



STATE OF  
KANSAS

# IT SERVICE CATALOG

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## About OITS

The Office of Information Technology Services, also known as OITS, is a fee-based organization comprised of seven operational units that deliver 24/7 central information technology services such as statewide network, voice, data centers, computing environments, application hosting, security, and centralized storage to state government. Our customers include all Kansas state agencies, as well as local governmental organizations such as city and county governments, education, health care, and law enforcement agencies throughout the state. OITS is committed to excellence in customer service, providing quality IT services that our customers need and want at the lowest possible cost. Providing the best possible service to our customers enables them to better serve the people of Kansas. OITS operates on a customer service-based level, meaning that we are in contact with customers to learn how to best serve them. Below, you can view the services that OITS offers.

## What We Provide

- 24/7 operations
- Network services – data and voice
- Wide area information network, including Internet access
- Local area network services
- Wireless local area networks
- Local and long distance services
- Data center facilities, geographically dispersed and professionally maintained
- Computing platforms – mainframe and distributed
- Application hosting and security
- Security services – scanning, forensics
- Data storage, backup, and recovery
- Disaster recovery for supported environments
- IT procurement and contract services
- Project management training
- Small agency support services
- Technical support – general and complex enterprise

## Data Center Hosting

Hosting services provide our customers with computer room raised floor space, environmental optimization and monitoring, and redundant power sources to house servers and other IT equipment in a secure location. Hosting services customers receive 99.9% or greater uptime of electrical and cooling/temperature stability in this high availability environment. OITS will assist agencies to install their equipment following established standards and guidelines.

### *Status of OITS-managed Data Centers:*

Hosting services are currently provided at the Landon State Office Building and the Topeka Offsite Data Centers, however OITS anticipates those needs will decline soon after the implementation of the Kansas GovCloud, which will centralize the majority of existing physical and virtual server environments in the data centers. It is known that the Landon Data Center is very close to maximum utilization of its Uninterruptable Power Supply (UPS) system and any new tenants or requests for electrical connections are being carefully scrutinized. The Topeka Offsite Data Center is at maximum capacity. For these reasons OITS cannot accept a significant number of new tenants or equipment into its Landon Data Center, and no additional tenants are being accepted in the Topeka Offsite Data Center at this time.

### What We Provide:

- Physical security provided by card key door lock system
- Unescorted access requires security clearance
- 24/7 Computer Operations Center
- Professionally managed Data Center
- Uninterruptable Power Supply (UPS) system providing a consistent clean source of power to the equipment racks
- Diesel generator backup to utility power
- Electrical costs are absorbed into the rack rate
- Smoke detection and fire suppression systems
- Physical/visual monitoring of facilities
- Precision environmental equipment – temperature and humidity

### Price (Subject to an Administrative Surcharge of 2.50%)

**Data Center billing is determined by OITS' actual cost to lease and operate the space.**

**For FY17, the LSOB and TODC data center rates are being changed from a per square foot billing metric to a per rack metric to reduce billing invoice complexity and ensure that costs are spread equitably to all data center customers. Under the previous per square foot billing metric agencies with racks located in caged areas of the LSOB data center were billed a fixed amount based on the size of the cage regardless of the rack count within the cage, and agencies with racks located in the shared areas of the data center were billed a variable amount based on a square footage amount determined by the number of racks in use. Under the new formula the amount billed is determined by the number of racks in use regardless of the location within the data center. This change may result in overall increased costs for agencies with very densely packed cages, and may decrease costs for agencies in the shared areas of the data center. As there are no caged areas in the TODC data center, the only changes affecting TODC tenants is to a simpler per rack rate, with costs**

increasing slightly to cover the cost of providing the space spread across a decreasing customer base.

The FY17 rates are:

- LSOB published rate is \$418.35 per rack per month
- TODC published rate is \$462.32 per rack per month

**Submit a request:** Requests can be initiated by contacting the Data Center Manager. A request can be made by emailing [Loren.Westerdale@ks.gov](mailto:Loren.Westerdale@ks.gov) or by calling (785) 296-6236.

**For problems or issues:** Call the Network Control Center at (785) 296-1830, and an on-call technician will be contacted to assist you.

## Data Storage

Our storage area network (SAN) provides stable, reliable, and a highly available data storage and retrieval.

## What We Provide

- Fiber channel performance to access data volumes on centralized disk space
- Creation of storage pools for volume management and billing purposes
- Creation of volumes to be presented to Agency servers.
- Monitoring of space usage and equipment
- Optional mirroring of volumes to off-site SAN equipment
- SAN environment (includes hardware, virtual machine(s), server operating system(s), and all associated support and administration)
- Licenses for environment, and license management
- Help Desk support during business hours and on-call support available at all other times, for 24/7 service

## Price (Subject to an Administrative Surcharge of 2.50%)

**FY2017 Monthly Rate: \$0.33/GB**

**Note: Any usage of this service in a month is billed as a whole month.**

**For problems or issues:** Contact the Professional Services Help Desk at (785) 296-4999 or OITS\_PS@ks.gov during business hours (Monday–Friday 8:00 am–5:00 pm). Outside of business hours, call the Network Control Center at (785) 296-2310, and an on-call technician will be contacted to assist you.

## Email List Management

ListManager email list software is used to send email, such as newsletters, etc., to specified groups of people, with online sign-up available as an option. Customers manage their own lists.

