

2015 OCIO INFORMATION TECHNOLOGY SERVICE CATALOG



**Cyber Security
Services**



**Enterprise
Application
Services**



**Enterprise
Data Center
Hosting Services**



**Enterprise
Network Services**



**International
Technology
Services**



**Shared Service
Offerings**

USDA



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August 14th, 2014



Message from Charles T. McClam,
Deputy Chief Information Officer, USDA

President Abraham Lincoln signed into law an act of Congress establishing the United States Department of Agriculture in 1862. At that time, about half of all Americans lived on farms, compared with about 2 percent today. But through our work on food, agriculture, economic development, science, natural resource conservation and a host of issues, USDA still fulfills Lincoln's vision - touching the lives of every American, every day.

And, in the background, technology hums quietly along enabling employees at USDA to serve our customers every day and in every way, regardless of whether they are standing in the middle of their wheat field, sitting at their dining room table, or consulting with a USDA agency representative in one of the thousands of state and county offices country-wide.

What amazes me is how far-reaching today's technology is and how smart phones, tablets, laptops and desktops are used by both our employees and our customers to access data, apply for loans, or take real-time pictures of fire lines that help determine the best course for firefighting.

As the Deputy Chief Information Officer for Operations, it is my job to oversee the entire IT infrastructure that makes connecting to the USDA possible. I am proud of what my employees have achieved and the services that they provide to USDA employees, other federal agencies and the American people.

While some of our services are strictly for our customers within USDA agencies and offices, other services, most notably application development service offerings from Enterprise Application Services and NITC's Enterprise Data Center Hosting Services are available for use government wide, including at the state and local level.

We are price competitive and use a not-for-profit cost model; and our Enterprise Data Center is FEDRAMP certified. When comparing similar service level agreements (SLAs) and price models, USDA OCIO services do provide considerable value and peace of mind. Consequently, for USDA agencies and others outside of USDA not currently using our services, I would certainly encourage you to consider USDA OCIO as your service provider of choice.

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Cyber Security Services (ASOC)



**Computer
Forensics**

Forensics



Analysis

Analysis



**Continuous
Monitoring**

Monitoring



**Operational
Assessments**

Assessments



**Incident
Handling**

Handling



**Vulnerability
Scanning**

Scanning

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CYBER SECURITY SERVICES



About ASOC

Cyber Security secures the business of USDA by managing the risks of cyber threats and vulnerabilities. We protect USDA agencies as they deliver IT services to their stakeholders and the American people. Our primary purpose is making sure USDA organizations and their employees have the knowledge and tools they need to fulfill their responsibilities.

Experience

As a service organization we focus on delivering:

- Comprehensive leadership in developing and implementing an enterprise-wide, trusted environment in support of all USDA components
- A framework for tracking, reporting, and responding to events in an efficient and timely manner
- A centralized threat awareness capability
- Effective outreach, communications, and reporting capabilities
- An enhanced enterprise security posture with technical guidance and engineering and operations services
- An architecture of security related products and solutions
- A complete Assessment and Authorization (A&A) via the risk management framework (RMF) process for all systems

Holistic Security Posture

USDA agencies have many of the same security needs that are being satisfied with an array of different security software, hardware, and services. Standardizing on enterprise cyber security tools and core support

services (i.e, computer forensics) provides the Department with a holistic view of the threat patterns and vectors. This in turn enables the Department to establish a proactive defense in depth to mitigate the increasing number and complexity of cyber security threats. Additionally substantial savings are available through the consolidation of the Department's software, hardware, and service purchases. Through its partnership with USDA agencies, the Department goal is to align its technology, security and compliance services with agencies business goals and operating requirements as appropriate to ultimately protect mission-critical assets and information and to ensure the continuity of business operations.

Service Hotline

The Service Hotline is the central point of contact between service providers and users/customers on a day-to-day basis. The Service Hotline is available 24 hours a day, 7 days a week, and utilizes Information Technology Infrastructure Library (ITIL) /Information Technology Service Management (ITSM) best practices to record, route, and manage the timely response to all service requests.

The Service Hotline supports:

- Information requests
- Service requests
- Incident tracking (disruptions or potential disruptions in service availability or quality)
- Performance updates

When Contacting the Service Hotline:

Be prepared to provide required information

- Contact information
- Relevant agency name and system information
- Descriptive data related to request
- Provide appropriate authorization personnel for service requests
- Service level agreement number
- Relevant agency name and system information
- Provide appropriate authorization personnel

For USDA Customers

Contact Us:

ASOC.Outreach@ocio.usda.gov

Cyber.Incidents@usda.gov

1-866-905-6890

CORE SERVICES

Analysis



Service Description

Leverage available data, tools, and analyst to perform systematic detection, identification, examination, and evaluation of emerging threat-sources against system vulnerabilities. A continual process of compiling and examining all available information concerning target threat activities by targeted sources. Threat analysis is an essential step in identifying probability of targeted attack and results in a risk assessment.

