Circuits), 1155 (Network AS)
Rate \$17.83 Per Month Per Named User
Standard Citrix XenApp Server 6.x and 7.x hosting current and approved MS Windows applications.
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|---------------------------------------------------|-----------------|-------------------|-----|
| Computer or Tablet with Network Access | RA | | |
| Current MS Windows OS | RA | | |
| Citrix Client Version Approved & Supported by IOT | RA | | |
| Reliable Network | RA | | |
| Licensing for Published Applications | RA | | |
| Maintain Citrix Environment | | | RA |
| Supportable Connectivity | | | RA |
| Approved/Supportable Applications | | | RA |
| Core Citrix Product Support | | RA | |

Service Owner Vessely, Tom [Click here to send the Service Owner a Message.](#)

SLO
Request:
 New published applications are scoped by complexity, security layers and dependencies.
 Basic Apps: 98% Installed within 5 IOT Business Days (6am-6pm, M-F excl. Holidays)
 User access: 98% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
Incident: 90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority High / High
Usage 7,425 users, 517 applications, 180 servers. No growth
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Data Circuits - Off Network
Code 1112
Purpose Circuits purchased with IOT-owned contracts that are used for connectivity other than to the state backbone. Charges are billed directly to the agency and passed through IOT billing.
Included Agency Partner defined. IOT has various contracts in place to procure services. Services can invoice and pass through IOT billing at no cost.
Not Included Agency Partner defined.
Dependencies Carrier availability.
Rate Pass-Through - Per Month Per Circuit
Standard Agency Partner defined.
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-----------------------------------------------------------------|-----------------|-------------------|------|
| Define Requirements | RA | | I |
| Choose carrier service | RA | CI | I |
| Place service order | RA | CI | I |
| Provide IOT with Service Order | RA | I | I |
| Notify IOT of any changes to service | RA | I | I |
| Audit Pinnacle Invoice for accuracy | RAV | | |
| Disconnect services | RAVS | CI | SI |
| Contract Negotiation | | | |
| Maintains Carrier contracts | | CI | RA |
| Negotiates competitive rates | | CI | RAVS |
| Negotiates Service Levels | | CI | RACS |
| Vendor Management | S | I | RA |
| Ensure carrier is meeting service levels | S | S | RA |
| Ensure carrier Day 2 support | S | S | RA |
| Billing Management | | | |
| Pass contracted rate through Pinnacle | S | | RA |
| Audit carrier invoice for accuracy (Agency Partner provided SO) | S | | RA |
| Stop billing - Disconnected services | S | CI | RAI |
| Meeting Agency Partner Requirements | | | |
| Provide Service Order Quote | I | RA | I |
| Set order completion timelines | I | RA | I |
| Provide NOC and escalation contacts | I | RA | I |

Service Owner Sharp, Charles [Click here to send the Service Owner a Message.](#)
SLO **Request:** Agency Partner defined. Typically 35-45 days for copper-based, 120 days for fiber-based. Varies based on the request.
Availability: Various. Based on carrier chosen and Agency Partner requirements
Incident: Agency Partner defined and managed
Impact/Priority Agency Partner defined.
Usage Agency monthly expenses pass through this product per month. The INDOT Traffic Management network is the primary user of this product.
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Agency Partner defined.
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name TSO/DSO/OCR
Code 1126
Purpose At the Agency Partner’s request, telephone and cabling parts are purchased by IOT and billed back to the agency. Materials are purchased from an approved QPA vendor and the cost passed through at no markup.
Included Provide a quote if requested. Upon agency approval, purchase material from an approved QPA vendor. Deliver/Install materials once they arrive at IOT.
Not Included N/A
Dependencies Dependent on type and quantity of materials, if the materials are in stock, and/or the size of the project.
Rate Pass-Through - Materials are billed back at the QPA vendor’s price, no markup.
Standard NA
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------|-----------------|-------------------|-----|
| Agency Voice Coord. Submits Ticket for Services with | RAV | | SI |
| Site survey if required | SI | | RAS |
| Provide quote if materials are required | CI | | RA |
| Agency approval of work/materials | RA | | I |
| Purchase Material | | CI | RAV |
| Deliver Material to IOT | | RA | CIV |
| Deliver Material to Agency | CV | | RA |
| Install Material | CIVO | | RA |
| Bill agency back for materials | IO | | RAS |

Service Owner Neuenschwander, Dan [Click here to send the Service Owner a Message.](#)

SLO
Request NA
Availability NA
Incident NA

Impact/Priority Low / Low

Lead Time Dependent on type and quantity of materials, if the materials are in stock, and/or the size of the project.

Usage NA

Reports NA

Order Click [here](#) to request this service.

Cancel Click [here](#) to cancel your existing service.

Name WAN Management Service
Code 1141
Purpose Management and infrastructure in support of the Statewide Area Network.
Included There are 4 IOT resources in support of the core network and remote office structured cabling. Monthly audit of carrier invoices and project management of remote office moves, adds and changes.
Not Included Project management of remote office personnel, furniture and leases.
Dependencies Carrier facilities at the Lifeline Data Center
Rate \$105.05 Per Month Per Circuit
Standard Dual NNI per carrier network
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|----------------------------------------------------------|-----------------|-------------------|------|
| Project Management - Remote Office Infrastructure | | | |
| Project Manager | S | | RA |
| Moves, Expansion & Remodels | S | | RA |
| Coordinate all IOT resources | I | | RAV |
| Site survey - Office builds | | | |
| New office, Expansion & Remodel | S | | RA |
| Development of SOW - Infrastructure Cabling | S | | RAVO |
| Competitive Bidding - IOT Cable Vendors | I | CI | RAVO |
| Provide quote for infrastructure build | SIVO | CI | RAVO |
| Approval & PO | SIVO | | RA |
| Inspection of completed infrastructure | I | S | RA |
| Audit of vendor invoice & JCO | SIVO | | RAVO |
| Submit to agency for payment | IVO | | RA |
| WAN Support | | | |
| Network Monitoring | | SCI | RA |
| Oversight of Everstream NOC | | SI | RA |
| Carrier Escalation - Day 2 support | | SI | RA |
| Capacity Planning | | | RA |
| Carrier NNI | | SCI | RA |
| Remote office connectivity | SI | SCI | RA |

Service Owner Sharp, Charles [Click here to send the Service Owner a Message.](#)
SLO N/A
Impact/Priority High / High
Usage 45 Core Backbone circuits
 25 Carrier NNI (Network to Network Interface)
 10 DR Circuits; 7 Backbone Circuits; 3 Internet Egress Circuits
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
 IOT Capacity Planning, Telco Utilization Report

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

Name Network Access Services
Code 1155
Purpose Provides connection to the network via wired, wireless, or remote access using VPN
Included Physical network hardware to which connection to the network backbone may be accomplished. This may include routers, switches, wireless access points, firewalls, and any other hardware required to accomplish the connection. Includes access via wireless access point and remote access via Client VPN.
Not Included Wireless network access is not meant to provide wall-to-wall or blanket coverage for entire sites or facilities, nor is it meant to be used as an alternative to standard wired network connections. Outdoor wireless solutions, site surveys, solution specific hardware and physical cabling infrastructure are also not included.
Dependencies None
Rate \$299.30 Per Month Per Switch/Router/Firewall
Standard Cisco
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------------|-----------------|-------------------|-----|
| Wired Network - Computer w/Physical Network Interface Card | RA | | SC |
| Wireless - Computer with Wireless Network Interface Card | RA | | SC |
| Domain Account for Secure Access | RA | | SC |
| VPN - Computer with Internet Access & Approved VPN Client | RA | | SC |
| Determine Network Requirements | | SC | RA |
| Plan for New or Changing Network Implementations | | SC | RA |
| Network Design | | SC | RA |
| Procurement of all Necessary Components | | SC | RAS |
| Install & Test the Network | | | RAS |
| Monitor the Network | | | RA |
| Manage the Network | | | RA |
| Optimize the Network | | | RA |
| Maintain the Network | | | RA |
| Audit Billing | RA | | SC |

Service Owner Stipe, John [Click here to send the Service Owner a Message](#)
SLO
Request: Varies based on nature of request
Availability: 6am-6pm, M-F excl. Holidays
 99.9% - CAN (Campus Area Network)
 98.9% - WAN (Wide Area Network)
 99.9% - Remote Access (VPN)
Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage Over 4600 routers, switches, firewalls in management – growth rate static
 Over 3000 wireless access points in management – growth rate 25%
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Data Circuits – On Network
Code 1187
Purpose Network connectivity between remote State offices and the Indiana Government Center facility.
Included All carrier facilities from the minimum point of entry through the carrier network to the IOT core network.
Not Included Any construction to extend the service from the minimum point of entry to the agency’s suite.
Dependencies Carrier availability per location.
Rate Pass-Through – Per Month Per Circuit
Standard 20m fiber service for single office, 100m fiber service for shared offices (Bandwidth is based on user count and applications being used).
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|----------------------------------------------------------|-----------------|-------------------|------|
| Remote Office | | | |
| Establish lease agreement | RAVO | CI | I |
| Provide lease term information | RAVO | CI | I |
| Provide onsite contacts for access and day 2 support | RA | I | I |
| Provide address (if new site) | RAV | I | I |
| Identify number of Users in the Office | RAV | | I |
| Identify types of Applications Used | RAV | | I |
| Provide usage projection (if possible) | RAV | | I |
| Approvals | | | |
| Monthly Cost | RAO | | I |
| Construction costs | RAO | SCI | I |
| Demarc extensions | RAO | SCI | I |
| Order Management | | | |
| Place service order based on Agency Partner requirements | S | I | RAVO |
| Provide Agency Partner Cost Quotes | | | |
| Monthly Cost | IV | S | RAVO |
| Construction costs | IV | S | RAVO |
| Demarc extensions | IV | S | RAVO |
| Track Order Through Completion | | | |
| Construction | I | S | RA |
| Installation | I | S | RA |
| IOT Network turn up | I | S | RA |
| Contract Negotiation | | | |
| Maintains Carrier contracts | I | S | RA |
| Negotiates competitive rates | I | S | RA |
| Negotiates Service Levels | I | S | RA |
| Vendor Management | | | |
| Ensure carrier is meeting service levels | I | S | RAV |
| Ensure carrier Day 2 support | I | S | RAV |
| Billing Management | | | |
| Pass contracted rate through Pinnacle | IV | | RAV |
| Audit carrier invoice for accuracy | IV | | RAV |
| Stop billing - Disconnected services | IV | CI | RAV |
| Carrier Operations | | | |
| Provide Service Order Quote | I | RA | SIV |
| Service order tracking through completion | I | RA | SIV |

| | |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Service Owner | Sharp, Charles Click here to send the Service Owner a Message |
| SLO | Request: NA Availability: NA Incident: NA |
| Impact/Priority | High - Impact to the Agency Partner's business if the service is interrupted High - Priority for IOT to restart the service |
| Usage | 817 State office circuits 654 Point to point circuits 163 Encrypted Tunnels 152 State offices have Backup/Redundant solutions State Office Media Types 69.76% Fiber 2.32% Copper 19.95% Coax 1.95% Microwave 5.99% Wireless 95 Public Safety circuits 119 County circuits (ISETS & Stars Partners) 41 No Backbone Connection 1,126 Total Remote Office Solutions |
| Reports | Statewide Monthly IOT Service Performance Reports can be found here . IOT SLA Reports (Orion), Various Carrier reports. |
| Order | Click here to request this service. |
| Cancel | Click here to cancel your existing service. |

Telecommunication

Name Telephone - Centrex
Code 1043
Purpose Centrex service for offices within the Indiana Government Center. This service is being replaced with the SOI VaaS service.
Included Contract Negotiation, Competitive Rates, Ordering Service, Process Returns & Disconnects, Technical Support.
Not Included Phone and cable
Dependencies Centrex phone and service.
Rate Pass Through
 Rate includes Centrex line only.
Standard Centrex IIN
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|---------------------------------------------------------|-----------------|-------------------|--------|
| Desk Phone, headset (if required) and Cable | RAVO | I | SCIV |
| Contract Negotiation | I | RSCV | RASCVO |
| Vender Management | I | | RASCVO |
| Manage Admin Portal | I | RSCV | RASCVO |
| Provide Accurate Monthly Invoice | IV | | RASCVO |
| Provide Access to Service | I | RSCV | RASCVO |
| Submit Tickets for Moves, Adds, Changes and Disconnects | RAVO | I | SCIV |
| Perform System Management/Maintenance | I | RSCV | RACVO |
| Provide Technical Support | I | RSCV | RACVO |
| Pay Shipping Costs for Equipment | RAVO | | SCI |
| Surplus Used Equipment | RAVO | | SCI |
| Audit Billing | RAVO | CI | SCIV |

Service Owner Hicks, Mike [Click here to send the Service Owner a Message](#)
SLO **Request:** 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage ~ \$144,000 annually
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
 Monthly Agency Partner Billing and Usage Reports.
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Telephone – Remote
Code 1044
Purpose This service covers all remote telephony communication lines and circuits for phone system service (e.g., analog phone line, PRI, Nortel PBX, CPI, etc.). This service will be phased out once all telephony services are migrated to service #1186.
Included Contract Negotiation, Competitive Rates, Ordering Service, Process Returns & Disconnects, Technical Support, Project Management
Not Included Phone PBX (or KTS system), PRI or analog phone lines
Dependencies Avaya phone system and phone
Rate Pass-Through / Vendor Contract
Standard Avaya (formerly Nortel) PBX or KTS
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|---------------------------------------------------------|-----------------|-------------------|--------|
| Purchase PBX or KTS Phone System | RAVO | I | RSCI |
| Provide PRI (or phone lines) | RVO | SC | RACV |
| Provide Desk Phone, headset (if required) and Cable | RAVO | I | SCIV |
| Manage Professional Installation Services | I | SC | RACVO |
| Quote T&M Support (plus travel) | ICVO | SCI | RASCV |
| Contract Negotiation | I | RSCV | RASCVO |
| Vender Management | I | S | RASCVO |
| Provide Accurate Monthly Invoice | IV | SCV | RASCVO |
| Provide Technical Support | I | RSCV | RASCVO |
| Submit Tickets for Moves, Adds, Changes and Disconnects | RAVO | I | SCIV |
| Pay Shipping Costs for Equipment | RAVO | | CI |
| Surplus Used Equipment | RAVO | CI | SCI |
| Audit Billing | RASVO | CI | SCIV |

Service Owner Hicks, Mike [Click here to send the Service Owner a Message](#)
SLO **Request:** 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage ~ \$1,700,000 annually
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
 Monthly Agency Partner Billing and Usage Reports.
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

| | |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | TSO/DSO/OCR |
| Code | 1126 |
| Purpose | Telecom and Data Service Orders , and Off-Campus Requests are used for Telephone and Cabling-related equipment and parts that are purchased and passed through by IOT. Click Here for more details. |

| | |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | Cloud Contact Center |
| Code | 1183 (1183, 1183A, 1183M) |
| Purpose | <p>Is your agency looking to take your constituent engagement and customer service to the next level? Our Contact Center offering helps deliver smooth customer experiences and drive employee productivity while modernizing the way you engage with customers. Genesys Cloud powers multi-channel experiences seamlessly through Voice, Email, SMS, Chatbots, Web Messaging and more, using the latest technologies, including AI. It can be used, managed and reported on through a single browser window.</p> <p>This product group provides agencies with the full spectrum of services related to the Genesys Cloud platform, including design, implementation, support, agency integrations, policy and metric standards, best practices, security, roles, vendor and SLA management, billing support, and other key responsibilities that are required to support the State's enterprise Contact Center deployments.</p> |
| Included | <p>This Service offering consists of 3 product codes:</p> <p>1183 – Management Fee. This covers IOT costs which includes the Contact Center team to support, manage, govern, and assist agencies with meeting their Contact Center needs.</p> <p>1183A (Passthrough): Annual Minimum Commit, paid at the beginning of each fiscal year, and represents an agencies' minimum licensing seat commit. (Varies by agency)</p> <p>1183M (Passthrough): Monthly Consumption Charges, including additional users (over the minimum commit), services, and projects.</p> |
| Not Included | IP Phones, Headsets, New Deployments, Project work, etc. are quoted on an as-needed basis. |
| Dependencies | VoIP-Capable Network Infrastructure, Azure AD, Supported Web Browser, Carrier Services, etc. |
| Rate | <p>1183 - \$31.10 Per Month, Per User</p> <p>1183A - (Passthrough) costs per Contract #64560 and subsequent amendments</p> <p>1183M - (Passthrough) costs per Contract #64560 and subsequent amendments.</p> |
| Standard | Genesys Cloud FedRAMP |
| Responsibility | R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off |

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-----------------------------------------|-----------------|-------------------|--------|
| Architecture Management | ACI | C | RCI |
| Application Pilot Testing | RA | | SC |
| Best Practice & Solution Consulting | CI | | RA |
| Billing Management | RCI | | RASCI |
| Contract Negotiation | CI | RCI | RACI |
| Core Functionality/SIT Testing | RCI | | RA |
| Implementation Management | CI | C | RAI |
| IP Voice Infrastructure | I | C | RASCIV |
| License Auditing & Validation | CI | | RASC |
| On-Net Encryption | I | RC | RA |
| Product Training (Initial) | AC | RC | R |
| Product Training (Post Go-Live) | RA | C | C |
| Quoting & Procurement Support | CI | RC | RASCI |
| Regression Testing | RA | | SC |
| Security & Auditing Support | RAC | C | RSCI |
| System & Database Integration | RCI | C | RACI |
| System Management & Monitoring (Kaseya) | | RA | RCI |
| Technical Support (Tier 1-3) | C | | RASCIV |
| Upgrade Management | CI | C | RASCI |
| User Acceptance Testing | RA | | SC |
| User Administration (add/remove/change) | AC | | R |
| Vendor Escalation | C | RC | RA |
| Vendor Project Management | C | RA | RCI |

**Service Owner
SLO**

Kaseman, Nate [Click here to send the Service Owner a Message](#)

Request: 90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)

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

Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority

High / High

Usage

~ \$9,000,000.00 annually

Reports

Statewide Monthly IOT Service Performance Reports can be found [here](#).
Monthly Agency Partner Billing and Usage Reports and various call center reports.