### What We Provide

- Create/Delete/Maintain administrator account(s)
- One onsite list administration training session
- Server environment (includes hardware, virtual machine(s), server operating system(s), and all associated support and administration)
- Licenses for ListManager and environment, and license management
- Performance and availability monitoring
- Firewall support
- Security (vulnerability scanning, antivirus protection, etc.)
- Scheduled backups and restores
- Help Desk support during business hours and on-call support available at all other times, for 24/7 service

### Price (Subject to an Administrative Surcharge of 2.50%)

**FY2017 Annual Rate: \$0.13 per subscriber per list**

**Submit a request:** Requests can be initiated by contacting the Professional Services Help Desk staff, who will log the request into the Service Call Database. A request can be made by emailing OITS\_PS@ks.gov or by calling the PS help desk phone number (785) 296-4999. The PS Help Desk responds by sending the requestor the work order number and assigning the work order to the Email team. All requests are prioritized please indicate date needed.

To ensure service is provided when needed, please give Professional Services 48 hours' notice (except for account deactivations, which can be performed immediately if necessary.)

**If a request is needed immediately without the proper advance notice given as indicated above, an escalation rate of \$108.75 per hour will be applied.**

**For problems or issues:** Contact the Professional Services Help Desk at (785) 296-4999 or OITS\_PS@ks.gov during business hours (Monday–Friday 8:00 am–5:00 pm). Outside of business hours, call the Network Control Center at (785) 296-2310, and an on-call technician will be contacted to assist you.

## Enterprise Project Management

The Enterprise Project Management Office (EPMO) staff provides various IT project management services and assistance to state agencies. All of the EPMO staff members have their State of Kansas Project Management Methodology (PMM) certification and have experience in applying this methodology. They provide oversight and project management consultation on major IT projects throughout Kansas government. This extensive consultation and evaluation service includes assisting agencies with project plan development and submission, ad hoc project reporting, project monitoring and tracking, and close-out, in addition to recommending strategies and direction for complex projects. They also maintain a project library for use by the enterprise. Additionally, they compile quarterly IT project status reports from agency submissions for presentation to the Joint Committee on Information Technology (JCIT) and also make the summary report available to the public. The EPMO also provides support to agencies and institutions on implementation and use of the project management methodology practices and project reporting compliance. Project management training is provided by the EPMO to help educate individuals on the State's project management methodology as well as other project management related skills. Lastly, the EPMO provides contract and procurement services through the review and evaluation of Requests for Proposal (RFP).

## What We Provide

- Project management
- Consultation on complex IT project plan development, review, and submission
- Summary of quarterly IT projects reports
- Project monitoring and tracking assistance
- Consultation on IT project close-out
- Support and development for post implementation evaluation
- Ad hoc reports in support of enterprise project management
- Educational curriculum of project management training classes
- Educational curriculum leading to certification in project management methodology

## Price (Subject to an Administrative Surcharge of 2.50%)

### Project Management:

<b>Projects</b>	<b>FY2017</b>
Between \$250,000 & \$1,000,000	0.40% per quarter
Between \$1,000,001 & \$5,000,000	0.30% per quarter
Between \$5,000,001 & \$10,000,000	0.20% per quarter
Greater than \$10,000,000	0.04% per quarter
Infrastructure projects	0.03% per quarter

**Hourly Rate for Project Management: \$72.50**

**For more information contact:** Nathan Ensz, [Nathan.Ensz@ks.gov](mailto:Nathan.Ensz@ks.gov), (785) 296-7266

## KanWIN Wide Area Network

Wide Area Networks (WAN) services provide agencies with remote offices outside of the Capitol Campus fiber network the ability to connect to the KanWIN network. Two networks are currently offered for consideration. 1) Metropolitan Area Network within the Topeka area 2) AT&T's Virtual Private Network (AVPN) for locations outside of Topeka.

### *Major investments:*

- Network core infrastructure common to all KanWIN services
- Network routers needed for primary network connection
- Special routers needed to support specific circuit types that can't be provided on the primary router. (DS3 router rate)
- Equipment maintenance and upgrades for OITS-owned equipment
- Equipment refreshes for OITS owned equipment
- Active Maintenance Contract for all production router equipment provided by OITS.
- Staff costs to provide after-hours support for the circuit and equipment provided by OITS.
- Acquisition and maintenance of tools used to monitor the WAN environment
- Acquisition of troubleshooting tools

## What We Provide

- 24/7 Network Operations Center (for monitoring connectivity to the remote site). Contact 296-2310 to report a problem.
- Monitoring of the connectivity and end-equipment supporting the WAN connected sites
- Engineering, configuration, and installation support
- Consulting regarding planning and implementation
- WAN service support from the KanWIN network core to the router provided at the remote site
- Periodic review of WAN solutions and proposals for change in order to meet customer need as technology advances
- N-1 technology routers are provided to support customer special needs that can't be performed by the primary router. These routers are not eligible for Cisco maintenance and no guarantee of availability is provided. Inventory is limited and customers should consider alternatives.
- 8x5 service restoration for customer-owned Cisco brand equipment performed on a time & materials basis using Network Professional Services rate. Priority will be given to Node Rate customers

### *Cost Saving Tips*

- Circuit selection is a key decision to controlling costs. Security, bandwidth, and availability are important factors to consider.
- Follow cabling standards outlined in OITS Guidelines for Data Cabling to insure a sound cabling infrastructure.
- Research perceived network performance problems internally before reporting them to the OITS-NOC.

### *The customer will need to provide the following:*

- Building network infrastructure (wiring) to the on-site router. It is preferred that the wiring meet OITS standards for quality and reliability. OITS can perform network wiring based on staff availability. For more information, refer to the Network Professional Services description.

- Customer will provide network switches and other network equipment necessary to establish a working network for the facility.
- Customers accept responsibility for service availability when electing to use OITS unsupported routers. Consideration should be taken to eliminate the need for services that can't be provided by the primary router or acquiring supported devices.
- Upgrades to the operating system(s) of customer-owned on-premises equipment
- Periodic equipment refreshes as needed to maintain the facility network.
- Monitoring of the network facility as needed.
- Spare equipment as deemed necessary.
- Customer will ensure adequate space to accommodate OITS router and circuit including electrical and cooling needs.
- Configuration and support of customer-owned equipment.
- Customer will cover costs for vendor-provided circuits used to extend the KanWIN network to the facility.