What is Included

- Security Sensor Array
- Vendor security advisories
- Vendor product lifecycle/support
- Industry research

How We Charge

The cost of this service is recovered by the number of full time employees (FTE) supported in your agency as a percentage of total departmental FTEs supported.

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	*99.99%

* Excluding planned downtime

(Reports Quarterly)

Cost Saving Tips

- Share licensed applications across agencies to leverage the cost of the license across many users.

Additional Information

Services are in compliance with applicable standards: FISMA, FIPS, NIST SP 800-37 rev 1, 800-30 rev 1

Computer Forensics



Service Description

Identify, collect, examine, analyze and troubleshoot data in order to report on the root cause of IT system misuse or damage. Monitor, recover, acquire and protect sensitive data to preserve system and data integrity.

What is Included

- Data Collection - Identify, label, record, and acquire relevant data
- Data Examination - process collected data to assess and extract data of particular interest
- Data Analysis - Analyze the results of the examination, to derive useful information
- Data Reporting - Report the results of the analysis, determining what other actions need to be performed and providing recommendations
- Identify operational network configuration and application troubleshooting issues
- Support data recovery from compromised systems
- Obtain data from redeployed or retired systems
- Protect and maintain sensitive record and data for audit purposes
- Notify impacted agencies or individuals when protected information is exposed to other parties

How We Charge

The cost of this service is recovered by the number of full time employees (FTE) supported in your agency as a percentage of total departmental FTEs supported.

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	*99.99%

* Excluding planned downtime

Cost Saving Tips

- Provide lower total cost of information security ownership.
- Allow agencies focus resources on mission critical business objectives.
- Compliance with government regulations is provided through ongoing security monitoring.
- A vendor neutral approach supports the appropriate composition of security services by deploying market-based solutions from a wide variety of industry sources.

Additional Information

Services are in compliance with applicable standards from NIST (including SP 800-86), OMB, FIPS and GAO.

Continuous Monitoring



Service Description

Provide ongoing agency system security, vulnerability, and threat awareness. Categorize, select, implement and assess security controls. Support risk identification, management and mitigation as situations change. Support agency IT system Authorization to Operate (ATO) submissions. Monitor IT network, information, and system security.

What is Included

- Select the appropriate security controls and the minimum assurance requirements for that system
- Describe the IT system (including system boundary) and document the description in the security plan
- Register the information system with appropriate organizational program/management offices
- Identify the system specific, hybrid and common security controls for agency information systems
- Select the information system security controls
- Develop a continuous monitoring strategy
- Implement the security controls specified in the security plan
- Assess security controls to determine if they are implemented correctly, operating as intended, and producing the desired outcome
- Authorize IT system operation based on a determination of the risk resulting from IT system operation and the decision that this risk is acceptable
- Monitor IT system security controls on an ongoing basis. Provide ongoing security control reporting.

How We Charge

The cost of this service is recovered by the number of full time employees (FTE) supported in your agency as a percentage of total departmental FTEs supported.

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	*99.99%

* Excluding planned downtime

Cost Saving Tips

- Provide lower total cost of information security ownership.
- Allow agencies focus resources on mission critical business objectives.
- Compliance with government regulations is provided through ongoing security monitoring.
- A vendor neutral approach supports the appropriate composition of security services by deploying market-based solutions from a wide variety of industry sources.

Additional Information

Services are in compliance with applicable standards from NIST (including SP 800-137), OMB, FIPS and GAO.

Incident Handling



Service Description

Address IT system intrusions, cyber-theft, denial-of-service, malicious code, inappropriate usage and other security related events. Detect, analyze, contain, eradicate, and recover from security incidents. Successfully restore IT system security to production performance levels.

What is Included

- Analyze, identify, research and gather evidence needed to investigate whether an incident has occurred.
- Categorize and analyze the source of all incidents. Utilize US-CERT SP 800-61 incident categories, if applicable.
- Identify the current and potential technical and business impact of an incident
- Document incident handling detection and analysis checklist
- Contain, eradicate and recover from all incidents. Preserve and secure incident evidence.
- Provide appropriate follow-up reporting and lessons learned.