Order

Click [here](#) to request this service.

Cancel

Click [here](#) to cancel your existing service.

Name Sol VaaS - IP Phone
Code 1186
Purpose State of Indiana Voice as a Service provides IP Telephony services. Agency Partner has the option of a softphone or desk phone with the service. Upgrades are available at an additional cost; see Sol VaaS [Catalog](#) for options and rates.
Included Service includes voicemail, caller ID, call forwarding, call transfer and many other enhanced calling features. IP Phone, MSTV (Teams Voice), Jabber, Voicemail, Contract Negotiation, Competitive Rates, Managed Service, Chat Client.
Not Included Support of Microsoft Teams and Cisco Jabber on non-State-owned devices.
Dependencies Must be on SEAT
Rate Pass-Through – Per Vendor Contract
Standard 1186T – MSTV License \$5.78 / Month / Account
Cisco HCS Voice over IP and G711 voice protocol. MSTV (Teams Voice) Voice over IP uses TCP ports 80 and 443 (Call Setup), and to UDP ports 3478 (STUN), 3479 (Audio), 3480 (Video), and 3481 (sharing/VBSS).
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|----------------------------------------------------------------------------------|-----------------|-------------------|--------|
| Provide Cat5 Cabling (or higher) | RAVO | SCI | RSCIV |
| Provide Desktop, Laptop, Headset (if required) | RAVO | I | SCIV |
| Provide PoE Switches Capable of QoS | RAVO | C | RSCV |
| Provide Adequate Bandwidth to Support VoIP | RAVO | I | RSCIV |
| Manage Admin Portal and Systems | I | RSCV | RASCVO |
| Monitor Admin Portal and Systems | I | RSCV | RASCVO |
| Perform System Management/Maintenance | I | RSCV | RASCVO |
| Provide Desktop Application | I | RSCV | RASCVO |
| Perform Desktop Application Upgrades | I | RSCV | RASCVO |
| Develop and Provide Application Training | I | RSCV | RASCVO |
| Provide Tier 1 Technical Support | I | SC | RASCVO |
| Contract Negotiation | I | RSV | RASCVO |
| Vendor Management | I | S | RASCVO |
| Provide Accurate Monthly Invoice | IV | C | RASCVO |
| Provide Tier 2-3 Technical Support | I | RSCV | RAVO |
| Submit Tickets for Moves, Adds, Changes and Disconnects with Deployment Workbook | RAVO | I | SCIV |
| Return Disconnected Equipment to IOT | RAVO | I | SCIV |
| Audit Billing | RAVO | CI | SCIV |

Service Owner Hicks, Mike [Click here to send the Service Owner a Message](#)
SLO **Incident:** 16 IOT Business Hours
Request: 90.0% Installed within 120 IOT Business Hours (6am-6pm, M-F excl. Holidays)
90.0% = 2 – 3 business days for up to 5 units
7 – 10 business days for 6 to 12 units; case-by-case for larger deployments.
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage ~ \$2,900,000 annually
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
IOT SLA Report, Call Detail Reports, Billing Reports
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

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

- Cellular Phone Service (1117)
- Telephone – Centrex (1043)
- Telephone – Remote (1044)
- Sol VaaS (1186)
- WebEx (1221)

Included Managed Services
Not Included NA
Dependencies Agency Partner must have one of the 1043, 1044, 1117, 1221 or 1186 products.
Rate \$4.04 Per Month Per Line
Standard Please see the relevant service (1043, 1044, 1117, 1221 or 1186)
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------|-----------------|-------------------|--------|
| Purchase Telephony Service | RAVO | | SCIV |
| Provide Accurate Monthly Invoice | IV | CI | RASCVO |
| See Services Related to Relevant Service | RAVO | | SCIV |
| Audit Billing | RAVO | CI | SCIV |

Service Owner Hicks, Mike [Click here to send the Service Owner a Message](#)
SLO **Request:** 90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage ~ 39,000 device managed
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
 OT SLA Report, Telco Utilization Report, Call Detail Reports, Billing Reports

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

Name Contracted Long Distance
Code 1201
Purpose Simple pass-through service from vendor.
Included Contract Negotiation, Competitive Rates, Managed Service
Not Included NA
Dependencies [Centrex](#), PBX, KTS or [VoIP](#) phone
Rate Pass-Through @ \$0.0000 - \$0.0200 Per Minute
 Service is invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency.
Standard CBTS and CenturyLink
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|---------------------------------------|-----------------|-------------------|--------|
| Contract Negotiation | I | RSCV | RASCVO |
| Vendor Management | I | S | RASCVO |
| Perform System Management/Maintenance | I | RSCV | RASCVO |
| Provide Desktop Application | I | RSCV | RASCVO |
| Perform Desktop Application Upgrades | I | RSCV | RASCVO |
| Provide Technical Support | I | RSCV | RASCVO |
| Provide Accurate Monthly Invoice | IV | CI | RASCVO |
| Provide Access to Service | I | RSCV | RASCVO |
| Audit Billing | RAVO | CI | SCIV |

Service Owner Hicks, Mike [Click here to send the Service Owner a Message](#)
SLO **Request:** NA
Availability: NA
Incident: NA
Impact/Priority High / High
Usage ~ \$24,000 annually
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
 Monthly Agency Partner Billing and Usage Reports
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name 800# Service Long Distance
Code 1202
Purpose Simple pass-through service from vendor.
Included Contract Negotiation, Competitive Rates, Managed Service
Not Included NA
Dependencies [Centrex](#), PBX, KTS or [VoIP](#) phone
Rate Pass-Through
 Service is invoiced according to the contracted rate (between \$0.0080 - \$0.0200 Per Minute) with each vendor and passed through IOT billing to each agency.
Standard CBTS and CenturyLink
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|---------------------------------------|-----------------|-------------------|--------|
| Contract Negotiation | I | RSCV | RASCVO |
| Vendor Management | I | S | RASCVO |
| Perform System Management/Maintenance | I | RSCV | RASCVO |
| Provide Desktop Application | I | RSCV | RASCVO |
| Perform Desktop Application Upgrades | I | RSCV | RASCVO |
| Provide Technical Support | I | RSCV | RASCVO |
| Provide Accurate Monthly Invoice | IV | CI | RASCVO |
| Provide Access to Service | I | RSCV | RASCVO |
| Audit Billing | RAVO | CI | SCIV |

Service Owner Hicks, Mike [Click here to send the Service Owner a Message](#)
SLO **Request:** NA
Availability: NA
Incident: NA
Impact/Priority High / High
Usage ~ \$588,000 annually
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
 Monthly Agency Partner Billing and Usage Reports
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Misc. Telecom Services
Code 1203 (1203C)
Purpose Simple pass-through service from vendor.
Included Contract Negotiation, Competitive Rates, Managed Service
Not Included NA
Dependencies [Centrex](#), PBX, KTS or [VoIP](#) phone
Rate Pass-Through
 Service is invoiced according to the contracted rate (between - \$0.0080 - \$0.0200 Per Minute) with each vendor and passed through IOT billing to each agency.
Standard CBTS and CenturyLink
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|---------------------------------------|-----------------|-------------------|--------|
| Contract Negotiation | I | RSCV | RASCVO |
| Vendor Management | I | S | RASCVO |
| Perform System Management/Maintenance | I | RSCV | RASCVO |
| Provide Desktop Application | I | RSCV | RASCVO |
| Perform Desktop Application Upgrades | I | RSCV | RASCVO |
| Provide Technical Support | I | RSCV | RASCVO |
| Provide Accurate Monthly Invoice | IV | CI | RASCVO |
| Provide Access to Service | I | RSCV | RASCVO |
| Audit Billing | RAVO | CI | SCIV |

Service Owner Hicks, Mike [Click here to send the Service Owner a Message](#)
SLO **Request:** NA
Availability: NA
Incident: NA
Impact/Priority High / High
Usage ~ \$96,000 annually
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
 Monthly Agency Partner Billing and Usage Reports
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Customer Service

| | |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | HelpDesk |
| Code | 1204 |
| Purpose | To provide a single point of contact for Agency Partners to request, access and receive IT services and support. |
| Included | <p>Provide Tier 2 infrastructure support and primary troubleshooting for all interactions received via telephone calls, live chats and customer submitted tickets. In addition, they will successfully remote into customers machines to troubleshoot issues with infrastructure related applications such as Outlook and MS Teams</p> <p>Reset passwords and unlock accounts for Active Directory, PeopleSoft, Mainframe, Oracle, Site Manager, and other applications as required</p> <p>Reset passwords, provide customers with instructions on obtaining authentication codes for mobile devices such as iPhones and iPads</p> <p>Assist with the configuration of VPN and security authorization requests</p> <p>Create Right Fax accounts</p> <p>Will be required to execute virus and spyware scans as part of their problem determination and resolution roles</p> <p>Provide advanced knowledge of systems as an escalation point level for IT Help Desk Administrator Associate and IT Help Desk Administrator Intermediate positions</p> <p>Walk customers through installing applications and computer peripherals</p> <p>Conduct advanced remote troubleshooting for encryption issues, registry edits and file corruption within the OS</p> <p>Create, modify, and delete contact information on Active Directory accounts using Contact Updater</p> <p>Password support for Mainframe, PeopleSoft, Phones and Active Directory.</p> |
| Not Included | Application project support |
| Dependencies | ASM system administration, Contact Center system administration, Exchange system administration. |
| Rate | This service is included with SEAT (1001) |
| Standard | ASM System, Genesys Contact Center System, MS Exchange |

Responsibility

R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|----------------------------------------------------------------------------------------------------|-----------------|-------------------|-------|
| Provide fully staffed Helpdesk during normal IOT business hours. | | | |
| Answer incoming calls from SOI Agency Partners | | S | RASIV |
| Review and Process Tickets Received From Online Ticket Submittal System | | S | RASIV |
| Review and Process Tickets Received From the Online Ticketing System Portal | | S | RASIV |
| Review and Process Tasks Received From the Online Ticketing System Portal | | S | RASIV |
| Review and Process Requests Received from the CAA Tool | | S | RASIV |
| Provide Customer Service Support | | | |
| Manage ITSM Ticketing System | | S | RAS |
| Provide Password Management for; Mainframe, ISDH, Peoplesoft, DOC Oracle, INDOT and EBT etc. | | S | RAS |
| Utilize MS Teams as a Communications Platform as Well as a Documentation Repository | | S | RASIV |
| Utilize the IOT Support Tool to Check Machine Connectivity and Remote into Agency Partner Machines | | S | RASIV |
| Manage and Process tickets from the HDA Queue | | S | RASIV |
| Utilize PhoneFactor to look up account information and / or issue bypass | | S | RASIV |
| Provide Citrix Support | | S | RASIV |
| Provide Mobile Device Support | | S | RASIV |
| Create RightFax User Accounts | | S | RASIV |
| Maintain IOT Outage Pages and Bumper Messages | | S | RASIV |
| Provide Lan Line Support | | S | RAS |
| Assist Agency Partner with installation of Printers and Drivers | | | RASIV |
| Provide Microsoft Outlook Support | | S | RASIV |
| Provide VPN Support | | S | RASIV |
| Provide Limited Desktop Support | | S | RASIV |
| Escalate Tickets as required | | | RASIV |

| | | | |
|--------------------------------------------------------------------------------|--|---|---------|
| Provide limited (emergency) support outside of regular business hours. | | | |
| Answer incoming calls from SOI Agency Partners | | S | RASIV |
| Review and Process Tickets Received From Online Ticket Submittal System | | S | RASIV |
| Review and Process Tickets Received From the Online Ticketing System Portal | | S | RASIV |
| Review and Process Tasks Received From the Online Ticketing System Portal | | S | RASIV |
| Develop & use Standard Operating Procedures. | | | |
| Maintain documentation templates | | | RASCIVO |
| Maintain documentation Library | | S | RASCIVO |
| Perform periodic review of documentation content | | | RASCIVO |
| Publish documentation for team use | | | RASCIVO |
| Support self-service offerings. | | | |
| Assist Agency Partners with registration for access multifactor authentication | | S | RASIV |
| Assist Agency Partners with registration for access to the password reset tool | | S | RASIV |

Service Owner

Lex, Joe [Click here to send the Service Owner a Message](#)

SLO

Call Abandoned Rate

Maintain less than or equal to 5% of calls abandoned after 120 seconds

Speed to Answer Call

Speed to Answer 90% of calls answered within 120 seconds

1st Level Resolution

NOTE: All above SLOs are in effect from 6am-6pm, M-F excl. State Holidays

Impact/Priority

High / High

Usage

State of Indiana employees, State of Indiana contractors and the constituents of several state agencies.

Reports

Statewide Monthly IOT Service Performance Reports can be found [here](#).

Database

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

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

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

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

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

Name Database Maintenance Services
Code 1049
Purpose Database Consultant for:
 - application trouble shooting
 - restoring databases to Dev or Test locations for troubleshooting activities
 - creation of SSIS or scripts
 - creating or troubleshooting custom agency jobs
Included Database Consultant
Not Included N/A
Dependencies N/A
Rate \$100.00 Per Hour
Standard Database Consultant
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------|-----------------|-------------------|-----|
| Develop Request for Services | RA | | |
| Pay for Database Consultant | | | RA |
| Provide Qualified Consultant | | | RA |

Service Owner Khan, Faisal [Click here to send the Service Owner a Message](#)
SLO
Request: N/A
Availability: 6am-6pm, M-F excl. Holidays, possible after-hours availability
Incident: N/A
Impact/Priority N/A
Usage N/A
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Database Hosting
Code 1114
Purpose Create an empty database (SQL or Oracle).
Included Support employees; hardware; database licensing; operating systems and annual maintenance; data backup and recovery; installation of database software; database performance monitoring and troubleshooting on the database server; and resolution.
Not Included Services do not include application troubleshooting, restoring databases to Dev or Test locations for troubleshooting activities, or creating SSIS or scripts. Additionally, we do not provide services for creating or troubleshooting custom agency jobs.
Dependencies SAN Storage, Disaster Recovery, Hosting Services, Database Consulting.
Rate \$28.22 Per Database Per Month
 Types of databases that will incur these charges include, but are not limited to: Test, Development, QA, Production and Replicated databases.
Standard SQL, Oracle
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------|-----------------|-------------------|-----|
| Computer with Network Access | RA | | |
| Select Dedicated or Shared Database Hosting Services | RA | | |
| Database Management Software | | | RA |
| DBA System Duties and Responsibilities | | | RA |

Service Owner Khan, Faisal [Click here to send the Service Owner a Message](#)
SLO **Request:** 3 Business Days
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% resolved within 12 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority High / High
Usage 4,544 databases → 3,826 SQL and 718 Oracle
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Database Size Overage
Code 1114A
Purpose Cover support services required for large databases. The larger the actual database, the more services are required to support it.
Included Up to 1GB of database storage is included at no additional cost.
Not Included N/A
Dependencies Database Hosting, SAN Storage, Disaster Recovery, Hosting Services.
Rate \$1.15 Per Month Per GB over 1GB
 Fee based upon the size of the database. These are in addition to the Database Hosting fees. This fee will be measured per GB, over 1 GB. Databases of less than 1 GB will not be charged this fee.
Standard N/A
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|----------------------------------|-----------------|-------------------|-----|
| Manage Database to Minimize Cost | RA | | |
| Measure Database Size | | | RA |
| Determine / Report Overage Cost | | | RA |

Service Owner Khan, Faisal [Click here to send the Service Owner a Message](#)
SLO **Request:** N/A
Availability: N/A
Incident: N/A

Impact/Priority N/A

Usage 546,022 GB -> 174,684 SQL and 371,338 Oracle

Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).

Note: This service is not purchased “directly” by the Agency Partner. This service is billed to the agency simply by size. No pre-planned purchases are required.