**Price (Subject to an Administrative Surcharge of 2.50%)**

<b><i>Service Option</i></b>	<b><i>Monthly Rate</i></b>
1 to 6 users	\$355.77
7 to 23 users	\$806.45
24 or more users	\$1200.11
2 <sup>nd</sup> router	\$0
DS3 router	\$521.52

Time spent to diagnose and/or resolve reported service degradations that were caused by failed or misconfigured customer-owned equipment and/or failed or misconfigured customer-owned software will be billed to the agency at the normal hourly rate for Network Professional Services.

For more information contact: [dabt\\_tss\\_email@ks.gov](mailto:dabt_tss_email@ks.gov)

## KanWIN Wireless Local Area Networks

Wireless Local Area Networks (WLAN) services provide agencies and their guests wireless connectivity to both agency resources and the Internet. This is done via a shared, centrally managed WLAN infrastructure.

### *Major investments:*

- KanWIN Network Infrastructure
- Network switches with Power over Ethernet (PoE) support
- WLAN access controllers
- Infrastructure maintenance and Upgrades
- Staff training on WLAN support
- Centralized authentication infrastructure (RADIUS)
- Acquisition and maintenance to monitor the WLAN environment
- Acquisition of tools to optimize access point placement
- Acquisition of troubleshooting tools

## What We Provide

- 24/7 Network Operations Center. Contact 296-2310 to report a problem.
- High-speed WLAN connectivity (802.11AC, Wave 1)
- Secure WLAN access (KS\_GOV)
- Un-secured WLAN access to the Internet (KS\_OPEN)
- Network connectivity
- Support for connectivity from the WLAN environment to an agencies authentication (AD) environment
- Redundant WLAN controllers for high availability
- Controller support and equipment refreshes
- Engineering and installation of associated wireless hardware
- Wireless site survey and consulting regarding WLAN planning and implementation

### *Cost Saving Tip*

Submit a Work Order to have a site survey of your facility prepared to determine the optimum number of access points as well as appropriate placement of these devices.

### *The customer will need to provide the following:*

- **Agencies subscribing to this service will need to purchase the appropriate AP and AC license through OITS (estimated one-time cost: \$1,000).**
- Support for end-node devices is the responsibility of the sponsoring agency (both agency and personally owned devices).
- In non Node-Rate sites the agency must connect the access point to a managed switch capable of supporting VLANs.
- In non Node-Rate sites the agency must connect the access point to a network switch which supports PoE+ or purchase an approved power-injector through OITS.

Price (Subject to an Administrative Surcharge of 2.50%)

**FY2017 Monthly Rate: \$62.83**

**For more information contact:** [dabt\\_tss\\_email@ks.gov](mailto:dabt_tss_email@ks.gov)

## Information Security Services

The security services below are provided by the Kansas Information Security Office (KISO)

*Major investments:* staff, networking devices, servers, software

### What We Provide

- Information Security Officer Services (ISO). ISO services provides Security Policy Development and Maintenance, Information Security Risk Assessment, Compliance Management, Disaster Recovery and Business Continuity Planning, Cyber Incident Management and Response, Configuration Management, Cyber Security Awareness Training, and Continuous Monitoring. The cost for these services are SLA based and negotiated based on the size and complexity of the organization.
- Managed Security Services (MSS). These services are technical in nature and normally accompany ISO services, however these are also offered separately. Some of the key services provided by this service include vulnerability scanning/reporting, firewall management, managed intrusion detection and prevention, log management and continuous monitoring. The cost for these services are SLA based and negotiated based on the size and complexity of the organization.
- Central Active Directory Security Services (CADSS). These services are provided to organizations that are part of the OITS Central Active Directory Solution. These services include antivirus protection, vulnerability management, firewall management, managed intrusion detection and prevention, web content filtering, log management and continuous monitoring. The cost of this service is included with OITS Professional Services Network User rate.
- Enterprise Security Services (ESS). These are services that provide security for connections to and use of the State network (KanWIN). Costs of ESS include hardware, software, licensing and technician time. Technician time includes security engineering, network monitoring, log review, incident response and security control installation, operation and maintenance. The cost of this service is included with OITS Network & Telecom Services (NTS) Network Connection rate.
- Security Consulting Services (SCS). SCS services provides Security Policy Development and Maintenance, Information Security Risk Assessment, Compliance Management, Disaster Recovery and Business Continuity Planning, Cyber Incident Management and Response, Configuration Management, Cyber Security Awareness Training, and Continuous Monitoring, Vulnerability Scanning, Computer Forensic, and Security Engineering.

### Price (Subject to an Administrative Surcharge of 2.50%)

**FY2017 ISO rate per negotiated SLA**

**FY2017 MSS rate per negotiated SLA**

**FY2017 CADSS rate per user: \$10.65**

**FY2017 ESS rate per connection: \$16.14**

**FY2017 SCS hourly rate: \$100.00**

**For more information, contact:** [KISO@ks.gov](mailto:KISO@ks.gov) or (785) 296-0814

## Network (Node Rate)

Provisioning and support of network connectivity to the jack. This service is provided via a shared, centrally managed network infrastructure.