How We Charge

The cost of this service is recovered by the number of full time employees (FTE) supported in your agency as a percentage of total departmental FTEs supported.

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	*99.99%

* Excluding planned downtime

Cost Saving Tips

- Provide lower total cost of information security ownership.
- Allow agencies focus resources on mission critical business objectives.
- Compliance with government regulations is provided through ongoing security monitoring.
- A vendor neutral approach supports the appropriate composition of security services by deploying market-based solutions from a wide variety of industry sources.

Additional Information

Services are in compliance with applicable standards from NIST (including SP 800-61), OMB, FIPS and GAO.

Operational Assessments



Service Description

Review, test and verify agency network and IT systems, ports, and services, including potential vulnerabilities and targets. Plan, execute and evaluate operational assessments. Provide remediation recommendation reporting.

What is Included

- Conduct a network and system security tests and assessment review. Identify system use, configuration and security policies. Assess network traffic and system activity.
- Provide Network Discovery Scanning, Target Identification and Analysis
- Identify and validate system vulnerabilities and how they can be exploited to gain greater access,
- Plan the security assessments. Organize, prioritize and select assessment targets, logistics and techniques.
- Coordinate secure assessment analysis, data handling, storage, transmission and destruction.
- Test, implement and verify mitigation recommendation
- Provide reporting on the vulnerability testing results

How We Charge

The cost of this service is recovered by the number of full time employees (FTE) supported in your agency as a percentage of total departmental FTEs supported.

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	*99.99%

* Excluding planned downtime

Cost Saving Tips

- Provide lower total cost of information security ownership.
- Allow agencies focus resources on mission critical business objectives.
- Compliance with government regulations is provided through ongoing security monitoring.
- A vendor neutral approach supports the appropriate composition of security services by deploying market-based solutions from a wide variety of industry sources.

Additional Information

Services are in compliance with applicable standards from NIST (including SP 800-115), OMB, FIPS and GAO.

Vulnerability Scanning



Service Description

Identify, assess and prioritize system attributes, software design, and configuration vulnerabilities and flaws. Identify, prioritize and remediate security vulnerabilities and threats by criticality. Provide actionable operating system, application, policy and security configuration vulnerability reporting. Train users on vulnerability remediation.

What is Included

- Group and Prioritize Information Technology Resources
- Monitor for Vulnerabilities, Remediations and Threats
- Prioritize Vulnerability Remediation
- Manage Remediation Data
- Conduct Testing of System Remediations
- Deploy Vulnerability Remediations
- Distribute Vulnerability and Remediation Information
- Verify Vulnerability Remediation Through Network and Host Vulnerability Scanning
- Vulnerability Remediation Training

How We Charge

The cost of this service is recovered by the number of full time employees (FTE) supported in your agency as a percentage of total departmental FTEs supported.

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	*99.99%

* Excluding planned downtime

Cost Saving Tips

- Provide lower total cost of information security ownership.
- Allow agencies focus resources on mission critical business objectives.
- Compliance with government regulations is provided through ongoing security monitoring.
- A vendor neutral approach supports the appropriate composition of security services by deploying market-based solutions from a wide variety of industry sources.

Additional Information

Services are in compliance with applicable standards from NIST (including SP 800-40), OMB, FIPS and GAO.

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Enhanced Security Services (ASOC)



**Awareness
& Training**



**Business
Intelligence**



COMSEC



**Disaster
Recovery**



**Engineering
Services**



**IT Consultative
Services**



**Project Portfolio
Management Services**



**System Test & Eval /
Penetration Testing**



**Security Sensor Array
Operations Access**

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ENHANCED SECURITY SERVICES

Awareness & Training



Service Description

Interactive IT security training curriculums constructed to meet compliance with federal laws, regulations, and standards. Service range from basic awareness training for all information system users to role-based security-related training. Build a customized security awareness program for your agency or use off-the-shelf training. Online training modules to instructor-led are available.

What is Included

- Forensics Training
- Incident Response Training
- Secure Coding
- Vulnerability Scanning
- Role-Based Training
- IT Security Production Services (marketing materials)

How We Charge

The cost is determined by the training services, training type, time, and materials provided to your requirement.

Cost Saving Tips

- Shared training cost across agencies to leverage the cost of the training across many users.
- Forecast response time and load expectations to balance platform requirements
- Reduce the number of security incidents by increasing user knowledge
- Reduce the risk of data loss and theft, assure that information assets are appropriately secured, and meet various regulatory requirements.