Name Exadata Hosting
Code 1114B
Purpose Premium Oracle RAC environment
Included System support employees; hardware; database licensing; operating systems and annual maintenance; data backup and recovery; installation of database software; database performance monitoring and troubleshooting on the database server; and resolution.
Not Included N/A
Dependencies Network, Disaster Recovery, Hosting Services
Rate \$974.36 Per Month Per Database
Standard Oracle Premium
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|----------------------------------------|-----------------|-------------------|-----|
| Computer with Network Access | RA | | |
| Database Management Software | RA | | |
| DBA System Duties and Responsibilities | | | RA |

Service Owner Khan, Faisal [Click here to send the Service Owner a Message](#)
SLO **Request:** N/A
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
Incident: 90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority High / High
Usage 20 databases (Oracle)
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Data Exchange Services

Name Mulesoft Services
Code 1226
Purpose To provide agency partners the ability to host and call APIs for the purpose of exchanging data among agency and vendor systems and platforms.
Included Access to Anypoint Platform organization and log information pertaining to MuleSoft APIs deployed on the cluster.
Not Included Development of MuleSoft APIs.
Dependencies Network Services, Storage, and Identity Management
Rate No charge. Enterprise initiative at no cost to agencies.
Standard Mulesoft
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Code | Service Owner | Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|--------------|---------------|---------------------------|-----------------|-------------------|-----|
| 1226 | Jenkins | MuleSoft | O | RO | RAC |

Service Owner Jenkins, Larry [Click here to send the Service Owner a Message](#)
SLO
Request: 90% Installed within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage 650+ named users
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name GoAnywhere Services
Code 1227
Purpose To provide agency partners the ability to transmit files and data that are secured, controlled, and managed. Advanced orchestrations can be custom built to facilitate more advanced file transfers for automated transfer actions.
Included Access to “gasecuremft.in.gov” through HTTP, FTPS, and SFTP/SSH
Not Included Development of new GoAnywhere orchestration services.
Dependencies Network services, storage, SQL database services, and identity management.
Rate Charges associated with GoAnywhere are captured under product codes [1227B](#), [1227C](#), [1227D](#), and [1227E](#). See the following pages for details.
Standard GoAnywhere
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Code | Service Owner | Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|--------------|---------------|-----------------------------------------------|-----------------|-------------------|-----|
| 1227 | Jenkins | GoAnywhere Services | | | RAC |
| 1227B | Jenkins | GoAnywhere Automated File Transfers - Domains | RA | | RO |
| 1227C | Jenkins | GoAnywhere Automated File Transfers - Users | RO | | RA |
| 1227D | Jenkins | GoAnywhere Automated File Transfers - Agents | RA | | RO |
| 1227E | Jenkins | GoAnywhere Automated File Transfers - Support | RO | | RA |

Service Owner Jenkins, Larry [Click here to send the Service Owner a Message](#)
SLO **Request:** Access within 3 business days
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage 6000+ named users
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name GoAnywhere Automated File Transfers - Domain
Code 1227B
Purpose To provide the customer the ability to isolate and manage their own GoAnywhere users, resources, workflows, and logs.
Included Setup and configuration of domain in GoAnywhere. Introduction to admin portal.
Not Included Project creation services from the Data Exchange Team.
Dependencies Customer must have an admin account tied to this user.
Rate \$2,100.00 per domain/year
Standard GoAnywhere
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Code | Service Owner | Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|--------------|---------------|-----------------------------------------------|-----------------|-------------------|-----|
| 1227 | Jenkins | GoAnywhere Services | | | RAC |
| 1227B | Jenkins | GoAnywhere Automated File Transfers - Domains | RA | | RO |
| 1227C | Jenkins | GoAnywhere Automated File Transfers - Users | RO | | RA |
| 1227D | Jenkins | GoAnywhere Automated File Transfers - Agents | RA | | RO |
| 1227E | Jenkins | GoAnywhere Automated File Transfers - Support | RO | | RA |

Service Owner Jenkins, Larry [Click here to send the Service Owner a Message](#)
SLO **Request:** Access within 3 business days
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage 650+ named users
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name GoAnywhere Automated File Transfers - User
Code 1227C
Purpose Grants a user access to GoAnywhere' s Web and SFTP/SSH client interfaces for file transmissions, sharing and forms submissions
Included Access to "gasecuremft.in.gov" through HTTP, FTPS, and SFTP/SSH
Not Included Agent or domain access
Dependencies Users must have a registered account with the State's active directory
Rate \$3.30 per named user/month
Standard GoAnywhere
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Code | Service Owner | Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|--------------|---------------|-----------------------------------------------|-----------------|-------------------|-----|
| 1227 | Jenkins | GoAnywhere Services | | | RAC |
| 1227B | Jenkins | GoAnywhere Automated File Transfers - Domains | RA | | RO |
| 1227C | Jenkins | GoAnywhere Automated File Transfers - Users | RO | | RA |
| 1227D | Jenkins | GoAnywhere Automated File Transfers - Agents | RA | | RO |
| 1227E | Jenkins | GoAnywhere Automated File Transfers - Support | RO | | RA |

Service Owner Jenkins, Larry [Click here to send the Service Owner a Message](#)
SLO **Request:** Access within 3 business days
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage 6000+ named users
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name GoAnywhere Automated File Transfers - Agent
Code 1227D
Purpose Agents are lightweight applications that work to automate file transfers and workflows on systems that reside in the PDZ and outside of the State network. Agents facilitate the automated and secure transmission of files between GoAnywhere MFT and servers within the PZ, as well as external to the State network using existing global firewall rules.
Included Creation and configuration of Agent installation files.
Not Included Agent installation on server
Dependencies Server Administrator will need to install agent.
Rate \$180.00 per agent/year
Standard GoAnywhere
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Code | Service Owner | Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|--------------|---------------|-----------------------------------------------|-----------------|-------------------|-----|
| 1227 | Jenkins | GoAnywhere Services | | | RAC |
| 1227B | Jenkins | GoAnywhere Automated File Transfers - Domains | RA | | RO |
| 1227C | Jenkins | GoAnywhere Automated File Transfers - Users | RO | | RA |
| 1227D | Jenkins | GoAnywhere Automated File Transfers - Agents | RA | | RO |
| 1227E | Jenkins | GoAnywhere Automated File Transfers - Support | RO | | RA |

Service Owner Jenkins, Larry [Click here to send the Service Owner a Message](#)
SLO **Request:** Access within 3 business days
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage 650+ named users
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name GoAnywhere Automated File Transfers - Support
Code 1227E
Purpose To provide support and maintenance for users and jobs for existing automated data transfers.
Included Data Exchange Team member assistance.
Not Included Existing GoAnywhere service subscription (Users, Agents, Domains, Automation)
Dependencies Existing GoAnywhere service subscription (Users, Agents, Domains, Automation)
Rates 1227F: Domain Support \$1,050.00 per domain/year
 1227G: Agent Support \$ 90.00 per agent/year
Standard GoAnywhere
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Code | Service Owner | Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|--------------|---------------|-----------------------------------------------|-----------------|-------------------|-----|
| 1227 | Jenkins | GoAnywhere Services | | | RAC |
| 1227B | Jenkins | GoAnywhere Automated File Transfers - Domains | RA | | RO |
| 1227C | Jenkins | GoAnywhere Automated File Transfers - Users | RO | | RA |
| 1227D | Jenkins | GoAnywhere Automated File Transfers - Agents | RA | | RO |
| 1227E | Jenkins | GoAnywhere Automated File Transfers - Support | RO | | RA |

Service Owner Jenkins, Larry [Click here to send the Service Owner a Message](#)
SLO **Request:** Access within 3 business days
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage 6000+ named users
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Desktop

Name Legacy Application Access (Citrix)

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

See [Citrix](#) for more details.

Name Workstation Software License

Code 1189

Purpose The purpose of this product is to process the purchase of software for the agencies supported by the Indiana Office of Technology

Included Any software that can be purchased through the QPA with our software reseller. Which is currently Dell.

Not Included Any software that can't be purchased from the Dell QPA

Dependencies 1001 Seat Services

Rate Pass-Through

Standard NA

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|--------------------------------------------|-----------------|-------------------|-----|
| Purchase Software from Dell QPA | RA | S | VOC |
| Facilitate Software Purchase from Dell QPA | CIV | S | RAO |
| Track Purchased Licenses | CIV | S | RA |
| Package Software and License Information | CIO | S | RAO |

Service Owner Hogsed, Ben [Click here to send the Service Owner a Message](#)

SLO **Request:** There is no defined SLO for this product, as the software purchase time can vary. This is a two-ticket process. The first ticket generates the quote and is closed when the quote is delivered. The second ticket is generated when the software request form sent with the quote is submitted. The second ticket tracks the purchase and install of the purchased software.

Impact/Priority High / High

Usage NA

Reports Statewide Monthly IOT Service Performance Reports can be found [here](#). Agencies receive [reports](#) on the number of machines they are using and the rate they are being charged on their monthly bill.

Order Click [here](#) to request this service.

Cancel Click [here](#) to cancel your existing service.

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

| Code | Service Name | Unit | FY25 Rate |
|---------|------------------------|----------------------|-----------|
| 1178AA | Adobe Animate | Monthly per User | \$32.00 |
| 1178AAE | Adobe After Effects | Monthly per User | \$32.00 |
| 1178AD | Adobe Dimension | Monthly per User | \$32.00 |
| 1178AF | Adobe Fresco | Monthly per User | \$32.00 |
| 1178AI | Adobe Incopy | Monthly per User | \$32.00 |
| 1178AP | Adobe Prelude | Monthly per User | \$32.00 |
| 1178APR | Adobe Premier Rush | Monthly per User | \$32.00 |
| 1178AU | Adobe Audition | Monthly per User | \$32.00 |
| 1178AXD | Adobe XD | Monthly per User | \$32.00 |
| 1178C | Acrobat CC Enterprise | Monthly per User | \$68.00 |
| 1178D | Acrobat In Design CC | Monthly per User | \$32.00 |
| 1178E | Acrobat Pro | Monthly per computer | \$7.50 |
| 1178F | Adobe Captivate | Named User/Month | \$34.00 |
| 1178G | Adobe Sign | Per Transaction | \$2.99 |
| 1178I | Acrobat Illustrator | Monthly per user | \$32.00 |
| 1178P | Adobe Photoshop | Monthly per user | \$32.00 |
| 1178PP | Adobe Premier Pro | Monthly per user | \$32.00 |
| 1178R | Adobe Robohelp | Monly per License | \$35.00 |
| 1178S | Adobe Stock Per Credit | Per Credit | \$1.09 |

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency | Supplier | IOT |
|---------------------------------------|----------|----------|-----|
| | Partners | Partners | |
| Networked Computer | RA | | |
| Installation | | | RA |
| Patching | | | RA |
| All Products Offered Through the ETLA | | RA | |

Service Owner Hogsed, Ben [Click here to send the Service Owner a Message](#)
SLO **Request:** The purchase of software has no SLA.
Availability: Software dependent.
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority Medium / Medium
Usage Adobe Acrobat Pro 3,363 licenses 395 avg. annual growth, running at 86 agencies.
Reports Agencies can view what software licenses they own through the online software mgt. portal.
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Microsoft Visio
Code 1219
Purpose Microsoft Visio is diagramming and vector graphics application.
Included Monthly subscription for Microsoft Visio Application
Not Included Other Office ProPlus offerings. Agencies would request this separate from standard the Office ProPlus Applications.
Dependencies Office ProPlus
Rate \$12.25 Per Month Per Named User
Standard Microsoft Visio Plan 2 Subscription
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-----------------------------------|-----------------|-------------------|-----|
| Integration | RA | S | S |
| Request Removal | CI | | RA |
| Installation | CI | | RA |
| Technical Support for MS Products | CI | RA | CI |

Service Owner Hogsed, Ben [Click here to send the Service Owner a Message](#)
SLO
Request: Access within 3 business days
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority Low /Low
Usage 117+ named users
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

| | |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | SEAT |
| Code: | 1001 |
| Purpose | All direct labor, contracts, hardware, and other direct costs required by IOT to provide IT Service Delivery for the desktop and associated centralized services. |
| Included | PC Refresh (the replacement of all state PCs on a defined four-year schedule). See following pages for the complete list of included items. |
| Not Included | Standard User License, Monitors and accessories are considered an upgrade and may result in an extra cost to the agency. |
| Dependencies | Standard User License (1001L), Hosted Services, Collaboration Services, Storage Services, Network Services. |
| Rate | \$80.15 Per Month |
| Standard | Desktop – Dell OptiPlex MFF 70XX, Laptop – Dell Latitude 54XX |
| Service Owner | Littrell, Jason Click here to send the Service Owner a Message |
| SLO | Request: 90% Installed within 5 IOT Business Days (6am-6pm, M-F excl. Holidays). (Standard machines only, 5 max. / request) Availability: N/A Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays). |
| Impact/Priority | High / High |
| Usage | 22,000 laptops, 14,000 desktops. ~10,000 Refreshed annually. |
| Reports | Statewide Monthly IOT Service Performance Reports can be found here . Agencies receive reports on the number of machines they are using and the rate they are being charged on their monthly bill. |
| Order | Click here to request this service. |
| Cancel | Click here to cancel your existing service. |

SEAT Services are grouped into seven major categories: customer service, email, file storage, local desktop, network, server and networked printer. Account management is also included in SEAT services. The purpose of account management is to provide account support, which includes account creation, modification, and deletion. This also includes Active Directory NTFS account support (account creation, modification, and deletion).

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

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

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------------------------------------------------|-----------------|-------------------|-----|
| Customer Service | | | |
| Email and Collaboration | | | |
| Administration of Public Distribution Lists | | | |
| Webmail (Outlook Web Access) | I | RAS | CI |
| SharePoint Online site collections creation (1-4 per agency) | IC | S | RA |
| SharePoint Online site collections backups | IC | SR | CA |
| SharePoint Online recovery services | I | CS | RA |
| File Storage | | | |
| Daily backup of all HOME/project data | I | RCS | A |
| Automatic archival of unmodified files 6 months and older | I | SC | RAO |
| Data recovery services | I | SC | RA |
| Desktop | | | |
| Hardware support (break/fix desktops and laptops) | IC | S | RA |
| Hardware maintenance and repair | IC | S | RA |
| Warranty tracking | IC | S | RA |
| Sanitizing data from desktops to be surplusd or released from service. | I | S | RA |
| Operating System (OS) support | IC | S | RA |
| OS installation. | IC | S | RA |
| OS patch management | IC | S | RA |
| Service packs management | IC | S | RA |
| Application software support | AIC | S | R |
| IOT "supported software" installations and updates/patch management | IC | S | RA |
| Provide icons on desktop for Business Application Software | IC | S | RA |
| Anti-virus software provided (FireEye) | IC | S | RA |
| Encryption of local drives on all Desktops and Laptops | IC | S | RA |
| Remote control software provided to assist Customer Support with issues | IC | S | RA |
| PC Refresh approximately every 4+ years | IC | S | RA |
| Remote Server | | | |
| File and Print Servers for Remote location | IC | S | RAO |
| Network | | | |
| Local Area Network | | | |
| Network cable (copper/fiber) diagnose & repair - State Facility | I | S | RA |
| Network cable (copper/fiber) diagnose & repair - Leased Facility | R | A | SC |
| Wired and wireless connectivity to the network (limitations) | I | S | RA |
| Replacement/Repair for failed network hardware and devices | I | S | RA |
| Cable/fiber plant upgrades (at agency's expense) - State Owned Facility | R | S | A |
| Cable/fiber plant upgrades (at agency's expense) - State Owned Facility | R | A | SC |
| New Network Systems | | | |
| Local Area Network Design & Implementation | I | SC | RA |
| LAN Design for new, enhanced or future network needs | I | SC | RA |
| Data network design consulting services | I | SC | RA |
| Configuration and installation of newly defined LAN switching hardware solutions (limitations) | I | | RA |