### *Major investments:*

- Access circuits from communications carriers
- Building cabling
- Infrastructure upgrades and maintenance
- Infrastructure maintenance and upgrades
- Staff training on WAN and LAN support
- Centralized monitoring tools to proactively manage this infrastructure
- Periodic hardware refresh cycles
- Support for new technologies including Unified Communications and wireless networking placement

## What We Provide

- 24/7 Network Operations Center (Contact # 296-2310)
- OITS support for network infrastructure to the office jack.
- Equipment upgrades and maintenance
- Internet access
  - Multiple (redundant) service providers
- Management of all associated routers and switches
- Network design, monitoring, capacity planning, installation and problem resolution associated with this service
- Redundant backbone network connectivity and hardware
- On-line service request management (KIRMS)
- Customer accessible performance monitoring information
- Office wiring
  - OITS will provide labor at no cost. Customer will pay for materials purchased.
  - OITS will make recommendations for refreshing infrastructure wiring and provide cost estimates for budgetary purposes.
  - Office wiring must be certified by OITS to be eligible for this service.
  - For more information refer to the *Network Professional Services* description on page 14.

### *Cost Saving Tips*

- Audit OITS bills to ensure correct node counts.
- Submit Work Orders to discontinue use of any unused data jacks (nodes).
- Visit with your telecom representative to review all available circuit options.

### *This service does not include the following:*

- Network cabling extending from the office jack to the connected device
- Desktop and application support

## Price (Subject to an Administrative Surcharge of 2.50%)

**FY2017 Monthly Rate per network node: \$42.97**

**FY2017 Monthly Rate for services provided by the Kansas Information Security Office: \$16.14**

**Combined fee charge per node: \$59.11**

**For more information contact:** [dabt\\_tss\\_email@ks.gov](mailto:dabt_tss_email@ks.gov)

## Network Professional Services

OITS offers two levels of service for providing technical staff to assist agencies with their network needs.

### *Major investments:*

- Staff salaries
- Staff training and education
- Material costs as needed

## What We Provide

### Layer 1 network wiring service:

- OITS has professionally trained staff capable of installing network wiring that meet or exceed industry best practice including BICSI, NEC, and OITS standards.
- Staff members maintain BICSI certifications that keep them up to date with industry changes.
- Labor fees are waived for KanWIN customers.
- Material costs will be the customer's responsibility. Materials used must meet OITS standards and can be purchased via OITS.
- OITS can provide this service for non-KanWIN customers based on staff availability.
- For sites being leased to agencies by the private sector, OITS can certify the site network and correct deficiencies found on a time and materials basis.

### Layer 2 and 3 network service:

- OITS has Cisco certified technicians available to provide assistance with Cisco router and switch equipment.
- Included at no cost for applicable services provided to Node Rate and Router Rate customers.
- OITS can provide this service on a time & materials basis for agency owned Cisco equipment. This service is provided at the normal rate for normal business hours and at 1.5 times the normal rate for after hours and weekends. Services provided to Router & Node Rate customers will receive a higher priority.

### *Cost Saving Tip*

Submit requests for service early in order to allow for planning, design, cost analysis, and implementation.

## Price (Subject to an Administrative Surcharge of 2.50%)

**Layer 1 Network Wiring Service: \$38.00 per hour**

**Layer 2 and 3 Technical Services: \$70.00 per hour**

**For more information contact:** [dabt\\_tss\\_email@ks.gov](mailto:dabt_tss_email@ks.gov)

## Network Services - Dial Tone

OITS offers a telephone or dial tone service to all state agencies. This service is based on Voice over Internet Protocol (VoIP) technology, providing a combined voice and data solution sharing a common network infrastructure. Additional functionality provided includes voicemail and automated call distribution (ACD).

Agencies in locations other than Topeka and Wichita have the option to acquire dial tone services from OITS or directly from a telecommunications carrier like AT&T. When acquiring these services directly from the carrier, these services plus any on-premises equipment associated with voice services at these offices is the responsibility of the subscribing agency.

### *Major investments:*

- Access circuits from telecommunications providers
- Equipment necessary to support base system and Voicemail.
- Tools to monitor, measure, and report voice quality.
- Equipment needed for ACD Standard and Enhanced solutions.
- Staff costs including training and education.

## What We Provide

- 24/7 Network Operations Center (for monitoring voice quality using system generated statistics) Contact 296-2310 to report a problem.
- Building infrastructure services
- Local phone service (dial tone)
- Feature programming including but not limited to: phone directory, call forwarding, conferencing, managing multiple calls simultaneously, hunt groups, caller identity masking, and single number reach.
- Voicemail services with message recording.
- Network design, monitoring, capacity planning, installation, and troubleshooting of OITS provided services.
- ACD services with Standard and Enhanced feature configurations. A Premium ACD solution can be acquired for customers with automated dialing needs (Currently being used by the Department of Revenue).
- Support for multiple phone models to fit independent business needs of the various agencies.
- Ability to integrate with specific Unified Communication solutions (Microsoft Office Communications Server, Microsoft Lync, Cisco Jabber, etc...).
- Long distance for customers subscribing to the OITS VoIP, included in the Basic Voice Service.
- Legacy long distance via the State SDN contract will continue to be offered as a separate service. Rates for legacy long distance will vary based upon call types designated by AT&T. The service will include monthly fees from AT&T for the service plus long distance calls.

### *Cost Saving Tips*

- Hunt groups provide a good alternative to ACD if only basic functionality is needed.
- VoIP telephones can be moved from one location to another as long as there is a KANWIN connection in both locations. This can save agencies time and money when making simple office moves.

*The customer will need to provide the following:*

- Customers purchase the phone model of choice and a one-time license fee.
- KANWIN connectivity is required to subscribe to OITS VoIP services.
- Customers are responsible for configurations chosen for remote site locations along with the associated costs. OITS will assist in determining the appropriate solution.