Additional Information

Services are in compliance with applicable standards from NIST, OMB, FIPS and GAO.

Business Intelligence



Service Description

Business Intelligence (BI) is concerned with how to use that integrated data to make strategic business decisions, the next-generation of data warehousing. BI focal point is data governance -- the practice of using integrated data to make strategic business decisions about expenditures, workflow and product quality.

What is Included

- Data Warehousing
- Data Mining
- Data Sharing
- Business Analytics/Analytical Processing
- Querying
- Reporting/External Reporting
- Agency Risk Management framework
- Business Performance Management
- Text Mining
- Knowledge Management

How We Charge

Includes the costs for services and support applied to address your Business Intelligence requirement.

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	*99.99%

* Excluding planned downtime

Cost Saving Tips

- Improve decision making, cut costs and identify new business opportunities
- Identify inefficient business processes that are ripe for re-engineering

Additional Information

Services are in compliance with applicable standards from NIST, OMB, FIPS and GAO.

Communications Security – COMSEC (National Security Systems)



How We Charge

The costs to provide COMSEC services will be determined on a case-by-case basis.

Additional Information

- Services are in compliance with the NIST SP 800-59 standards.
- The Deputy Director of the Office of Homeland Security and Emergency Coordination (OHSEC) must approve all requests for COMSEC services prior to the initiation of work.
- Contact the National Security Systems Program Manager for additional information.

Service Description

Provide agency national security systems support related to the function, operation or use of intelligence, cryptologic and classified storage, processing and communications. This includes the solutions, products, and services used to ensure information availability, integrity, authentication and confidentiality.

What is Included

- Support of the function, operation, or use of an IT system that involves intelligence activities
- Support of the function, operation, or use of an IT system involving cryptologic activities related to national security.
- Support the use of classified systems storage, processing, and of communications using classified information devices.

Data Disaster Recovery



Service Description

Resume operations in the aftermath of a major hardware/software failure or destruction of facilities. Restore IT systems with backups, and/or provision local area networks (LANs) to meet immediate business needs.

What is Included

- Contingency Planning
- Alternate Site Management
- Telecommunications Service Support
- Information System Backup, Recovery and Reconstitution

How We Charge

The cost of this service is recovered by the number of full time employees (FTE) supported in your agency as a percentage of total departmental FTEs supported.

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	*99.99%

* Excluding planned downtime

Cost Saving Tips

- Provide lower total cost of information security ownership.
- Allow agencies focus resources on mission critical business objectives.
- Compliance with government regulations is provided through ongoing security monitoring.
- A vendor neutral approach supports the appropriate composition of security services by deploying market-based solutions from a wide variety of industry sources.

Additional Information

Services are in compliance with applicable standards from NIST (including SP 800-34), OMB, FIPS and GAO.

Engineering Services



Service Description

Specialized security engineering expertise, tailored to provide the appropriate technology and strategic planning solutions that address specific agency business needs and mission objectives.

What is Included

- Security Planning to provide compliant, standards based process management, monitoring and control
- Security Consulting Services (Technical and Management) to provide industry solutions that support mission area and business needs

- Training on Current and Emerging Technologies to improve specific knowledge and service area skills

How We Charge

Costs are determined by the staffing model, scope of work, and period of performance of your requirement.

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	*99.99%

* Excluding planned downtime

Cost Saving Tips

- Provide lower total cost of information security ownership.
- Allow agencies focus resources on mission critical business objectives.
- Compliance with government regulations is provided through ongoing security monitoring.
- A vendor neutral approach supports the appropriate composition of security services by deploying market-based solutions from a wide variety of industry sources.

Additional Information

Services are in compliance with applicable standards from NIST, OMB, FIPS and GAO.

IT Consultative Services



Service Description

Provide advice, assistance, or leadership skills to ensure security practices and standards are built into the environment efficiently along with meeting federal regulations and compliance. Gain access to specialized expertise tailored to obtain solutions for the appropriate use of technology and strategic business planning solutions to your business needs and objectives.

What is Included

- Information Gathering
- Conduct a Feasibility study to recommend a solution to fit the business need
- Best of practices and compliance
- Formulate a Remediation plan, Action Plan, or Triage
- Develop and review a Security Plan
- Management of Requirements and Design Model
- Oversight during project planning, execution and outcome
- Senior leadership to staff support services
- Risk and Issue Management Services
- Status reporting

How We Charge

Costs are determined by the staffing model, scope of work, and period of performance of your requirement.