Responsibility

R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------|-----|
| Network Management | | | |
| Management of existing IP enabled/manageable networking devices | I | S | RA |
| Support for network circuits to off-campus agency offices purchased/leased by the agency via IOT | I | RA | SC |
| Network monitoring and reporting upon request & availability | I | | RA |
| Network Security | | | |
| Secure access to the internal state network | I | S | RA |
| Limited to capabilities of networking hardware devices in use at that location. | I | S | RA |
| Intrusion prevention at the campus core and edge. | I | S | RA |
| Network Administration Services | | | |
| Active Directory (AD) management | I | S | RA |
| Dynamic Host Configuration Protocol (DHCP) management | I | S | RA |
| Windows Internet Naming Service (WINS) management (name resolution) | I | S | RA |
| Printer | | | |
| Printer (Networked only) | IC | S | RA |
| Hardware (break/fix) support | IC | S | RA |
| Consumables (paper, ink cartridges, toner, etc.). | RA | S | IC |
| Network connectivity | I | SC | RA |
| Printer/queue setup and access | IC | S | RA |
| Print server administration, if part of supported domain | IC | S | RA |
| Management software to control printing to maximize cost effectiveness | IC | S | RA |
| Warranty tracking | I | SC | RA |
| Printer mgt., operations, performance monitoring, where technically feasible | IC | S | RA |
| Large scale multifunction office machines (scanners, copiers, fax and printers) are NOT maintained by IOT. IOT will assist with proper network connections | IC | S | RA |
| IOT supports printers within warranty, and outside warranty until they are determined to be no longer serviceable | IC | S | RA |
| Field Operations | | | |
| Develop, document distributed computing operations and workload monitoring requirements and policies, including schedules | CI | | RA |
| Ensure procedures developed meet requirements, adhere to defined policies. | CI | | RA |
| Manage and support test-to-production migration of desktop or remote server activities | CI | S | RA |
| Approve monitoring and problem resolution procedures | CI | | RA |
| Monitor operation of distributed hardware and systems as scheduled | CI | | RA |
| Answer and respond to inquiries and trouble resolution items (trouble tickets) and escalate in accordance with established notification procedures | CI | | RA |
| Provide level 2 and 3 computing technical assistance for the help desk | I | SC | RA |
| Approve software deployment/management procedures | I | SC | RA |
| Manage software deployment, including use of automated tools | CI | S | RA |
| Issue broadcasts to announce availability of upgrades to desktop and remote server software | CI | | RA |
| Develop and implement desktop images/builds to meet State Agency business needs | CI | S | RA |
| Perform all State desktop and remote server software upgrades | CI | S | RA |
| Install new or enhanced hardware components or peripherals to meet State Agency computing and/or processing requirements | CI | S | RA |
| Perform diagnostics as required to identify cause of hardware problems, and report findings | CI | S | RA |
| Provide direct contact with dispatch for management of warranty maintenance and support | CI | S | RA |
| Install manufacturer changes, firmware upgrades, and other manufacturer supplied hardware improvements | CI | S | RA |
| Replace defective parts on non-warranty std. hardware, but not to exceed 80% of replacement value | CI | S | RA |
| Ensure all hardware maintenance activities conform to configuration mgt. and change control processes | CI | S | RA |
| Perform tuning to maintain optimum performance across the distributed computing environment | CI | | RA |
| Provide technical advice and support to Customer Service staff as required | I | SC | RA |
| Evaluate, identify and recommend configuration changes which will enhance distributed computing performance | CI | | RA |
| Adhere to all configuration management requirements | CI | S | RA |
| Perform data migration from existing distributed systems to new systems | I | S | RA |
| Provide technical assistance during all Agency remote and local office moves | R | A | SC |
| Ensure all support activities adhere to defined security IOT requirements | CI | S | RA |

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|---------------------------------------------------------------------------------------|-----------------|-------------------|-------|
| Provide fully staffed Helpdesk during normal IOT business hours. | | | |
| Answer incoming calls from SOI Agency Partners | | S | RASIV |
| Review and Process Tickets Received From Online Ticket Submittal System (HDA Tickets) | | S | RASIV |
| Review and Process Tickets Received From the Online Ticketing System Portal | | S | RASIV |
| Review and Process Tasks Received From the Online Ticketing System Portal | | S | RASIV |
| Review and Process Requests Received from the CAA Tool | | S | RASIV |
| Provide Account Management Support | | | |
| Manage Email Distribution lists | | S | RASIV |
| Manage Resource Access Control Facility (RACF) – Mainframe Security | | S | RASIV |
| Assign Phone Numbers for the Creation of RightFax Accounts | | S | RASIV |
| Manage User Based VPN Requests | | S | RASIV |
| Manage SiteManager Accounts | | S | RASIV |
| Manage Active Directory | | S | RASIV |
| Manage NT File System (NTFS) Rights | | S | RASIV |
| Utilize Exchange Tool Kit to Perform Exchange Maintenance | | S | RASI |
| Manage Office 365 User Maintenance | | S | RASI |
| Manage INDOT Folder Permissions | | S | RASI |
| Manage CAA Processing for Individual Users | | S | RASI |

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

- | | |
|--------------------------------------|-------------------------------------------------|
| Adobe Reader XI and released patches | FireEye |
| Microsoft Edge | Microsoft Office 365 (extra charge – 1001x) |
| Cisco AnyConnect (portable only) | Microsoft SCCM Agent |
| Citrix Online Web Plug-in | Non-descript security software |
| IOT specific Logos and Backgrounds | OEM Specific Applications and Utilities |
| Microsoft Bitlocker Encryption | Tricerat Citrix Printing Client (Screw Drivers) |

| | |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | Standard User License |
| Code | 1001L |
| Purpose | Standard User License for Microsoft Office 365 Services |
| Included | Exchange Online, SharePoint Online, Office 365 office applications, Windows 10 Enterprise license, and EMS 3 license. |
| Not Included | Visio, Project Online |
| Dependencies | Desktop Services |
| Rate | \$29.00 Per Month Per Named User |
| Standard | Office 365 |
| Responsibility | See SEAT |
| Service Owner | Littrell, Jason Click here to send the Service Owner a Message |
| SLO | Request: Access within 3 business days Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays) |
| Impact/Priority | High / High |
| Usage | 35,000 + named users |
| Reports | Statewide Monthly IOT Service Performance Reports can be found here . |
| Order | Click here to request this service. |
| Cancel | Click here to cancel your existing service. |

| | |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | Web Productivity |
| Code | 1001LW |
| Purpose | Web Productivity User License for Microsoft Office 365 Services |
| Included | Exchange Online P1, SharePoint Online Kiosk, Web Based Office 365 office applications, Windows 10 Enterprise license, and Security Features |
| Not Included | Visio, Project Online, On-Premise Office Pro-Plus |
| Dependencies | Desktop Services |
| Rate | \$5.23 Per Month Per Named User |
| Standard | Microsoft Office 365 |
| Responsibility | See SEAT |
| Service Owner | Littrell, Jason Click here to send the Service Owner a Message |
| SLO | Request: Access within 3 business days Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays) |
| Impact/Priority | High / High |
| Usage | New product offering no usage data available. |
| Reports | Statewide Monthly IOT Service Performance Reports can be found here . |
| Order | Click here to request this service. |
| Cancel | Click here to cancel your existing service. |

| | |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | Web Productivity Enhanced SharePoint |
| Code | 1001ES |
| Purpose | Web Productivity User License for Microsoft Office 365 Services with enhanced SharePoint Collaboration and Teams capabilities |
| Included | Exchange Online P1, SharePoint Online, Web Based Office 365 office applications, Windows 10 Enterprise license, and Security Features, Teams |
| Not Included | Visio, Project Online, On-Premise Office Pro-Plus |
| Dependencies | Desktop Services |
| Rate | \$12.68 Per Month Per Named User |
| Standard | Microsoft Office 365 |
| Responsibility | See SEAT |
| Service Owner | Littrell, Jason Click here to send the Service Owner a Message |
| SLO | Request: Access within 3 business days Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays) |
| Impact/Priority | High / High |
| Usage | New product offering no usage data available. |
| Reports | Statewide Monthly IOT Service Performance Reports can be found here . |
| Order | Click here to request this service. |
| Cancel | Click here to cancel your existing service. |

| | |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | Complete Web Productivity |
| Code | 1001KL |
| Purpose | Web Productivity User License for Microsoft Office 365 Services with enhanced SharePoint Collaboration, Teams, and Email capabilities |
| Included | Exchange Online, SharePoint Online, Web Based Office 365 office applications, Windows 10 Enterprise license, Teams, and EMS 3 |
| Not Included | Visio, Project Online, Locally Installed Office Pro-Plus |
| Dependencies | Desktop Services |
| Rate | \$16.40 Per Month Per Named User |
| Standard | Microsoft Office 365 |
| Responsibility | See SEAT |
| Service Owner | Littrell, Jason Click here to send the Service Owner a Message |
| SLO | Request: Access within 3 business days Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays) |
| Impact/Priority | High / High |
| Usage | New product offering no usage data available. |
| Reports | Statewide Monthly IOT Service Performance Reports can be found here . |
| Order | Click here to request this service. |
| Cancel | Click here to cancel your existing service. |

| | |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | Web Productivity Enhanced Email |
| Code | 1001LE |
| Purpose | Web Productivity User License for Microsoft Office 365 Services with enhanced email capabilities |
| Included | Exchange Online P2, SharePoint Online Kiosk, Web Based Office 365 office applications, Windows 10 Enterprise license, and Security Features, Teams |
| Not Included | Visio, Project Online, On-Premise Office Pro-Plus |
| Dependencies | Desktop Services |
| Rate | \$9.33 Per Month Per Named User |
| Standard | Microsoft Office 365 |
| Responsibility | See SEAT |
| Service Owner | Littrell, Jason Click here to send the Service Owner a Message |
| SLO | Request: Access within 3 business days Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays) |
| Impact/Priority | High / High |
| Usage | New product offering no usage data available. |
| Reports | Statewide Monthly IOT Service Performance Reports can be found here . |
| Order | Click here to request this service. |
| Cancel | Click here to cancel your existing service. |

| | |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | Identity Access |
| Code | 1001LI |
| Purpose | Identity access to state network |
| Included | Azure Active Directory P1 |
| Not Included | Visio, Project Online, On-Premise Office Pro-Plus |
| Dependencies | Desktop Services |
| Rate | \$4.48 Per Month Per Named User |
| Standard | Microsoft Office 365 |
| Responsibility | See SEAT |
| Service Owner | Littrell, Jason Click here to send the Service Owner a Message |
| SLO | Request: Access within 3 business days Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays) Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays) |
| Impact/Priority | High / High |
| Usage | New product offering no usage data available. |
| Reports | Statewide Monthly IOT Service Performance Reports can be found here . |
| Order | Click here to request this service. |
| Cancel | Click here to cancel your existing service. |

Hosting

Name **Physical Server Hosting and Management**

Code 1050

Purpose Provide agencies a location for physical server hosting in the State of Indiana datacenters.

Included Hardware, OS and application software setup, installation, and configuration

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

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

Geo-blocking and IP-Intelligence self-service features are available on the proxy for agencies to use. Please contact Operational security team for self-service portal access and training.

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

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

Not Included Hardware not procured from IOT

Dependencies Storage services, Backup

Rate \$550.14 Per Month Per Server

Standard IOT-CS-ARC-001

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|----------------------------------------------------|-----------------|-------------------|------|
| Configuration Guidance | CI | C | RA |
| Coordination of Physical Installation (Rack Space) | I | | RACI |
| Hardware Repair & Part Replacement | I | C | RACI |
| Physical Server Cost Estimates and Quoting | I | C | RA |
| Redundant Network Connectivity (1GB and 10GB) | I | | RACI |
| Redundant Power | I | | RACI |
| Warranty/Non-Warranty Status Tracking (Archer) | CI | C | RACI |

Service Owner Vessely, Tom [Click here to send the Service Owner a Message](#)

SLO

Request: Installed within 5 IOT B-Days once order arrives (6am-6pm, M-F excl. Holidays)

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

Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High

Usage 1,200 Servers in multiple datacenters

Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).

Order Click [here](#) to request this service.

Cancel Click [here](#) to cancel your existing service.

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

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

- Not Included**
1. Windows OVA deployments. Windows prepackaged appliances. Windows VM's created outside of IOT.
 2. Guest Operating Systems support/configuration: OS and applications (other than VMware Tools) within the hosted VM.

Dependencies 1177a (SAN), 1187 (Data Circuits), 1155 (Network AS), 1050 (Physical Server Hosting)

Rate \$72.93 Per /Month

Standard Hypervisor: VMware ESXi
 Host VMs (virtual hardware layer) running IOT approved Microsoft Windows and Linux operating systems within supportable lifecycle.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| | Agency Partners | Supplier Partners | IOT |
|-------------------------------------------------|-----------------|-------------------|-----|
| Service Name / Activities | | | |
| Virtual Server Hosting - Base | | | |
| Computer with Network Access | RA | | |
| Physical Hardware Support | | | RA |
| Virtual Storage Support | | | RA |
| Virtual Networking Component Support | | | RA |
| Hardware / Software Support & Parts Replacement | | RA | C |
| Virtual Hardware & Software Support | | RA | CI |

Service Owner Vessely, Tom [Click here to send the Service Owner a Message](#)
SLO **Request:** 90% Installed within 12 IOT Business Hours (6am-6pm, M-F excl. Holidays)
 For virtual hardware layer, base OS and base applications such as anti-virus and DPA Agent (backup/restores). Final OS configurations and application deployments determine the Agency Partner delivery schedule.

Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
 Example: Guest Windows OS or Linux OS may crash, shutdown, not boot, but the VM can be powered on and available for troubleshooting, re-installation and Guest side resolution at 99.9% uptime/availability.

Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High / High

Usage 3,624 Virtual Servers, 19% increase over previous year.

Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).

Order Click [here](#) to request this service.

Cancel Click [here](#) to cancel your existing service.

Name Virtual Server Hosting (Additional CPU)
Code 1052A
Purpose Custom core count for additional processing as needed.
Included Core count change while powered off.
Not Included Core count change while powered on.
Dependencies 1052 and its dependencies. Guest OS limitations and OS/Application licensing.
Rate \$5.98 Per Month Per Additional CPU
Standard Intel
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-----------------------------------------------|-----------------|-------------------|-----|
| Virtual Server (extra CPU) | | | |
| Computer with Network Access | RA | | |
| Email | RA | | |
| Planning and Scheduling Downtime Window | CI | | RA |
| Validate Core Count Request Limit & Exception | | | RAC |

Service Owner Vessely, Tom [Click here to send the Service Owner a Message](#)
SLO **Request:** 4 hours - with an approved downtime window of 1 hour falling within the 4 hour lead-time/schedule-notification (6am-6pm, M-F excl. Holidays)
Availability: Server = 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
 Example: Guest Windows OS or Linux OS may crash, shutdown, not boot, but the VM can be powered on and available for troubleshooting, re-installation and Guest side resolution at 99.9% uptime/availability.
 Downtime for increasing CPU Core count should be expected and planned for even if a hot-add can accomplish the desired count by multiplying sockets. A 20 core maximum is standard. More will require validated usage and exception.
Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority **Delivery** = Medium / Medium
Uptime = High / High
Usage 9,645 extra CPU beyond the single CPU included in 1052.
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Virtual Server Hosting (Additional RAM)
Code 1052B
Purpose Custom RAM count in units of 1GB for additional memory as needed.
Included Hot add (while powered on) of RAM (Memory) in units of 1GB.
Not Included Support for applications/OS unable to adapt/use additional RAM/Memory. Management of virtual memory/page files impacting physical RAM/Memory access by OS.
Dependencies NA
Rate \$3.21 Per Month Per Additional 1 GB RAM
Standard N/A
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------|-----------------|-------------------|-----|
| Virtual Server (extra GB RAM) | | | |
| Computer with Network Access | RA | | |
| Email | RA | | |
| Validation of Current Utilization & Need | | | RA |
| Validate RAM/Memory Count Request | | | RAC |

Service Owner Vessely, Tom [Click here to send the Service Owner a Message](#)
SLO
Request: 4 hours (6am-6pm, M-F excl. Holidays)
Availability: Server = 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
 Example: Guest Windows OS or Linux OS may crash, shutdown, not boot, but the VM can be powered on and available for troubleshooting, re-installation and Guest side resolution at 99.9% uptime/availability.
 RAM can be added while the VM and Guest Operating System are online, but some applications and operating systems will only tally memory at boot up. A reboot is recommended if expected gains are not realized.
Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority **Delivery** = Medium / Medium
Uptime = High / High
Usage 41,024 GB (41TB)
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Cloud Service Provider (CSP)
Code 1053
Purpose IOT has negotiated and holds the master accounts with our Cloud Service Providers (Microsoft Azure and Amazon Web Services as of writing) and manages the overall account structure. Each Agency provides IOT a billing code, and we create a tenant account under that master account for the agency at the appropriate CSP. As the agency turns up services at the CSP, those service charges are passed through to the agency based on consumption and as billed to IOT.
Included This service is a pass through of actual CSP consumption.
Not Included IOT Cloud Operations Support (1053a).
Dependencies There are no dependencies on this service, however it can be purchased in addition to any other IOT services.
Rate Pass-Through - As billed by the CSP
Standard N/A
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|--------------------------------------------------------|-----------------|-------------------|-----|
| Management of Turn Up & Turn Down Services | RA | | |
| Pay Associated CSP Charges | RA | | |
| Implementing Processes to Track & Use Notifications to | RA | | |
| Overall Relationship with CSP | | | RA |
| Ingesting Usage Data in Billing System | | | RA |
| Financial Transfers | | | RA |

Service Owner Stahl, Ben [Click here to send the Service Owner a Message.](#)
SLO
Request IOT will work with the agency contact to make the Agency Tenant available as soon as is practicable.
Availability N/A
Incident N/A
Impact/Priority NA / NA
Usage As of 1/6/23 we have 29 Agencies using IOT as a Cloud Service Provider.
Reports Monthly Billing Statement. It is possible to activate “notifications” from the CSP based on spend limits to track usage and give the agency the opportunity to make changes to services over the course of the month. (This is what is currently is, so no changes needed).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Cloud Operations

Code 1053A

Purpose The Cloud Operations organization within IOT provides the operational overlay between the agency and the cloud service provider (CSP). This is the same role as IOT plays between our on-premises infrastructure and the Agency Partners.