**Price (Subject to an Administrative Surcharge of 2.50%)**

<b>Service Option</b>	<b>FY2017 Monthly Rate</b>
Basic voice service	\$16.04
Voicemail	\$3.39
ACD Standard	\$25.21
ACD Enhanced	\$47.96
ACD Premium (support services only)	\$11.30
Long Distance (legacy SDN)	Variable based on call types

**For more information contact:** [dabt\\_tss\\_email@ks.gov](mailto:dabt_tss_email@ks.gov)

## Office 365 Email and Collaboration

Highly available and redundant hosted email and collaboration platform built and hosted by Microsoft in a secure multi-tenant solution built to comply with Government security concerns. *Note:* This service will replace the *Exchange Email* service (see page Error! Bookmark not defined.) as it is rolled out to each agency.

### Benefits:

- IT resources can be focused on systems and tasks that increase business value.
- Predictable yearly Op-Ex cost model.
- Rapid deployment

## What We Provide

- 24/7 support
- Data is secured in multiple datacenters within the continental US.
- Performance monitoring
- Solution allows for compliance with SAS70 Type II, ISO 27001, HIPAA, FISMA, and CJIS.
- Fully redundant hosted solution

### Individual service offering features:

- K1 offering
  - Business-class email through a web browser using Outlook Web App
  - 50 GB mailbox size
  - 25 MB attachment limit
  - Create and edit Word, Excel, PowerPoint, and OneNote documents from any modern browser
- G1 offering
  - K1 features plus:
  - Archiving, DLP, and legal hold capabilities
  - Rights management services enables you to restrict access to documents and email to specific people and to prevent anyone else from viewing or editing them
  - OneDrive for Business provides each user 1 TB of personal cloud storage that can be accessed from anywhere and can sync to their PC/Mac for offline access
  - Host online meetings with audio and video
  - Connect with other Skype for Business users via instant message and voice/video calls
- G3 offering
  - G1 features plus:
  - Access to a full, installed Office experience across PCs, Macs, Windows tablets, iPad, Android tablets, and most mobile devices
  - Each user can install Office on 5 PCs or Macs, 5 tablets (Windows, iPad, and Android), and 5 phones.

### Cost Saving Tip

Analyze the current offerings to correctly align your user needs.

## Price (Subject to an Administrative Surcharge of 2.50%)

### Prices below reflect a per user model

- **K1 offering: \$8.65 per month**
- **G1 offering: \$11.21 per month**
  - **Added Encryption: \$0.85 per month**
- **G3 offering: \$18.24 per month**

- **One-time migration cost: \$44.54 per user**

**For more information contact:** Travis Combes, [Travis.Combes@ks.gov](mailto:Travis.Combes@ks.gov), (785) 296-4004

## Remote Access

Remote Access provides authorized users encrypted, secure access to State applications and servers from remote locations using RDP or VPN.

### What We Provide

- Create/Delete/Maintain remote access user account
- Remote access server environment (includes hardware, virtual machine(s), server operating system(s), and all associated support and administration)
- Licenses for environment, and license management
- Performance and availability monitoring
- Firewall support
- Restores and schedules backups
- Security (vulnerability scanning, antivirus protection, etc.)
- Help Desk support during business hours and on-call support available at all other times, for 24/7 service

### Price (Subject to an Administrative Surcharge of 2.50%)

**FY2017 Monthly Rate: \$10.15 per user account**

**Note: Any usage of this service in a month is billed as a whole month.**

**Submit a request:** A request can be made via phone call to the Professional Services Help Desk at (785) 296-4999 or via email to OITS\_PS@ks.gov. The request will then be entered into our service ticketing system and the requestor will receive an email informing them of the work order number. It is important that the requestor include the date needed when making a request as this will aid in prioritization. However, completion dates will be determined based on analysis of each request.

To ensure service is provided when needed, please give Professional Services 40 business hours' notice (except for account deactivations, which can be performed immediately if necessary) with proper forms. (Forms can be found at OITS@ks.gov)

**If a request is needed immediately without the proper advance notice given as indicated above, an escalation rate of \$108.75 per hour will be applied and added to the monthly user account rate.**

**For problems or issues:** Contact the Professional Services Help Desk at (785) 296-4999 or OITS\_PS@ks.gov during business hours (Monday–Friday 8:00 am–5:00 pm). Outside of business hours, call the Network Control Center at (785) 296-2310, and an on-call technician will be contacted to assist you.

## Secure File Transfer

FTPS provides a way to securely transfer files from one host to another. FTPS can be used interactively or in batch mode.

### What We Provide

- Create/Delete/Maintain FTPS user accounts
- FTPS Server environment (includes hardware, virtual machine(s), server operating system(s), and all associated support and administration)
- Licenses for FTPS client and server software and environment, and license management
- Performance and availability monitoring
- Firewall support
- Security (vulnerability scanning, antivirus protection, etc.)
- Restores and schedules backups
- Help Desk support during business hours and on-call support available at all other times, for 24/7 service

### Price (Subject to an Administrative Surcharge of 2.50%)

**FY2017 Monthly Rate: \$11.05 per user account**

**Note: Any usage of this service in a month is billed as a whole month. Unused accounts may be deleted automatically after 90 days.**

**Submit a request:** A request can be made via phone call to the Professional Services Help Desk at (785) 296-4999 or via email to OITS\_PS@ks.gov. The request will then be entered into our service ticketing system and the requestor will receive an email informing them of the work order number. It is important that the requestor include the date needed when making a request as this will aid in prioritization. However, completion dates will be determined based on analysis of each request.

To ensure service is provided when needed, please give Professional Services 40 business hours' notice (except for account deactivations, which can be performed immediately if necessary) with proper forms. (Forms can be found at OITS@ks.gov)

**If a request is needed immediately without the proper advance notice given as indicated above, an escalation rate of \$108.75 per hour will be applied and added to the monthly user account rate.**

**For problems or issues:** Contact the Professional Services Help Desk at (785) 296-4999 or OITS\_PS@ks.gov during business hours (Monday–Friday 8:00 am–5:00 pm). Outside of business hours, call the Network Control Center at (785) 296-2310, and an on-call technician will be contacted to assist you.

## SharePoint Development

SharePoint is a customizable document management and collaborative platform. SharePoint provides a single, integrated location where users can efficiently collaborate with team members, find organizational resources, and manage content.

### What We Provide

- Project Management
  - Capture business requirements for new solutions
  - Manage timeline on new solutions
  - Manage project risks
  - Communicate with business and end users
- Business Analysis
  - Gather business requirements and translate them into concepts and solutions
  - Design solution
  - Disaster recovery planning
  - Retention of data
  - Business intelligence, KPIs, and reporting
- Development
  - Create and manage custom webparts, pages, workflows and PowerShell scripts
  - Manage and create branding, site layout, structure and content
  - Modify site templates and master pages
  - Design, develop and present training to SharePoint users
  - Create site collections, sites, and subsites
  - Document system

**The *SharePoint Hosting* service is required with this service, and will be billed separately at the rate listed there.**

Price (Subject to an Administrative Surcharge of 2.50%)

**FY2017 Hourly Rate: \$72.50**

**Submit a request:** A request can be made via phone call to the Professional Services Help Desk at (785) 296-4999 or via email to OITS\_PS@ks.gov. The request will then be entered into our service ticketing system and the requestor will receive an email informing them of the work order number. It is important that the requestor include the date needed when making a request as this will aid in prioritization. However, completion dates will be determined based on analysis of each request.

The timeline for completion will be negotiated with each request.

**If a request is needed immediately without the proper advance notice given as indicated above, an escalation rate of \$108.75 per hour will be applied.**

## SharePoint Hosting

Manages the day-to-day operations necessary to implement, monitor, and maintain the SharePoint farms. Perform daily system monitoring; verify the integrity and availability of all hardware, server resources, systems and processes.

### What We Provide

- Create/Delete/Maintain user accounts
- Monitor site collections, sites, and subsites
- Manage file sizes and site quotas
- Review and monitor usage reports
- Monitor database size and performance
- Review and monitor search reports
- Manage and create search rules
- Manage site collection recycle bin
- Assist users with Microsoft Office integration
- Server environment (includes hardware, virtual machine(s), server operating system(s), and all associated support and administration)
- Licenses for SharePoint and environment, and license management
- Performance and availability monitoring
- Firewall support
- Security (vulnerability scanning, antivirus protection, etc.)
- Scheduled backups and restores
- Help Desk support during business hours and on-call support available at all other times, for 24/7 service

Price (Subject to an Administrative Surcharge of 2.50%)

**FY2017 Monthly Rate: \$68.68 per user account**

**Note: Any usage of this service in a month is billed as a whole month.**

**For problems or issues:** Contact the Professional Services Help Desk at (785) 296-4999 or OITS\_PS@ks.gov during business hours (Monday–Friday 8:00 am–5:00 pm). Outside of business hours, call the Network Control Center at (785) 296-2310, and an on-call technician will be contacted to assist you.

**Providing SharePoint assistance/troubleshooting to customers not in the OITS Professional Services farm will be billed at the *Technical Services and Support section*.**

**\*\*\*NOTE\*\*\* OITS Professional Services is in the process of transitioning SharePoint on-premises to O365 SharePoint. Any new SharePoint sites will be developed and hosted in O365 SharePoint.**

## Small Agency Backup Monitoring

This service is offered after OITS Professional Services staff has implemented the Acronis backup solution to agencies that are not part of the OITS Central Office environment.

### What We Provide

Each backup will be monitored to ensure it was successful. If a backup is not successful the agency will be notified along with a technician. The troubleshooting process will be billed at the current Technician hourly rate.

### Price (Subject to an Administrative Surcharge of 2.50%)

**FY2017 Monthly Rate: \$25.84**

**Note: Any usage of this service in a month is billed as a whole month.**

**Submit a request:** A request can be made via phone call to the Professional Services Help Desk at (785) 296-4999 or via email to OITS\_PS@ks.gov. The request will then be entered into our service ticketing system and the requestor will receive an email informing them of the work order number. It is important that the requestor include the date needed when making a request as this will aid in prioritization. However, completion dates will be determined based on analysis of each request.

## Spectrum Protect (formerly Tivoli)

Enterprise backup solution providing on-site and off-site backup history for recovery of data as required.

### What We Provide

- Daily backup of client servers
- Daily replication of backup images to off-site location
- File version history of changed files allowing for recovery of an earlier version of a file
- Deleted files retained for 30 days
- Spectrum Protect server environment (includes hardware, virtual machine(s), server operating system(s), and all associated support and administration)
- Licenses for environment, and license management
- Performance and availability monitoring
- Firewall support
- Security (vulnerability scanning, antivirus protection, etc.)
- Help Desk support during business hours and on-call support available at all other times, for 24/7 service

### Price (Subject to an Administrative Surcharge of 2.50%)

**FY2017 Monthly Rate: \$1.00 per GB**

**Note: Any usage of this service in a month is billed as a whole month.**

**For problems or issues:** Contact the Professional Services Help Desk at (785) 296-4999 or OITS\_PS@ks.gov during business hours (Monday–Friday 8:00 am–5:00 pm). Outside of business hours, call the Network Control Center at (785) 296-2310, and an on-call technician will be contacted to assist you.

## Technical Services and Support

OITS Professional Services' offers technician support to state agencies on an hourly basis upon request.

### What We Provide Upon Request

Rated customers – Agencies that are part of the OITS Professional Services User Account Services rate.

- Server Support for servers not part of the User Account forest
- Degauss and disposal of hard drives
- Other support and consultation for IT-related activities not specified in other rates

Non-Rated customers - Agencies that are not part of the OITS Professional Services User Account Services rate.