Included This service includes the Architecture and Policy governance work to align CSP implementation with the State Security and Compliance standards. In addition, IOT provides the operational support for CSP services including a team that is ready to respond to tickets and outages 24*7. This support is requested through the IOT ITSM tools and HelpDesk processes. Finally, this service charge covers the monitoring and management tools necessary to align services consumed from a CSP into the State Standards.

Not Included This does not include the service costs from the CSP for compute, storage, backups, disaster recovery configurations, custom software, and other application specific items.

Dependencies There are no dependencies on this service, however it can be purchased in addition to any other IOT services.

Rate 25% of the cost of the CSP services consumed by the agency.

Standard Cloud Consumption / Availability Standards

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency | Supplier | |
|------------------------------------------------------|----------|----------|-----|
| | Partners | Partners | IOT |
| Manage Hub and Spoke Model | I | SC | RA |
| Manage transport between CSP and On-Premise Networks | I | SC | RA |
| Provide baseline compliance and security monitoring | I | SC | RA |
| Maintain Service Availability and Integrity | I | RA | C |
| Solution Design | RA | S | CI |
| DevOps Pipeline Setup | CI | S | RA |
| Testing and Tuning | RA | S | CI |
| Identity Management | CI | S | RA |
| Control Consumption Burn Rate | RA | S | CI |

Service Owner Stahl, Ben [Click here to send the Service Owner a Message.](#)

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

Availability Per the CSP standards.

Incident Per the CSP standards.

Impact/Priority **Impact** will vary based on service, however IOT can work with the Agency Partner to ensure that the appropriate redundancy & resilience are architected into the solution.
Priority will be determined by the CSP.

Usage IOT provides Cloud Operational support services for all 29 agencies using IOT as a cloud service provider as of 1/6/23.

Reports Monthly billing and usage reports can be scheduled by IOT within the cloud service provider portal.

Order Click [here](#) to request this service.

Cancel Click [here](#) to cancel your existing service.

Name Oracle Application Hosting
Code 1191
Purpose Oracle Applications provides agencies with a shared WebLogic Server environment which offers a highly available and secure platform for deploying enterprise applications including Oracle Forms, Oracle Reports, Oracle Portal, Oracle Internet Directory and custom Java Apps.
Included Infrastructure required to host these services and the Oracle WebLogic Server Suite licensing.
Not Included Agencies are responsible for the database costs affiliated with their application as well as any licensing not covered by the IOT license. Agencies requesting a dedicated environment require the agency to be responsible for the additional licensing and server hosting fees.
Dependencies Storage Services, Server Hosting, Database Services
Rate \$4021.31 Per Month Per Site
Standard Oracle WebLogic
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------|-----------------|-------------------|-----|
| Day-to-Day Application Development | RA | | |
| Application Administration | RA | | |
| Application Deployment | RA | | |
| Application Maintenance | RA | | |
| Application Troubleshooting | RA | | |
| Oracle WebLogic Infrastructure Support & Maintenance | | | RA |
| Technical Support for Oracle Products | | RA | |

Service Owner Khan, Faisal [Click here to send the Service Owner a Message](#)
SLO **Request** Project Based
Availability 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
Incident 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High
Usage 22 sites
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Server Management

Code 1195

Purpose This is a standard fee for server management for any server hosted in the State of Indiana’s Datacenters.

Included Troubleshooting, Support and OS configuration. Recommendations for redesign and configuration of operating systems and system applications. Solutions design for new projects.

Not Included 3rd party application support. While we don’t know your applications as well as you do, we will always be open to help you figure out solutions or collaborate on how to resolve the issue.

Dependencies N/A

Rate \$139.81 Per Month Per Server

Each physical and virtually hosted server in the IOT datacenter that is managed by IOT will be assessed this fee on top of the monthly rate. Salaries of all IOT intermediate and Senior System Administrators that are assigned to the Server Administration team are included here along with VMware admins and datacenter management.

Standard Make OS and Application-Level configuration changes and troubleshoot issues impacting operability. Collaborate with Agency Partner and vendor to analyze and provide solutions.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|---------------------------------------------------|-----------------|-------------------|-------|
| Active Directory & Group Policy Management | CI | | RACI |
| Application Certificate Management | RA | C | RAC |
| Application Deployment | RA | S | RCI |
| Application Troubleshooting | RA | | SC |
| Application Vulnerability Management | RA | C | RSCI |
| Build and Configuration of New Servers | CI | | RACI |
| Certificate Management Services | CI | C | RAI |
| Domain Name Services | CI | C | RA |
| IIS web support | CI | | RA |
| IP Intelligence & Geoblocking | RCI | C | RACI |
| LDAP Services | | | RA |
| Load Balancing Services | CI | | RA |
| Mail Relay/SMTP Services | | | RAC |
| Operating System Vulnerability Management | CI | C | RASCI |
| Patch/Update Management | I | C | RASCI |
| Perf. tuning, monitoring alerts, & reports (SCOM) | | C | RASI |
| Premier Linux support for RedHat Linux servers | | C | RA |
| Proxy Services | CI | | RA |
| Server Configuration Management (SCCM) | I | | RACI |
| Server Privilege Management (EPM) | C | | RA |
| Server/Service Architecture Management | CI | C | RA |
| Server/Service Implementation Management | CI | C | RA |
| Server/Service Troubleshooting & Identification | C | C | RA |
| Small Infrastructure Project Management | AC | | R |
| SQL Reporting Services | | | RAC |
| Third Party Software Patching | RAI | | RSCI |
| Vendor Remote Session Hosting | C | C | RA |
| Windows Application Firewall Services (via F5) | CI | C | RA |

Service Owner Vessely, Tom [Click here to send the Service Owner a Message](#)
SLO **Request:** Not a requested service.
Availability: 6am-6pm, M-F excl. Holidays - 24x7 support for production.
Incident: N/A
Impact/Priority High/High
Usage 5000+ Servers
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).

Note: This service is not purchased “directly” by the Agency Partner.

Name Rack Hosting (Agency Partner Provided Rack)
Code 1200F (Floor Space Only)
Purpose To allow state agencies or other municipalities, when not infringing on IOT's ability to deliver on its' core function, the ability to host their server racks in our data center.
Included The Agency Partner will be provided with a minimum of 2 redundant power feeds that both have UPS and generator backed up included. Cooling. State of the art fire suppression system. A secured facility with 24x7 onsite staff to monitor the environment and video cameras throughout which is monitored and kept for a minimum of 30 days.
Not Included Rack, servers or networking hardware required to populate the rack.
Dependencies Network Services will be generally available to Agency Partners availing themselves of this service. However, it will need to be evaluated on a case-by-case basis. The Agency Partner must understand that IOT will maintain the right to conduct network maintenance which may periodically result in loss of connectivity. These changes will follow the standard change process so notification will be provided well in advance of any planned service.
Rate \$300.00 Per Month Per Rack.
Standard Server Rack not exceeding 42 U in height.
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|---------------------------------------------------------|-----------------|-------------------|-----|
| Support for all Hardware Placed in Rack | RA | | |
| Maintain Staffing and Facilities to Support Environment | | | RA |

Service Owner Adkins, David [Click here to send the Service Owner a Message](#)
SLO **Request:** TBD determined at the time of the request and based on availability.
Availability: 99.9%
Incident: 90% Resolved within 16 Hours.
Impact/Priority High / High
Usage Determined by Agency Partner
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Rack Hosting (Agency Partner Provided Rack)
Code 1200R (IOT Provided Rack and PDU)
Purpose To allow state agencies or other municipalities, when not infringing on IOT's ability to deliver on its' core function, the ability to host their server racks in our data center.
Included The Agency Partner will receive a server rack and 2 (30Amp) PDU's with fully redundant power feeds that both have UPS and generator backed up included. Cooling. State of the art fire suppression system. A secured facility with 24x7 onsite staff to monitor the environment and video cameras throughout which is monitored and kept for a minimum of 30 days.
Not Included Servers or networking hardware required to populate the rack.
Dependencies Network Services will be generally available to Agency Partners availing themselves of this service. However, it will need to be evaluated on a case-by-case basis. The Agency Partner must understand that IOT will maintain the right to conduct network maintenance which may periodically result in loss of connectivity. These changes will follow the standard change process so notification will be provided well in advance of any planned service.
Rate \$350.00 Per Month Per Rack.
Standard Server Rack not exceeding 42 U in height.
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|---------------------------------------------------------|-----------------|-------------------|-----|
| Support for all Hardware Placed in Rack | RA | | |
| Maintain Staffing and Facilities to Support Environment | | | RA |

Service Owner Adkins, David [Click here to send the Service Owner a Message](#)
SLO **Request:** TBD determined at the time of the request and based on availability.
Availability: 99.9%
Incident: 90% Resolved within 16 Hours.
Impact/Priority High / High
Usage Determined by Agency Partner
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

| | |
|------------------------|-----------------------------------------------------------------------------------------------------|
| Name | Server Hardware Extended Maintenance (REMI) |
| Code | 1223 |
| Purpose | Provides repair work to physical servers and equipment after manufacturer warranty expires. |
| Included | All equipment is now automatically enrolled in REMI maintenance when manufacturer expires. |
| Not Included | Agency should contact IOT for Post Warranty Maintenance coverage for Q/A and Development equipment. |
| Dependencies | Physical server or additional components |
| Rate | Varies depending on equipment, schedule, and time. |
| Standard | |
| Responsibility | |
| Service Owner | Adkins, David Click here to send the Service Owner a Message |
| SLO | Request: Not a requested service Availability: N/A Incident: N/A |
| Impact/Priority | N/A |
| Usage | 700+ components |
| Reports | N/A |

Note: This service is not purchased “directly” by the Agency Partner.

IN.Gov

General

The IN.gov program consists of 3 major components: Web Portal Services, Single Sign-on and Authentication (SSO), and Payment Processing. Check out our services and let us know how we can help with your IN.gov needs!

Services provided by the IN.gov Program include:

- Website Design & Development
- Creative & Branding Services
- Payment Processing: Online, Over-the-Counter, and Mobile
- IN.gov Domain Registration
- Single Sign-On and Authentication services (Access Indiana)
- Local Government Website Hosting and DNS services

| | |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Code | 1131 |
| Service Owner | White, Mike Click here to send the Service Owner a Message |
| Dependencies | |
| Usage | 100 state agencies and 80+ local agencies with IN.gov hosted websites. 5000 IN.gov domains in use statewide. 78 State and local agencies processing \$2billion+ annually. SSO via Access Indiana with over 2.5 million users accessing 120+ state applications daily. |
| Website | https://www.in.gov/inwp/ |

| | |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | Access Indiana ID Verification |
| Code | 1225 |
| Purpose | Provide identity verification options for agency applications. |
| Included | LexisNexis Identity verification uses Instant QA to assess a customer’s identity. IOT supplies the interface and transmits the success/failure to the agency. |
| Not Included | Agencies are responsible for authorizing customers that fail the identity verification questions. |
| Dependencies | Client/application integration with Access Indiana |
| Rate | <p>Minimum of \$500/month, costs are shared between agencies and prices vary depending on whether the user is new or already verified within an agency application.</p> <p>Agencies voted on a shared cost model that is based on an approved formula.</p> <p>Maximum cost is \$0.50 per verification, but all agencies combined must meet a minimum of 1,250 verifications per month or there is a flat \$500 charge divided equally among participating agencies.</p> |
| Standard | Access Indiana |
| Responsibility | Customer is responsible for properly integrating their client to receive data from Access Indiana and to manage failed identify verification tests. |
| Service Owner | Lubsen, Graig Click here to send the Service Owner a Message |
| SLO | <p>Request: Response within 3 business days – client setup times vary</p> <p>Availability: 99.9% 24/7</p> <p>Incident: LexisNexis service for Severity Levels 1 & 2 are within two to four hours.</p> |
| Impact/Priority | High / High |
| Usage | <p>Planned for 12,000 users per year, paying for 1,250 verifications per month (\$500/month).</p> <p>100 state agencies and 60+ local agencies with IN.gov hosted websites.</p> <p>5000 IN.gov domains in use statewide.</p> <p>120+ customized applications to each agency's unique needs.</p> <p>78 State and local agencies processing \$2billion+ annually.</p> <p>SSO via Access Indiana with over 1.8 million users accessing 120+ state applications daily.</p> |
| Reports | Statewide Monthly IOT Service Performance Reports can be found here . |
| Order | Click here to request this service. |
| Cancel | Click here to cancel your existing service. |

IT Business Continuity

Disaster Recovery Premium (Formerly **MHA**) and Traditional Planning (**DRP**) are the components of IT Business Continuity Services. Please refer to standards [20.1.1 Business Continuity](#) and [20.1.1 Disaster Recovery](#) for more information.

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

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

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

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

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

What is ISI (Information System Inventory)?

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

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

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

All “state agencies” can update the information in Archer

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

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

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

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

RTO and RPO:

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

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

Business Continuity Recovery Time Objective (Downtime):

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

Business Continuity Recovery Point Objective (Data loss):

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

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

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

Disaster Recovery Time Objective (Downtime):

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

Disaster Recovery Point Objective (Data Loss):

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

Responsibility

R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|---------------------------------------------------------------------------------------------------------------------|-----------------|-------------------|-----|
| 3 Year Budget projection for 1137 | | | RA |
| Seek approval for finalized costs for projected budget for the next fiscal year | | | RA |
| Prepare yearly contract with updated terms and support language | | RA | |
| Review the contract and negotiate any change in reqmts (rack counts, power, costs etc.) | | | RA |
| Finalize the contract | | RA | |
| Approve and Sign the contract | | | RA |
| Submit Procurement Request | | | RA |
| Send the PO information to IU for invoice | | | RA |
| Send Monthly Invoice | | RA | |
| Review and approve the invoice | | | RA |
| Pay the Invoice | | | RA |
| Attend monthly projection meeting to keep the budgets in sync for 1137 | | | RA |
| Develop Roadmap for the calendar year | | | RA |
| Develop Business Plan with Critical Applications & Priorities | RA | | |
| Develop Business Continuity Plan (Alternate Business Plans) for BC RTO | RA | | |
| Complete Archer Profile | RA | | |
| Submit Project Request Through PSC | RA | | |
| Submit Ticket to Disaster Recovery Queue | RA | | |
| Participate in DR Testing | RA | | |
| Collaborate with IOT PSC | | | RA |
| Follow IOT Standard for DR Premium/Traditional Implementation | | RA | IV |
| Collaborate and Partner w/Agency to Initiate Planning Process | | | RA |
| Align Business Continuity/Disaster Recovery to IOT recoverability times with current/future Architecture of systems | | | RA |
| Update Archer with the recommended BC/DR RTO/RPO offered by IOT | RA | | |
| Provide the cost estimates | | | RA |
| Review the cost estimates | RA | | |
| Provide Service Order Form (SOF) | | | RA |
| Open a Ticket to add the servers to IOT DR plan with replication | | | RA |
| Add Servers to IOT DR plan and Replication | | | RA |
| Develop System Architecture Drawing | | | RA |
| Discovery of Inter/Intra agency and IOT Core Infrastructure dependencies | | | RA |
| Approve the scope and exclusions | RA | | |
| Plan DR Testing | | | RA |
| Seek Buyin on schedule | | | RA |
| Approve the schedule | RA | | |
| Develop a DR Testing Plan with all stakeholders | | | RA |
| Develop Application DR Testing Script | RA | | |
| Coordinate with Operational Teams for the DR test | | | RA |
| Schedule a DR Test | | | RA |
| Submit Change Management Request | | | RA |
| Communication Plan for end users | RA | | |
| Execute DR Testing | | | RA |
| Participate in the DR Testing Exercise | RA | | |
| Conduct Lessons Learned | | | RA |
| Provided Updated DR Documentation | | | RA |
| Acknowledges the DR Documentation | RA | | |
| Track Next DR Test Scheduling Options | | | RA |
| Inform if there are any major changes to the system | RA | | |
| Justification why the DR test cannot be repeated every year | RA | | |
| Develop KPI for Management and Executive Reporting | | | RA |
| Conduct Biweekly Status Meeting to keep the Operational Teams in the loop | | | RA |
| Develop and Update COOP and Emergency and Safety Preparedness Plan | | | RA |
| Conduct Biweekly Status Meetings for COOP and Emergency and Safety Preparedness | | | RA |
| Propose Continuity and Safety Improvements | | | RA |
| Communication to the teams about any policy, standards, and any Safety updates | | | RA |
| Maintain the Master Spreadsheet with Essential Staff Information with working schedule | | | RA |
| Develop roadmap for the calendar year | | | RA |
| Training Staff on Safety | | | RA |

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|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | Disaster Recovery Premium - Physical Server |
| Code | 1137MP |
| Purpose | <p>Only new emerging or existing systems that have upgrade plans with a possible parallel environment existence will be explored for possible support. IOT reserves the rights to evaluate the system requirements and its interfaces to inter/intra systems to set expectations before offering this premium service to the agency.</p> <p>Applies to each individual physical server dedicated to the agency, supporting a production application environment/system with physical servers hosted (single physical server up to 4U of space in a rack) in the Primary and Secondary Data Center.</p> <p>The fee is applicable to servers of systems categorized in the IOT IT Business Continuity Plan as Critical - Premium (1.5 hours planned and 3.0 hours unplanned Recover Time Objective-Downtime) for operational and disaster recovery needs with hot or cold servers (VMs) maintained in the Secondary Data Center with possible automatic fail over capabilities to Secondary site (certain restrictions and limitations may apply).</p> <p>This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and also salaries for the Director and the team that oversees the DR Premium planning and testing efforts for those critical systems bought in to this plan.</p> <p>Additional Storage fees may apply for the replicated copy of the database to secondary datacenter SAN.</p> |
| Included | <p>Project Management Services for DR Premium standardization, implementation with Standards, DR testing, and DR documentation.</p> <p>Secondary Data Center Rack Space up to 4U.</p> |
| Not Included | <p>Agency Business Continuity Planning but would collaborate on IT related Services on operational recovery procedures.</p> <p>Cloud or Vendor hosted solutions.</p> |
| Dependencies | Storage Services (1177a) , Physical Server Hosting |
| Rate | \$393.95 Per Month Per Server |
| Standard | 20.1.1 Business Continuity and 20.1.1 Disaster Recovery |
| Service Owner | Larimer, Emily Click here to send the Service Owner a Message |
| SLO | <p>Request:</p> <p>DR Premium planning for critical system with all IOT infrastructure dependencies and also with clustering options to provide redundancies for the application/system environment</p> <p>Availability:</p> <p>1.5 hours Recovery Time Objective (Testing) and 3.0 hours Recovery Time Objective (Testing)</p> <p>Incident:</p> <p>Hardware or software related operational incidents impacting the physical database clusters (SQL Cluster/Oracle Fail Safe) that have DR Premium Service. Excludes monthly Operating System or scheduled database patches.</p> <p>DR incident impacted the Primary Data Center.</p> |
| Impact/Priority | High / High |
| Usage | IOT maintains the list of agency systems with server information that are supported in DR Premium plan. The information is available upon request specific to the agency. |
| Reports | Statewide Monthly IOT Service Performance Reports can be found here . |
| Order | Click here to request this service. |
| Cancel | Click here to cancel your existing service. |

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|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | Disaster Recovery Premium - Virtual Server |
| Code | 1137MV |
| Purpose | <p>Only new emerging or existing systems that have upgrade plans with a possible parallel environment existence will be explored for possible support. IOT reserves the rights to evaluate the system requirements and its interfaces to inter/intra systems to set expectations before offering this premium service to the agency.</p> <p>Applies to each individual virtual (VMware) server dedicated to the agency, supporting a production application environment/system hosted virtually in Primary Data Center and Secondary Data Center.</p> <p>The fee is applicable to servers of systems categorized in the IOT IT Business Continuity Plan as Critical - Premium (1.5 hours planned and 3.0 hours unplanned Recover Time Objective-Downtime) with operational and disaster recovery needs with hot or cold servers maintained in the Secondary Data Center with possible automatic fail over capabilities to Secondary site (certain restrictions and limitations may apply)</p> <p>This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and salaries for the Director and the team that oversees the DR Premium planning and testing efforts for those critical systems bought in to this plan.</p> <p>Virtual Server Hosting (1052), CPU(1052a), Memory (1052b) & storage fees (>100 GB – 1177f) may also apply if the virtual server(s) are added to IOT DR plan and replicated to Secondary Data Center. Please note this would be an addition to the Virtual Server hosting, CPU, Memory, and Storage cost that is already incurred for the production VM hosted in Indianapolis. This additional cost helps IOT to maintain a copy of the production VM for the agency in the dedicated DR VM infrastructure at Bloomington by VMware Hosting and Storage team.</p> |
| Included | Project Management Services for DR Premium standardization, implementation with Standards, DR testing, and DR documentation. |
| Not Included | <p>Agency Business Continuity Planning but would collaborate on IT related Services on operational recovery procedures.</p> <p>Cloud or Vendor hosted solutions.</p> |
| Dependencies | Hosting Services (1052, 1052a, 1052b) , Storage Services (1177f) |
| Rate | \$140.52 Per Month Per Server |
| Standard | 20.1.1 Business Continuity and 20.1.1 Disaster Recovery |
| Service Owner | Larimer, Emily Click here to send the Service Owner a Message |
| SLO | <p>Request:</p> <p>DR Premium planning for critical system with all IOT infrastructure dependencies and also with clustering options to provide redundancies for the application/system environment</p> <p>Availability:</p> <p>1.5 hours Recovery Time Objective and 3.0 hours Recovery Time Objective</p> <p>Incident:</p> <p>Hardware related operational incidents impacting the VM farm (SQL, App, and Web VMs) in the primary data center. Excludes monthly Operating System or scheduled database patches.</p> <p>DR incident impacted the Primary Data Center</p> |
| Impact/Priority | High / High |
| Usage | IOT maintains the list of agency systems with server information that are supported in DR Premium plan. The information is available upon request specific to the agency. |
| Reports | Statewide Monthly IOT Service Performance Reports can be found here . |
| Order | Click here to request this service. |
| Cancel | Click here to cancel your existing service. |

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|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | Disaster Recovery Traditional - Physical Server |
| Code | 1137P |
| Purpose | Applies to each individual physical server dedicated to the agency, supporting a production application environment/system with physical servers hosted (single physical server up to 4U of space in a rack) in the Primary Data Center. The fee is applicable to servers of systems categorized in the IOT DR plan as Critical – Traditional (6 hours Recover Time Objective-Downtime) for disaster recovery needs with warm or cold servers maintained in the Secondary Data Center with manual fail over capabilities to Secondary site upon CIO's disaster declaration upon advice from the Governor. This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and also salaries for the Director and the team that oversees the DR and Business Continuity planning and testing efforts for those critical systems bought in to this plan. Additional Storage fees may apply for the replicated copy of the database to Secondary Data Center SAN. |
| Included | Project Management Services for DR standardization, implementation with Standards, DR testing, and DR documentation. Secondary Data Center Rack Space up to 4U. |
| Not Included | Agency Business Continuity Planning but would collaborate on IT related services on operational recovery procedures. Cloud or Vendor hosted solutions. |
| Dependencies | Storage Services, Physical Server Hosting |
| Rate | \$373.28 Per Month Per Server |
| Standard | 20.1.1 Business Continuity and 20.1.1 Disaster Recovery |
| Service Owner | Larimer, Emily Click here to send the Service Owner a Message |
| SLO | Request: DR planning for critical system with all IOT infrastructure dependencies and with clustering options to provide redundancies for the application/system environment. Availability: 6 hours Recovery Time Objective (post disaster recovery declaration from the IOT Chief Information Officer upon advice from the Governor) Incident: DR incident impacted the Primary Data Center |
| Impact/Priority | High / Medium |
| Usage | IOT maintains the list of agency systems with server information that are supported in DR plan. The information is available upon request specific to the agency. |
| Reports | Statewide Monthly IOT Service Performance Reports can be found here . |
| Order | Click here to request this service. |
| Cancel | Click here to cancel your existing service. |

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|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | Disaster Recovery Traditional - Virtual Server |
| Code | 1137V |
| Purpose | Applies to each individual virtual (VMware) server dedicated to the agency, supporting a production application environment/system hosted virtually in Primary Data Center. |
| | <p>The fee is applicable to virtual servers categorized in the IOT disaster recovery (DR) plan as Critical - Gold (6 hours Recover Time Objective-Downtime) for disaster recovery needs with warm or cold servers maintained in the Secondary Data Center with manual fail over capabilities to Secondary site upon CIO's disaster declaration upon advice from the Governor.</p> <p>This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and also salaries for the Director and the team that oversees the DR and Business Continuity planning and testing efforts for those critical systems bought in to this plan.</p> <p>Basic Virtual Server Hosting (1052) & storage fees (>100 GB – 1177f) may also apply if the virtual server(s) are added to IOT DR plan and replicated to Secondary Data Center. Please note this would be an addition to the Virtual Server hosting cost that is already incurred for the production VM in Indianapolis. This additional cost helps IOT to maintain a copy of the production VM for the agency in the dedicated DR VM infrastructure at Bloomington by VMware Hosting and Storage team.</p> |
| Included | Project Management Services for DR standardization, implementation with Standards, DR testing, and DR documentation. |
| Not Included | Agency Business Continuity Planning but would collaborate on IT related services on operational recovery procedures. Cloud or Vendor hosted solutions. |
| Dependencies | Hosting Services, Storage Services |
| Rate | \$171.40 Per Month Per Server |
| Standard | 20.1.1 Business Continuity and 20.1.1 Disaster Recovery |
| Service Owner | Larimer, Emily Click here to send the Service Owner a Message |
| SLO | <p>Request: DR planning for critical system with all IOT infrastructure dependencies and also with clustering options to provide redundancies for the application/system environment.</p> <p>Availability: 6 hours Recovery Time Objective (post disaster recovery declaration from the IOT Chief Information Officer upon advice from the Governor)</p> <p>Incident: DR incident impacted the Primary Data Center</p> |
| Impact/Priority | High/Medium |
| Usage | IOT maintains the list of agency systems with server information that are supported in DR plan. The information is available upon request specific to the agency. |
| Reports | Statewide Monthly IOT Service Performance Reports can be found here . |
| Order | Click here to request this service. |
| Cancel | Click here to cancel your existing service. |

Name Rack Hosting Service

Code 1137R

Purpose Applies to a dedicated rack supporting any non-standard or vendor supported servers, appliances, storage, or tape library hosted in a Rackspace at the Secondary Data Center (currently the IU Data Center in Bloomington).
This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in the Secondary Data Center.

Note: Space is limited at Secondary Data Center. IOT may not be responsible for operational support for the hardware and software, testing and the recovery of the system hosted in those dedicated racks. The agency is expected to have a contract with the vendor with all the support expectations documented in it.**Included** Rack Space in Secondary Data Center.

Not Included Rack, Power Outlets, CDUs, Support of hardware or application hosted on that rack.

Dependencies None

Rate \$433.44 Per Month Per Rack Space
Contract with the vendor stipulates the one time and monthly costs to host the rack.

Standard NA

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|---------------------------------------------------------|-----------------|-------------------|-----|
| Submit Project Request Through PSC | RA | | |
| Submit Ticket to Disaster Recovery Queue | RA | | |
| Develop Justification for Vendor Dedicated Rack(s) | RA | | |
| Provide Availability Expectations to IOT | RA | | |
| Provide the cost estimates | | | RA |
| Review the cost estimates | RA | | |
| Provide Service Order Form (SOF) | | | RA |
| Provide Vendor Contact List | RA | | |
| Validate Rack Meets Standards & Power Requirements | | | RA |
| Add Vendor to Approved Access List | | | RA |
| Coordinate the rack installation with power and network | | | RA |
| Approve the rack installation with power | | RA | |
| Follow Secondary Data Center Standards | | RA | |
| Install the Equipment | A | R | O |

Service Owner Larimer, Emily [Click here to send the Service Owner a Message](#)

SLO **Request:** Seek approval from agency sponsor and have IOT Computer Operations email IOT operation for accessing the vendor supported racks in Bloomington.

Availability: Varies with IOT and vendor provided timelines

Incident: Hardware or Application Issues need to be directed to vendor provided phone number or email address for support

Impact/Priority Medium/Medium

Usage IOT maintains the list of racks maintained by IOT and the vendor.

Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).

Order Click [here](#) to request this service.

Cancel Click [here](#) to cancel your existing service.

Project Risk Management

Large IT projects are extremely complex, costly, risky, and challenging. In response to these challenges, the IOT Project Risk Management (PRM) team developed and now owns and manages a full lifecycle PRM Framework that is **REQUIRED** for all SOI IT projects with a budget of \$1M or more, the project is deemed “Critical” by the Governor’s Office, the Office of Management and Budget, or IOT Leadership, or the agency that owns the IT project requests risk management services and the IOT PRM team approves. As part of the overall PRM Framework, a member(s) of IOT’s PRM team leverages experience and expertise to deliver project risk management services in the form of Independent Verification & Validation (IV&V) and/or own and manage IV&V vendor contracts and performance to help project teams identify and mitigate risks and to enhance the opportunity for project success.

- Name** PRM IV&V Services (Hourly)
- Code** 1220
- Purpose** Member(s) of the PRM team deliver IV&V services and bill agencies for specific hours worked at a blended rate. **NOTE:** The 1220 product code is no longer available on new projects starting on July 1, 2024, without an approved exception by IOT. The 1220F product code is the standard for billing PRM IV&V services as of July 1, 2024.
- Included** Member(s) of the PRM team deliver IV&V services for the project to help agencies identify and mitigate current and approaching project risks to enhance project success. In doing so, the PRM team will follow the requirements established in the PRM Framework for delivering IV&V services.
- Not Included** Any project specific work beyond the processes and activities described in the PRM Framework and those activities identified and described in product codes 1220F, 1220M, and 1220V.
- Dependencies** Levels and types of services vary by project and are dependent on the overall risk landscape.
- Rate** \$135.00 Per Hour
- Standard** Project Risk Mgt Requirements for Large-Scale and Critical IT Projects (IOT-CS-OPS-014)
- Responsibility** R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------------------|-----------------|-------------------|--------|
| Recommend % capacity for PRM IV&V | CI | | RAC |
| Agree to % capacity | RAO | | O |
| Letter of Engagement | IVO | | RACO |
| Provide billing code for PRM IV&V services | AR | | IV |
| Update billing application with billing codes | | | RASCIV |
| Grant access to project docs for PRM IV&V resource(s) | RA | | IV |
| Invite PRM IV&V resource(s) to appropriate meetings | RA | | IV |
| PRM IV&V resource(s) attends meetings | | | RASC |
| PRM IV&V resource(s) provides monthly IV&V project status report | SCIVO | | RACO |
| Review monthly IV&V status reports | SCI | | RA |
| PRM IV&V resouce(s) conducts management briefing meetings | CIV | | RACO |
| Agency funds overall PRM IV&V Services | AR | | V |

- Service Owner** Baker, Bill [Click here to send the Service Owner a Message.](#)
- SLO** **Request:** Requestor of services will be contacted within 5 IOT business days
- Availability:** These services are available as needed by agencies with large IT projects
- Incident:** N/A
- Impact/Priority** Impact on service interruption is dependent on the type of service requested.
- Usage** Currently providing services for 11 large IT projects in execution phase (\$157M+ combined budget) with 9 additional projects in planning phase.

Reports As part of the service, monthly IV&V project status reports are generated, distributed, and made available on the large project site.

Order Click [here](#) to send a message to the service owner about requesting this service.

Cancel Click [here](#) to send a message to the service owner about canceling your existing service.

Name PRM IV&V Services (Flat Rate)

Code 1220F

Purpose Member(s) of the PRM team deliver IV&V services to bill agencies a flat monthly rate. **NOTE:** The 1220F product code is the standard method of billing for PRM IV&V Services starting on July 1, 2024. The 1220 product code will no longer be used for billing IV&V services starting on July 1, 2024, without an approved exception from IOT.

Included Member(s) of the PRM team deliver IV&V services for the project to help agencies identify and mitigate current and approaching project risks to enhance project success. In doing so, the PRM team will follow the requirements established in the PRM Framework for delivering IV&V services.

Not Included Any project specific work beyond the processes and activities described in the PRM Framework and those activities identified and described in product codes 1220, 1220M, and 1220V.

Dependencies Levels and types of services vary by project and are dependent on the overall risk landscape.

Rate Monthly flat rate throughout the project and varies by project.

Standard Project Risk Mgt Requirements for Large-Scale and Critical IT Projects (IOT-CS-OPS-014)

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------------------|-----------------|-------------------|--------|
| Recommend monthly amount for PRM IV&V | CI | | RAC |
| Agree to monthly amount for PRM IV&V | RAO | | O |
| Letter of Engagement | IVO | | RACO |
| Provide billing code for PRM IV&V services | AR | | IV |
| Update billing application with billing codes | | | RASCIV |
| Grant access to project docs for PRM IV&V resource(s) | RA | | IV |
| Invite PRM IV&V resource(s) to appropriate meetings | RA | | IV |
| PRM IV&V resource(s) attends meetings | | | RASC |
| PRM IV&V resource(s) provides monthly IV&V project status report | SCIVO | | RACO |
| Review monthly IV&V status reports | SCI | | RA |
| PRM IV&V resource(s) conducts management briefing meetings | CIV | | RACO |
| Agency funds overall PRM IV&V Services | AR | | V |

Service Owner Baker, Bill [Click here to send the Service Owner a Message.](#)

SLO **Request:** Requestor of services will be contacted within 5 IOT business days
Availability: These services are available as needed by agencies with large IT projects
Incident: N/A

Impact/Priority Impact on service interruption is dependent on the type of service requested.

Usage Currently providing services for 11 large IT projects in execution phase (\$157M+ combined budget) with 9 additional projects in planning phase.

Reports As part of the service, IV&V project status reports are generated, distributed, and made available on the large project site.