- Server Support
- Server Monitoring
- Degauss and disposal of hard drives
- Other support and consultation for IT-related activities not specified in other rates
- Consultation and quotes

### Price (Subject to an Administrative Surcharge of 2.50%)

**FY2017 Hourly Rate: \$72.50**

**Submit a request:** A request can be made via phone call to the Professional Services Help Desk at (785) 296-4999 or via email to OITS\_PS@ks.gov. The request will then be entered into our service ticketing system and the requestor will receive an email informing them of the work order number. It is important that the requestor include the date needed when making a request as this will aid in prioritization. However, completion dates will be determined based on analysis of each request.

If a request is needed immediately without the proper advance notice, an escalation rate of \$108.75 per hour may be applied.

## User Account Service (formally Network User Service)

A user account (formally known as Network User) is anyone with an Active Directory account in the OITS Professional Services Windows environment. This service manages: server & software; user accounts; user security; file share permissions; device management for desktops, mobile, printer, etc.; and user account software license.

### What We Provide

- Create/Delete/Maintain user accounts
- Device setup and support (for devices associated with the user account)
  - Desktops
  - Laptops
  - Mobile devices (O365 Email)
  - Printers
- Consulting and software quotes
- Installation of approved software
- User Account server environment (includes hardware, virtual machine(s), server operating system(s), and all associated support and administration)
- Maintain and support user account permissions
- 1 TB of shared network storage (user home drive)
- Maintain agency user account standards and policies
- Licenses for Microsoft Windows operating system, Microsoft Office Standard suite, Microsoft client licenses and environment, and license management
- Performance and availability monitoring
- Firewall support
- Restores and scheduled backups
- Help Desk support during business hours and on-call support available at all other times, for 24/7 service

### Price (Subject to an Administrative Surcharge of 2.50%)

**FY2017 Monthly Rate: \$93.43 per user account – The *Central AD Security Services* are required with this service, and is included in this rate.**

**Note: Any usage of this service in a month is billed as a whole month.**

**Submit a request:** A request can be made via phone call to the Professional Services Help Desk at (785) 296-4999 or via email to OITS\_PS@ks.gov. The request will then be entered into our service ticketing system and the requestor will receive an email informing them of the work order number. It is important that the requestor include the date needed when making a request as this will aid in prioritization. However, completion dates will be determined based on analysis of each request.

To ensure service is provided when needed, please give Professional Services 40 business hours' notice (except for account deactivations, which can be performed immediately if necessary) with proper forms. (Forms can be found at OITS@ks.gov)

**If a request is needed immediately without the proper advance notice given as indicated above, an escalation rate of \$108.75 per hour will be applied and added to the monthly user account rate.**

**For problems or issues:** Contact the Professional Services Help Desk at (785) 296-4999 or OITS\_PS@ks.gov during business hours (Monday–Friday 8:00 am–5:00 pm). Outside of business hours, call the Network Control Center at (785) 296-2310, and an on-call technician will be contacted to assist you.

## Virtual Machine Usage

Virtual machine (VM) usage is the resources that are utilized, by an individual virtual machine, on a VMware ESXi host. These shared resources include RAM, CPU, storage, and networking.

## What We Provide

- Determine VM requirements
- Provisioning of VM
- High Availability provides protection against hardware failures by monitoring all of the hosts in the VMware cluster. Virtual machines are automatically migrated to a new host in the event of a host failure, and the VM is automatically restarted once the migration has completed.
- Server environment (includes hardware, virtual machine(s), server operating system(s), and all associated support and administration)
- Licenses for ESXi and environment, and license management
- Performance and availability monitoring
- Firewall support
- Security (vulnerability scanning, antivirus protection, etc.)
- Scheduled backups and restores
- Help Desk support during business hours and on-call support available at all other times, for 24/7 service

## Price (Subject to an Administrative Surcharge of 2.50%)

**FY2017 Monthly Rate: \$60.00 per 2 GB RAM**

**Note: Any usage of this service in a month is billed as a whole month.**

**For problems or issues:** Contact the Professional Services Help Desk at (785) 296-4999 or OITS\_PS@ks.gov during business hours (Monday–Friday 8:00 am–5:00 pm). Outside of business hours, call the Network Control Center at (785) 296-2310, and an on-call technician will be contacted to assist you.

## Web Application Hosting

Web hosting infrastructure offers consulting, architecture design, security management, monitoring, and support for Professional Services web applications.

### What We Provide

- Create/Delete/Maintain user accounts
- Review and monitor usage reports
- Monitor database size and performance
- Server environment (includes hardware, virtual machine(s), server operating system(s), and all associated support and administration)
- Performance and availability monitoring
- Firewall support
- Security (vulnerability scanning, antivirus protection, etc.)
- Scheduled backups and restores
- Help Desk support during business hours and on-call support available at all other times, for 24/7 service

### Price (Subject to an Administrative Surcharge of 2.50%)

**FY2017 Monthly Rate: \$92.88 per application**

**Note: Any usage of this service in a month is billed as a whole month.**

**For problems or issues:** Contact the Professional Services Help Desk at (785) 296-4999 or OITS\_PS@ks.gov during business hours (Monday–Friday 8:00 am–5:00 pm). Outside of business hours, call the Network Control Center at (785) 296-2310, and an on-call technician will be contacted to assist you.

## Website (Sitefinity) & Web Application Development

Enterprise Internet Services (EIS) offers custom and basic website design options, using a content management tool (Sitefinity). EIS also offers custom web application development services. EIS technicians work together with our customers to conduct discovery meetings, provide recommendations, and develop solutions tailored to our customers' individual needs. Industry best practices for security, availability, and maintainability are taken into consideration throughout the process.