Order Click [here](#) to send a message to the service owner about requesting this service.

Cancel Click [here](#) to send a message to the service owner about canceling your existing service.

Name IV&V Vendor Management
Code 1220M
Purpose Ownership and management of IV&V vendor performance and contract.
Included Services include managing and owning the IV&V vendor contract including any amendments that may be needed, managing the IV&V vendor performance, acting to improve performance if needed, participating in IV&V meetings, reviewing IV&V reports, etc.
Not Included Any project specific work beyond the processes and activities described in the PRM Framework and those activities identified and described in product codes 1220, 1220F, and 1220V.
Dependencies IV&V Vendor Management services are required for all projects that have an IV&V vendor (1220V).
Rate \$1,100 per month for each project that has an IV&V vendor
Standard Project Risk Management Requirements for Large-Scale and Critical IT Projects (IOT-CS-OPS-014)

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------|-----------------|-------------------|------|
| Establish IV&V contract and associated payment setup | SCI | | RAVO |
| Own IV&V Vendor Contract and amendments as needed | SCI | | RAVO |
| IV&V Vendor performance management | CI | | RAV |
| Agency funds IOT for IV&V Vendor Management | AR | | CIVO |

Service Owner Baker, Bill [Click here to send the Service Owner a Message.](#)
SLO **Request:** Requestor of services will be contacted within 5 IOT business days.
Availability: These services are available as needed by agencies with large IT projects
Incident: N/A
Impact/Priority Impact on service interruption is dependent on the type of service requested.
Usage Currently IV&V Vendor Management services are being delivered for 3 large IT projects in execution phase (\$51M+ combined budget).
Reports No reports are in scope for 1220M services.
Order Click [here](#) to send a message to the service owner about requesting this service.
Cancel Click [here](#) to send a message to the service owner about canceling your existing service.

Name **IV&V Vendor Services**

Code 1220V

Purpose IOT pays IV&V vendors directly for the delivery of IV&V Vendor Services and then uses product code 1220V to bill that same amount to agencies.

Included Vendors deliver IV&V services for the project to help agencies identify and mitigate current and approaching project risks to enhance project success. In doing so, IV&V vendors will follow the requirements established in the PRM Framework for delivering IV&V services.

Not Included Any project specific work beyond the processes and activities described in the PRM Framework and those activities identified and described in product codes 1220, 1220F, and 1220M.

Dependencies Levels and types of IV&V Vendor Services vary by project and are dependent on the overall project risk landscape.

Rate Monthly rate is dependent on cost of the IV&V vendor selected during the procurement process.

Standard Project Risk Management Requirements for Large-Scale and Critical IT Projects (IOT-CS-OPS-014)

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-----------------------------------------------------------------------|-----------------|-------------------|-------|
| Create / Finalize IV&V MSP procurement document | RAO | O | RSCVO |
| Advising / Scoring on IV&V MSP procurement | RSCI | A | RSCI |
| Grant access to project docs for IV&V vendor resource(s) and PRM team | RA | I | IV |
| Invite IV&V vendor resource(s) to appropriate meetings | RA | I | IV |
| IV&V vendor resource(s) attends meetings | | RASC | CIV |
| Invite PRM team to appropriate meetings | RA | | IV |
| PRM team attends meetings | | | RASC |
| IV&V vendor resource(s) provides monthly IV&V project status report | SCIVO | RAC | SCIVO |
| Review IV&V status reports | SCI | | RA |
| IV&V vendor resource(s) conducts management briefing meetings | CIV | RAC | SCI |
| PRM team provides high-Level risk consulting throughout the project | CIV | | RASC |
| IOT funds IV&V vendor directly | | | RA |
| Agency funds IOT for IV&V Vendor Services | AR | | CIVO |

Service Owner Baker, Bill [Click here to send the Service Owner a Message.](#)

SLO **Request:** Requestor of services will be contacted within 5 IOT business days.
Availability: These services are available as needed by agencies with large IT projects
Incident: N/A

Impact/Priority Impact on service interruption is dependent on the type of service requested.

Usage Currently IV&V Vendor Services are being delivered for 3 large IT projects in execution phase (\$51M+ combined budget).

Reports As part of the service, monthly IV&V project status reports are generated, distributed, and made available on the large project site.

Order Click [here](#) to send a message to the service owner about requesting this service.

Cancel Click [here](#) to send a message to the service owner about canceling your existing service.

Mainframe

| | |
|-----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | Job Scheduling |
| Code | 1066 |
| Purpose | Scheduling and Monitoring of Batch or Script processing on a variety of operation system platforms: <ul style="list-style-type: none"> ✓ IBM System z Mainframe ✓ MS/Windows ✓ UNIX ✓ Linux ✓ AIX |
| Included | <p>Around the clock service Conducted 24 / 7 / 365</p> <p>Large Scale Scheduling Capability <i>Professionally managed</i> to cover any scheduling requirement.</p> <ul style="list-style-type: none"> ○ Independent, Dependent and Interdependent organization of batch and scripted workloads. ○ Currently scheduling <ul style="list-style-type: none"> ▪ Hundreds of work threads. ▪ Tens of Thousands of jobs and events daily. ▪ Hundreds of Thousands of jobs and events managed overall. <p>Automatic Scheduling</p> <ul style="list-style-type: none"> ○ Automatically start a single job, many jobs, a thread of jobs or many threads of jobs under a variety of interdependent conditions: <ul style="list-style-type: none"> ▪ Time-of-Day – Calendar Driven – Includes holiday and weekend scheduling <ul style="list-style-type: none"> ✓ Start work at a specified time of day or by special date consideration. ▪ Prerequisite Work <ul style="list-style-type: none"> ✓ Start new work when preceding work has completed. ▪ Milestones <ul style="list-style-type: none"> ✓ Start or resume paused work pursuant to consumer direction. ▪ Data and/or Resource Availability <ul style="list-style-type: none"> ✓ Start or resume paused work when prerequisite files or required computer resources are available. <p>On Demand Scheduling Request initiation of a single job or many threads of work.</p> <p>Monitoring and Tracking Ensure scheduled work meets deadlines.</p> <p>Advance Tardy Notification Notification to key consumer individuals when run times for one job or threads of jobs are discovered slipping which could impact deadlines.</p> <p>Scheduling Consultation Conspire with IOT Workload Automation Schedulers to produce comprehensive and concentrated event scheduling plans.</p> <p>Scheduling Validation Coincidental to Scheduling Consultation, ensure that workloads are sequenced to avoid impact with one another</p> <p>Scheduling Management Consumer alerting and coordination of workload scheduling requirements to ensure deadlines are met while managing workloads through stand-alone activities which may impact workload processing. An example of a stand-alone activity is implementation or conduct of operating system maintenance.</p> |

Rate \$0.8776 Per Scheduled Job or Event
Service Owner Vessely, Tom [Click to email the Service Owner a question](#)
Standard Not Applicable
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|----------------------------------------------------------------------------------------------------------|-----------------|-------------------|--------|
| Understanding of and timely delivery of scheduling requirements for jobs, series of jobs | RASCIVO | | RSCIV |
| Translation of scheduling requests into computerized scheduling product(s). | I | RSC | RASCVO |
| Monitoring of workloads including the delivery of alerts where scheduling or throughput anomalies occur. | RIV | RSC | RASCV |
| Scheduling Software Technical Support | | RASCV | RSCIVO |

SLO Requests: **Individual job requests – Same Day**
 Multiple job and small job series scheduling changes – 3 Business Days
 Large Job Series scheduling changes – 5 Business Days
Availability 99.9% Availability 24/7
Incident All circumvented incidents resolved the same day
 IOT Recognizes the schedule impacts during throughput anomalies.

Impact/Priority High/High
Reports Monthly IOT Performance Metrics – Click [here](#)
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Project Success Center

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

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

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

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

Starting July 1, 2021, IOT's Project Success Center (PSC), will not be charging a PM service fee for managing the IOT portion of any agency-initiated project.

The IOT Project Success Center's mission is to Organize, Execute and Deliver a quality product or service for the State of Indiana utilizing industry best practices and a structured framework.

Listed below are the criteria for non-fee and fee-based PSC services.

Agency Initiated Projects — non-fee-based.

- Agency will be responsible for creation of Charters, Statement of Work and Master Schedule for work to be done between agency and vendor(s).
- The IOT PSC project manager will create a Project Charter for the IOT work only. The charter will be reviewed, approved and signed by IOT and Agency Project Sponsors.
- The IOT project manager will work with vendor and/or agency project manager to add IOT tasks to master schedule.
- IOT will work with agency project team to create a RACI (Roles and Responsibilities Matrix).
- IOT project managers will provide a project status report for the IOT work to be completed.

PSC Service — fee-based

- The PSC performs the Business and IT project management services for a project.
- Business Analysis work.
- Process Improvement work.
- Project management training and mentoring.
- Consulting and setup of Project Online.

Name **MS Project Plan 5 (formerly MS Project Online Premium) License/Support**

Code 1199PR

Purpose This provides Agency Partners a Microsoft Project Plan 5 license and IOT Project Online administration support. The license provides portfolio-level cross-project analysis dashboards/reports in addition to project-level dashboards/reports, online project management, project sites, and the Microsoft Project Professional client software. This provides enterprise-level project management, collaboration, and resource management/time recording solution which enables an organization to easily create and manage custom team-focused and project-focused sites based on the environment configured for each agency and managed by IOT.

Included Microsoft Project Web App, Project Professional, Project sites, Project for the Web, and project reports.

Not Included Initial environment setup. Initial setup as well as subsequent enhancement requires Code 1182c (Project Management Specialist). The setup “project” will be scoped, and the cost estimate will be provided to the Agency Partner.

Dependencies Project Management Specialist to set up the Project Online environment.

Rate \$43.00 Per User Per Month
MS Project Plan 5 license + IOT site administration/update fee*.

Standard Microsoft Project Online (Plan 5, Plan 3, Plan 1, or Essentials) and Microsoft Project Professional.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-------------------------------------------------------------------------------------------------------------|-----------------|-------------------|-----|
| A Windows 7 or Windows 10 computer with minimum 2 GB RAM, minimum 3 GB Hard Drive space, and network access | RA | | |
| Request specific licenses | RA | | I |
| Push license to Agency Partner machine | I | | RA |
| Order licenses to true up | | CR | RA |
| Maintain and support Project Online environment and related | | | RA |
| Technical support for Microsoft products | | RA | CI |

Service Owner **Obermaier, Jim** [Click here to send the Service Owner a Message.](#)

SLO **Request:** Licenses require 10 IOT business days to become active.

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

Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority Low/Medium

Usage Currently 108 licenses, growing by 20 per quarter.

Reports Statewide Monthly IOT Service Performance Reports can be found [here](#)

Dependencies [Project Management Specialist](#) to set up the Project Online environment.

Order Click [here](#) to request this service.

Cancel Click [here](#) to cancel your existing service.

Name **MS Project Plan 3 (formerly MS Project Online Professional) License/Support**

Code 1199PP

Purpose This provides Agency Partners a Microsoft Project Online Professional license and IOT Project Online administration support. The license provides project-level dashboard/reports, online project management, project sites, and the Microsoft Project Professional client software. This provides enterprise-level project management, collaboration, and resource management/time recording solution which enables an organization to easily create and manage custom team-focused and project-focused sites based on the environment configured for each agency and managed by IOT.

Included Microsoft Project Web App, Project Professional, Project sites, Project for the Web, and project reports.

Not Included Initial setup as well as subsequent enhancement requires Code 1182c (Project Management Specialist). The setup “project” will be scoped, and the cost estimate will be provided to the Agency Partner.

Dependencies Project Management Specialist to set up the Project Online environment.

Rate \$26.00 Per User Per Month
MS Project Online Professional license + IOT site admin/update fee*.

Standard Microsoft Project Online (Plan 5, Plan 3, Plan 1, or Essentials) and Microsoft Project Professional.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-------------------------------------------------------------------------------------------------------------|-----------------|-------------------|-----|
| A Windows 7 or Windows 10 computer with minimum 2 GB RAM, minimum 3 GB Hard Drive space, and network access | RA | | |
| Request specific licenses | RA | | I |
| Push license to Agency Partner machine | I | | RA |
| Order licenses to true up | | CR | RA |
| Maintain and support Project Online environment and related | | | RA |
| Technical support for Microsoft products | | RA | CI |

Service Owner **Obermaier, Jim** [Click here to send the Service Owner a Message.](#)

SLO **Request:** Licenses require 10 IOT business days to become active

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

Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority Low/Medium

Usage Currently 108 licenses, growing by 20 per quarter.

Reports Statewide Monthly IOT Service Performance Reports can be found [here](#)

Order Click [here](#) to request this service.

Cancel Click [here](#) to cancel your existing service.

Name **MS Project Online Essentials License/Support**

Code 1199PE

Purpose This provides Agency Partners a Microsoft Project Online Essentials license and IOT Project Online administration support. The license provides project-level reports, online task updating/recording and project sites. This provides team resources with enterprise-level project task updates, collaboration, and time recording solution to allow organizations to easily manage custom team-focused and project-focused sites based on the agency-specific environment configuration managed by IOT.

Included Microsoft Project Web App, Project sites, and project reports.

Not Included Initial setup as well as subsequent enhancement requires Code 1182c (Project Management Specialist). The setup “project” will be scoped, and the cost estimate will be provided to the Agency Partner.

Dependencies If needed, Project Management Specialist to set up the Project Online environment.

Rate \$5.53 Per User Per Month
MS Project Online Essentials license + IOT administration/enhancement fee*.

Standard Microsoft Project Online (Plan 5, Plan 3, Plan 1, or Essentials) and Microsoft Project Professional.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-------------------------------------------------------------------------------------------------------------|-----------------|-------------------|-----|
| A Windows 7 or Windows 10 computer with minimum 2 GB RAM, minimum 3 GB Hard Drive space, and network access | RA | | |
| Request specific licenses | RA | | I |
| Push license to Agency Partner machine | I | | RA |
| Order licenses to true up | | CR | RA |
| Maintain and support Project Online environment and related | | | RA |
| Technical support for Microsoft products | | RA | CI |

Service Owner **Obermaier, Jim** [Click here to send the Service Owner a Message.](#)

SLO **Request:** Licenses require 10 IOT business days to become active.

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

Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority Low/Medium

Usage Currently 420 licenses in use.

Reports Statewide Monthly IOT Service Performance Reports can be found [here](#)

Name MS Project Plan 1 License/Support **This Service started in 2022 and will replace 1199PE.**

Code 1199P1

Purpose This provides Agency Partners a Microsoft Project Plan 1 license and IOT Project for the Web administration support. The license provides project-level reports, online task updating/recording and project sites. This provides agency-level project management, updates, and collaboration which enables an organization to easily manage custom team-focused and project-focused sites based on an environment configured for each agency (as needed) and managed by IOT.

Included Microsoft Project Web App, Project/Teams sites, Project for the Web, and project reports.

Not Included Initial setup as well as subsequent enhancement requires Code 1182c (Project Management Specialist). The setup “project” will be scoped, and the cost estimate will be provided to the Agency Partner.

Dependencies If needed, [Project Management Specialist](#) to set up the Project for the Web environment.

Rate \$8.50 Per User Per Month
MS Project Plan 1 license (Project for the Web PM/Project Online resource) + IOT administration/enhancement fee*.

Standard Microsoft Project for the Web or as a part of Microsoft Project Online (Plan 5, Plan 3, Plan 1, or Essentials) and Microsoft Project Professional.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-------------------------------------------------------------------------------------------------------------|-----------------|-------------------|-----|
| A Windows 7 or Windows 10 computer with minimum 2 GB RAM, minimum 3 GB Hard Drive space, and network access | RA | | |
| Request specific licenses | RA | | I |
| Push license to Agency Partner machine | I | | RA |
| Order licenses to true up | | CR | RA |
| Maintain and support Project Online environment and related | | | RA |
| Technical support for Microsoft products | | RA | CI |

Service Owner Obermaier, Jim [Click here to send the Service Owner a Message.](#)

SLO **Request:** Licenses require 10 IOT business days to become active.

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

Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority Low/Medium

Usage Currently 5 licenses in use and 420 licenses to be transferred from 1199PE.

Reports Statewide Monthly IOT Service Performance Reports can be found [here](#)

Order Click [here](#) to request this service.

Cancel Click [here](#) to cancel your existing service.

Security

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

- Included**
- Web Filtering
 - Server Protections
 - Incident/Event Management
 - Vulnerability Scanning
 - Training & Awareness
 - Endpoint Protection
 - Network Protection
 - SIEM
 - Security Operation Center
 - DLP
 - Policy, Governance, Risk and Compliance and GRC Tooling

Not Included Security services related to the network protected zone.