### What We Provide

- Project Management
  - Establish and maintain a project plan
  - Coordinate activities and oversee the project timeline on new solutions
  - Manage project risks
  - Communicate with project stakeholders
  - Facilitate communication among the project team
- Business Analysis
  - Conduct discovery meetings to capture high-level process and project information
  - Gather and document business requirements
  - Translate business requirements into a solution design and/or recommendation
- For websites, assist customers in developing a content inventory and migration strategy
- Development
  - Analyze existing website content
  - Create solutions utilizing HTML, CSS, JavaScript, .NET and other technologies as needed
  - Design and implement databases utilizing SQL Server
  - Coordinate creation of graphics (if needed)
  - Deliver design mockups for customer review and selection
  - Provide system documentation
- Training
  - Conduct hands-on training sessions
  - Produce how-to's and other training/user resources

The **Website (Sitefinity) Hosting** service described on page 31 is required with **Website (Sitefinity) Development** service, and will be billed separately at the rate listed there.

The **Website Application Hosting** service described on page 29 is required with **Web Application Development** service, and will be billed separately at the rate listed there.

Price (Subject to an Administrative Surcharge of 2.50%)

FY2017 Hourly Rate: \$80.00

**Submit a request:** A request can be made via phone call to the Professional Services Help Desk at (785) 296-4999 or via email to OITS\_PS@ks.gov. It is important that the requestor include the date needed when making a request as this will aid in prioritization. However, completion dates will be negotiated and determined based on analysis of each request.

**If a request is needed immediately without the proper advance notice given as indicated above, an escalation rate of \$108.75 per hour will be applied.**

## Website (Sitefinity) Hosting

Website hosting infrastructure offers consulting, information architecture design, security management, monitoring, and support for Professional Services Sitefinity website applications.

### What We Provide

- Create/Delete/Maintain user accounts
- Server environment (includes hardware, virtual machine(s), server operating system(s), and all associated support and administration)
- Licenses for Sitefinity and environment, and license management
- Performance and availability monitoring
- Firewall support
- Security (vulnerability scanning, antivirus protection, etc.)
- Scheduled backups and restores
- Help Desk support during business hours and on-call support available at all other times, for 24/7 service

Price (Subject to an Administrative Surcharge of 2.50%)

<b><i>Service Option</i></b>	<b><i>FY2017 Monthly Rate</i></b>
Small website (up to 5 GB storage)	\$223.67
Large website (over 5 GB storage)	\$250.52

**Note: Any usage of this service in a month is billed as a whole month.**

**For problems or issues:** Contact the Professional Services Help Desk at (785) 296-4999 or OITS\_PS@ks.gov during business hours (Monday–Friday 8:00 am–5:00 pm). Outside of business hours, call the Network Control Center at (785) 296-2310, and an on-call technician will be contacted to assist you.

## zEnterprise Mainframe Hosting

The IBM zEnterprise System server is a high performance centralized mainframe computer used to support large-scale computing for multiple agencies. The current processor is an IBM model z114 2818-M10 processor, rated at 718 millions of instructions per second (MIPS) or 118 million service units (MSU), with 32GB of real memory and running the z/OS operating system. Software on the mainframe includes IBM's DB2 and Software AG's ADABAS relational databases, CICS, VSAM, and multiple products supporting specific services for agency production, test and development environments. Primary data storage is provided by an IBM DS8700 disk array and secondary and backup storage by an IBM virtual tape library.

### What We Provide

- State of the art mainframe processing, primary data storage (DASD) and tape subsystems
- 24/7 Computer Operations Center
- Secure data center
- Hardware/software maintenance and licensing using State contracts
- Distributed security model: The larger State agencies employ their own Top Secret security administrators who manage user IDs and access to data sets owned by their departments. Central OITS provides assistance to the agency security administrators and security management for smaller agencies.
- Hardware capacity planning with average target CPU utilization >70% and < 90%
- Technical Support providing operating system and product installation, configuration and administration, basic customer support and problem resolution, and IT consulting.
- Equitable billing of services
- Automated job scheduling
- Operating system and software product monitoring
- Security scanning
- Backup and disaster recovery for operating system, software products and certain customer datasets when placed in appropriate data management class

### Price (Subject to an Administrative Surcharge of 2.50%)

**Mainframe billing occurs in five distinct areas:**

- **Storage:** Datasets stored on the mainframe DASD (primary disk), tape, and migrated storage are billed monthly at a rate of \$3.05 per gigabyte.
- **CPU and CICS usage:** The total amount of CPU and CICS seconds consumed by each agency in support of batch job (background) and CICS (real time, online) processing is billed at a rate of \$.046 per second.
- **Note -** The MVS CPU and CICS rates have been combined into a common per-second rate with corresponding adjustments to the KOMAND accounting software for consistency and transparency. Assuming that your utilization remains the same, this change would reduce the dollar amount that agencies are currently billed for CPU and CICS processing.
- **ADABAS licensing:** Actual costs associated with the licensing and administration of the ADABAS software and related products. The FY17 monthly rate is \$39,231.77 per agency.
- **DB2 licensing:** Actual costs associated with the licensing and administration of the DB2 software and related products. The FY17 monthly rate is \$22,259.57 per agency.
- **SAS licensing:** Actual costs associated with the licensing and administration of the mainframe-based SAS (Statistical Analysis Software) product. The FY17 monthly rate is \$14,257.44 per agency.

**For problems or issues:** Send an email using DABS\_Mainframe\_Technical\_Support or call the OITS Computer Operations phone number (785) 296-1830 to report an issue. The Computer Operations Center will contact an on-call technician to assist you. You may alternately contact the OITS support technician you are familiar working with, or the Director of Information Systems, Loren Westerdale, at Loren.Westerdale@ks.gov or (785) 296-6236.