Dependencies NA

Rate \$52.89 Per Month Per Server and SEAT

Standard NA

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------|-----|
| Foster an environment of security policy compliance, encouraging staff to play their role in the securing of citizen data. | RA | | |
| Work with IOT to complete required security initiatives and | RA | | |
| The functionality of the tools, policies and procedures and related protections are applied to all workstations and servers in the executive branch as a standard component of IOT services | | | RA |
| IN-ISAC | | | |
| Provide monthly cybersecurity trainings for all state agencies. | RA | | RA |
| Provide quarterly phishing simulations for all state agencies, more frequently if requested by specific agencies. Provide KPI | RA | | RA |
| Perform outreach efforts to locals as requested. Consulting, | RA | | |
| Provide threat information as appropriate, filtered from data sources, to locals and state agencies | RA | | |
| Create and deliver a unique cybersecurity awareness weekly | RA | | |
| Maintain the cybersecurity training environment in | RA | | RA |
| Establish QPA contracts for locals to buy from leveraging state economies of scale - MediaPro, KnowBe4? | RA | | |

Service Owner Tracy Lynch [Click here to send the Service Owner a Message.](#)
SLO
Request: No request required; services applied automatically to all servers/workstations.
Availability: This rate is comprised of multiple services for which availability may vary.
Incident: This rate is comprised of multiple security services where redundancy levels and overall resiliency will vary per component.

| | |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Impact/Priority | High / High |
| Usage | IOT captures multiple usage statistics for the services incorporated into the 1175 rate. These statistics are available on request. |
| Reports | IOT captures multiple usage statistics for the services incorporated into the 1175 rate. These statistics are available on request. |
| Order | NA |
| Cancel | NA |

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

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

Not Included Baseline Security Services
Dependencies NA
Rate \$207.69 Per Month Per Server and Database comprising systems with confidential data
Standard NA
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|----------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------|-----|
| Ensure systems containing confidential data are appropriately segregated from other systems through use of protected zone. | RA | | |
| Provide appropriate architecture, tools and operational expertise to implement systems into the protected zone. | | | RA |
| Ensure agencies understand the weakening of this architecture and protections in the case of exceptions. | | | RA |

Service Owner Tracy Lynch [Click here to send the Service Owner a Message](#)
SLO **Request:** Will vary dependent on agency resources and system complexity.
Availability: This rate is comprised of multiple services for which availability may vary.
Incident: This rate is comprised of multiple security services where redundancy levels and overall resiliency will vary per component.
Impact/Priority High / High
Usage IOT captures multiple usage statistics for the services incorporated into the 1180 rate. These statistics are available on request.
Reports Available upon request. Several measurements are being tracked or plan to be tracked as the rollout of the security tools continues.
Order NA
Cancel NA

| | |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | Indiana Security as a Service (ISOS) |
| Code | 1212 |
| Purpose | Agencies often have the need for a highly qualified cybersecurity resource that can assist in acting on reports from cybersecurity tools, assessing cybersecurity maturity, and putting processes in place to better secure applications and system. This product is designed to consume an IOT resource to fulfill the needs described. |
| Included | IOT resource assigned to the agency to complete daily cybersecurity tasks and provide guidance on cybersecurity practices. The resource will dedicate as much time as required to achieve defined goals |
| Not Included | Agencies are accountable for security decisions, IOT will serve as an advisor. |
| Dependencies | Minimum 1-year commitment |
| Rate | \$5000 Per Month Per Agency |
| Standard | N/A |
| Cust Responsibility | Customer is responsible for cybersecurity decisions. |
| IOT Responsibility | Provide a satisfactory and competent resource that can execute against the agreed upon roles and responsibilities of the Security Engineer. |
| Ven Responsibility | N/A |
| Service Owner | Tracy Lynch Click here to send the Service Owner a Message |
| SLO | Request: N/a Availability: N/a – 1 day per week/unit Incident: N/a |
| Impact/Priority | N/A |
| Usage | 4-8 named agencies. |
| Reports | N/A |
| Order | Click here to request this service. |
| Cancel | Click here to cancel your existing service. |

Name Compliance Center of Excellence (CoE)
Code 1215
Purpose Agencies that are subject to Federal or state audits associated with the receipt, handing, and management of sensitive information (and systems) and/or those agencies with the business need to perform risk and compliance-associated assessments will need to utilize the IOT Compliance CoE.
Included % allocation to agencies through MOU.
Not Included There will not be management from the CoE to agency resources, only IOT.
Dependencies MOU agreement with 2-year commitment
Rate \$100 Per Hour.
Standard N/A
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------|-----|
| Security decisions and other responsibilities as defined in the MOU. | RA | | |
| Provide satisfactory and competent resources that can execute against the agreed upon roles and responsibilities of the CoE. | | | RA |
| Assist in obtaining information necessary to comply with audits and reduce findings year over year. | | | RA |

Service Owner Davis, Heidi [Click here to send the Service Owner a Message](#)
SLO **Request:** N/A
Availability: N/A
Incident: N/A
Impact/Priority N/A
Usage 4-8 named agencies.
Reports N/A
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Storage

Name Shared SAN Storage
Code 1177A
Purpose 1. Replaces or adds storage beyond the internal disks of a physical server.
 2. Provides recover point features for DR under services **1137p & 1137v**.
 3. Provides stretched storage for Multi-Site-High-Availability under services **1137mp & 1137mv**.
Included All flash SAN storage.
Not Included Replication, File/Data Retention, versioning, snapshots. IOT is not responsible for retention of electronic documents. Raw Device Mapping to VM.
Dependencies There are no service dependencies for the default offering of 1177a, however the features provided to 1137* depends on site-to-site physical connections. Physical server or Hypervisor (VM Host).
Rate \$0.3100 Per Month Per GB.
Standard Provision high performance enterprise-shared-storage at scale and on demand.
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|-----------------------------------------------------------------------------------------------------------|-----------------|-------------------|-----|
| Provide a server with compatible HBA hardware, Software and Operating System in IOT's data centers/sites. | RA | | C |
| Provide service uptime 24/7/365 measured from 6am to 6pm business days. | | | RA |
| Provide Hardware/software support and parts replacement. | | RA | C |

Service Owner Vessely, Tom [Click here to send the Service Owner a Message](#)
SLO **Request:** 90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays) with approved change or downtime window of 1 hour falling within the 4 hour lead-time/schedule-notification
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority High / High
Usage Shared SAN Storage – 106,837 GB (20% growth / year)
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name VM Server Additional Storage
Code 1177F
Purpose Additional virtual server (VM) disk beyond the 100 GB base.
Included All flash SAN storage as with base hosting in 1052.
Not Included Raw Device Mapping to VM
Dependencies There are no service dependencies for the default offering of 1177a, however the features provided to 1137* depends on site-to-site physical connections.
Rate \$0.27 Per Month Per GB over 100 GB
Standard Storage Hot-add in increments of 1GB (while the VM and Guest OS are online). Once added, the server administrator must access the OS and expand the OS disk before recognizing the additional space.
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------------------------|-----------------|-------------------|-----|
| Provide a computer with network access and State of Indiana Email. | RA | | |
| Provide service uptime 24/7/365 measured from 6am to 6pm business days | | | RA |
| Provide Hardware/software support and parts replacement | | RA | C |

Service Owner Vessely, Tom [Click here to send the Service Owner a Message](#)
SLO **Request:** 90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority High/Medium
Usage 401,236GB 20% growth over previous year
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Standard File Storage
Code 1177K
Purpose To accommodate shared and application file storage needs.
Included Data Protection (30-day retention of Snapshot backups; Replication/DR)
Not Included User access, account, and permission management.
Dependencies 1187 (Data Circuits) and 1155 (Network AS)
Rate \$0.15 Per Month Per GB
Standard Provide enterprise shared file.
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------------------------|-----------------|-------------------|-----|
| Provide a computer with network access and State of Indiana Email. | RA | | |
| Provide service uptime 24/7/365 measured from 6am to 6pm business days | | | RA |
| Provide Hardware/software support and parts replacement | | RA | C |

Service Owner Vessely, Tom [Click here to send the Service Owner a Message](#)
SLO **Request:** 90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
 For additional non-standard shares.
 Home folders are accessible to standard user accounts.
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority High / High
Usage 1PB Indy Datacenter and 1PB replication data at the Bloomington Datacenter
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name **Secure File Storage**
Code 1177S
Purpose To accommodate shared and application file storage needs that have PII, FTI, or any other confidential data requirement.
Included Data Protection (30-day retention of Snapshot backups; Replication/DR)
Not Included User access, account, and permission management.
Dependencies 1187 (Data Circuits) and 1155 (Network AS)
Rate \$0.17 Per Month Per GB
Standard Provide enterprise shared file.
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------------------------|-----------------|-------------------|-----|
| Provide a computer with network access and State of Indiana Email. | RA | | |
| Provide service uptime 24/7/365 measured from 6am to 6pm business days | | | RA |
| Provide Hardware/software support and parts replacement | | RA | C |

Service Owner Vessely, Tom [Click here to send the Service Owner a Message](#)
SLO **Request:** 90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
 For additional non-standard shares.
 Home folders are accessible to standard user accounts.
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority High / High
Usage 1PB Indy Datacenter and 1PB replication data at the Bloomington Datacenter
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Archive Cold Storage
Code 1177R
Purpose To accommodate archive / cold storage needs. Can accommodate PII, FTI, or any other confidential data requirements as requested. Meant for archiving purposes only and requires the submission of a ticket to the Enterprise Storage team for data retrieval.
Included Data Protection (30-day Snapshot backups and retention; Replication/DR)
Not Included User access, account, and permission management.
Dependencies 1187 (Data Circuits) and 1155 (Network AS)
Rate \$0.03 Per Month Per GB
Standard Provide enterprise shared file.
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|------------------------------------------------------------------------|-----------------|-------------------|-----|
| Provide a computer with network access and State of Indiana Email. | RA | | |
| Provide service uptime 24/7/365 measured from 6am to 6pm business days | | | RA |
| Provide Hardware/software support and parts replacement | | RA | C |

Service Owner Vessely, Tom [Click here to send the Service Owner a Message](#)
SLO **Request:** 90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
 For additional non-standard shares.
 Home folders are accessible to standard user accounts.
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority High / High
Usage 1PB Indy Datacenter and 1PB replication data at the Bloomington Datacenter
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name Data Protection
Code 1224B
Purpose: To provide business continuity by protecting state data from disaster or accidental deletion. Agency Partner is charged for each gigabyte of data per server that exists on the backup media at the point in time when billing is collected monthly.
Included: 11 backup cycles are kept for a month. Backup cycles are defined as points in time where data can be restored from. The original data and all daily incremental changes during that time period are kept.
Not Included: TBD
Dependencies: Avamar, File Storage (1177K, 1177S, 1177R), VM (1052), Physical Servers (1050)
Rate: \$0.08 Per Month Per GB
Standard: Base = 11 Backup cycles
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name / Activities | Agency Partners | Supplier Partners | IOT |
|---------------------------------|-----------------|-------------------|-----|
| Data Retention Policy | RA | | |
| Backup 11 Cycles of Data | | | RA |
| Technical Support from Dell/EMC | | RA | CI |

Service Owner Vessely, Tom [Click here to send the Service Owner a Message](#)
SLO
Request: 90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority
Usage
Reports Statewide Monthly IOT Service Performance Reports can be found [here](#).
Order Click [here](#) to request this service.
Cancel Click [here](#) to cancel your existing service.

Name OpenText Extended ECM Site
Code 1232
Purpose OpenText Extended ECM provides agencies with a content management solution for storing, indexing, tracking, and protecting digital content. This includes a REST API and advanced features like business process workflows, and records management.
Included The service includes OpenText Extended ECM licensing for up to 25 users (1232A for additional users) as well as environment set up and installation, support, troubleshooting, maintenance, monitoring, and basic training.
Not Included Agencies are responsible for the infrastructure cost (server hosting, database hosting, and storage services) required to host the OpenText Extended ECM application. Agencies are responsible for the design of the application model (security, metadata, rules, categories, etc), application-level administration, and any additional components required for unique agency requirements.
Dependencies Hosting Services, Storage Services, Database Services
Rate \$589.73 Per Month Per Site
Standard OpenText Extended ECM

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name/Activities | Agency Partners | Supplier Partners | IOT |
|-----------------------------------------|-----------------|-------------------|-----|
| Design of Application Model | RA | | |
| Daily Application-Level Administration | RA | | |
| Unique Software Components | RA | | |
| Infrastructure Support | | | RA |
| Infrastructure Maintenance | | | RA |
| Technical Support for OpenText Software | | RA | |

Service Owner Khan, Faisal [Click here to send the Service Owner a Message](#)
SLO **Request:** Project based
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High/High

Name OpenText Extended ECM Additional Users
Code 1232A
Purpose Access to the OpenText Extended ECM application when there are more users the 25 users included in the 1232 Service.
Included Access to the application for user counts above the 25 users included in 1232. All other services included in 1232 are also included in 1232A.
Not Included All services not included in 1232 are also not included in 1232A.
Dependencies OpenText Extended ECM Site
Rate \$23.59 Per Month Per User
Standard N/A
Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name/Activities | Agency Partners | Supplier Partners | IOT |
|-----------------------------------------|-----------------|-------------------|-----|
| Design of Application Model | RA | | |
| Daily Application-Level Administration | RA | | |
| Unique Software Components | RA | | |
| Infrastructure Support | | | RA |
| Infrastructure Maintenance | | | RA |
| Technical Support for OpenText Software | | RA | |

Service Owner Khan, Faisal [Click here to send the Service Owner a Message](#)

SLO **Request:** Project based

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

Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority High/High

Name OpenText Intelligent Capture Usage
Code 1232B
Purpose OpenText Intelligent Capture can be used to scan documents, import content, and auto-classify it with machine learning before committing it to a location to be saved.
Included The service includes OpenText Intelligent Capture licensing as well as environment support, troubleshooting, maintenance, monitoring, and basic training
Not Included OpenText Intelligent Capture does not include any final storage location for the scanned documents. Agencies are responsible for providing a content management system, database, or storage location to commit the scanned documents. Agencies are responsible for the design of the application model (security, fields, workflow, templates, etc), department-level administration, and any additional components required for unique agency requirements.
Dependencies N/A
Rate \$0.0622 Per Page Imported
Standard N/A

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

| Service Name/Activities | Agency Partners | Supplier Partners | IOT |
|-----------------------------------------|-----------------|-------------------|-----|
| Design of Application Model | RA | | |
| Daily Application-Level Administration | RA | | |
| Unique Software Components | RA | | |
| Infrastructure Support | | | RA |
| Infrastructure Maintenance | | | RA |
| Technical Support for OpenText Software | | RA | |

Service Owner Khan, Faisal [Click here to send the Service Owner a Message](#)
SLO **Request:** Project based
Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High/High

Appendix A - File Retention & Recovery

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

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

IOT Email Recovery

Mailboxes hosted in Microsoft 365 (Exchange Online) have a 90-day deleted item retention as Microsoft no longer provides traditional backup methods. Email content is managed by the agency and should follow their respective retention schedules as dictated by IARA.

IOT Home and Shared Files Retention

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

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

IOT Shared Files Retention / Recovery

All IOT-hosted systems are configured to feature regular backup. These backups are to be used to protect from system failures, unintentional deletions, or tampering. These backup procedures are for emergency recovery purposes, however, and do not constitute a long-term record-keeping solution for electronic documents. IOT protects File Shares by keeping 30 days of file changes.

IOT OneDrive Retention

OneDrive hosted in Microsoft 365 has a 90-day deleted item retention. Deleted item retention is for emergency recovery purposes and does not constitute a long-term record-keeping solution for electronic documents. Agencies are responsible for managing their electronic documents. Like all government records, electronic documents are subject to the state's Access to Public Records Act (APRA) requests and litigations. Agencies can be held liable if electronic documents are kept too long, if they are not properly destroyed, or if they are destroyed too soon.

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

Jason Littrell

Appendix B - IOT Data Center

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

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

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

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

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

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

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

Todd Baxter

Appendix C - Minimizing Your IT Bill

Listed below are a few suggestions that may help you reduce your monthly IT bill. You may also review the ha [billing dashboard](#).

1. Run a Report

While on the state network, run a detailed report of your IOT billing using the IOT Billing Dashboard. Audit your charges by starting with the areas where your charges are greatest. If you don't need all the resources, place a ticket to have the service reduced or disconnected. If you need access to the IOT Dashboard, please have your security coordinator submit a ticket.

2. Database

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

3. Desktop

- a. Look at the detailed report and verify the workstation count aligns with the number of employees and contractors in your agency.
- b. There is an associated user with each desktop to help you audit your bill. This is the user we have on record as having logged in last, it may or may not be the primary user. IOT produces monthly reports to ensure of up-to-date accounts.

4. Physical Server Hosting

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

5. Virtual Server Hosting

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

6. Telecom

We recently completed moves for all the campus and many remote office telephones to a new IP based voice system, Sol VaaS (State of Indiana Voice as a Service). During that project we validated billed lines used. We highly recommend you continue auditing your Sol VaaS charges (Product 1186). Additionally, if you have remote office telephones that have not been migrated to Sol VaaS, you should audit other telecom services found in Product 1044. Potential savings could be achieved with increased functionality by replacing older telecom services with Sol VaaS.

7. Cell Phones

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

8. Adobe Software

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

9. File Storage

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

Ron Rogers