Service Level Metrics

Measure	Target SLA
Total Cost	100%
Timeliness of Status Reports	99%
Change Requests Submitted	TBD
Customer Satisfaction	99%

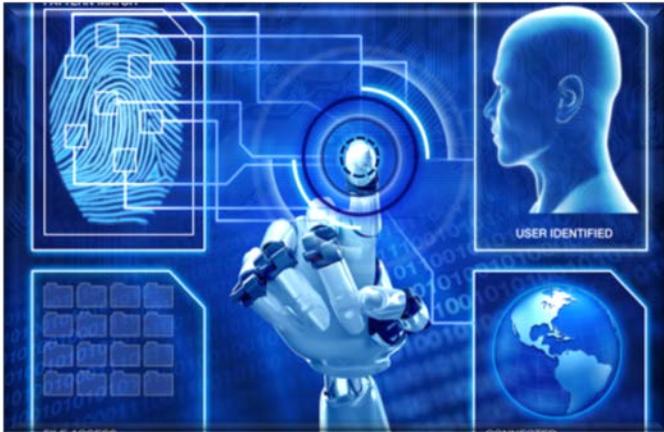
Cost Saving Tips

- Perform cost benefit analysis prior to investing in remediation strategies or action plans
- Engage stakeholders prior to executing to ensure the full scope of work and risks are captured.

Additional Information

Services are in compliance with applicable standards from NIST, OMB, FIPS and GAO.

Project Portfolio Management Services



Service Description

Centralized discipline of coordination and management of a program and/or projects in order to support achieving the planned objectives and benefits to the organization. Portfolio Management is a tool to ensure the right investments are being made and alignment to strategic goals. A certified project management professional (PMP) will provide guidance to project resources throughout the lifecycle. Business process improvement, change management, mentoring, and coaching are fostered and encouraged.

What is Included

- Strategic and tactical planning
- Maintain compliance during lifecycle
- Customized Templates and Processes
- Timely delivery of status reports
- Track deviations and report KPIs
- Financial Management/Financial Tracking
- Risk and Issue Management
- Change Management
- Earned Value Technique to Earned Value Management
- Facilitation of Meetings
- Timely delivery of deliverables
- Customer Satisfaction of results

How We Charge

Costs are determined by the staffing model, scope of work, and period of performance of your requirement.

Service Level Metrics

Measure	Target SLA
Total Cost	100%
Timeliness of Status Reports	99%
Change Requests Submitted	TBD
Customer Satisfaction	99%

Cost Saving Tips

- Engage all major stakeholders early in the scoping phase of a new project to identify volume, geography, security requirements, etc.
- Receive sponsorship agreement to funding strategy
- Maintain a streamline skilled resources pool
- Report relevant data to support decision-making

Additional Information

- Services are in compliance with applicable standards from NIST, OMB, FIPS and GAO.
- Ensure IT security practices and standards are compliant with federal regulations.
- Provide specialized technology and strategic business planning solutions appropriate to address business needs and objectives.

Security Sensor Array Operations Access



Service Description

Provide agency user access to the secure USDA Security Sensor Array (SSA) operating environment. Provide identified users with RSA tokens, system equipment, maintenance and licensing required for SSA access.

What is Included

- Access to the USDA SSA application, database and portal monitoring service
- Procure, deploy and update standard SSA RSA tokens, system infrastructure maintenance and software licensing
- Host, manage, maintain, and update the SSA Access system software and hardware infrastructure.

How We Charge

Costs are determined by the number of full time employees (FTE) provided SSA access.

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	*99.99%

* Excluding planned downtime

Cost Saving Tips

- Provide lower total cost of information security ownership.
- Allow agencies focus resources on mission critical business objectives.
- Compliance with government regulations is provided through ongoing security monitoring.
- A vendor neutral approach supports the appropriate composition of security services by deploying market-based solutions from a wide variety of industry sources.

Additional Information

Services are in compliance with applicable standards from NIST, OMB, FIPS and GAO.

System Test & Evaluation/Penetration Testing



Service Description

Determine the security posture of agency network and IT systems. Provide System Test and Evaluation (ST&E) of agency network and IT systems. Provide risk management and mitigation guidance. Identify assets and validate identified threats of interest and vulnerability targets. Conduct Penetration Testing to exploit these vulnerabilities and determine if unauthorized access or malicious activity is possible. Recommend security controls to mitigate threats. Verify vulnerability remediation and patch deployment.

What is Included

- Plan, execute and report on IT system vulnerability root causes and mitigation recommendations.
- Conduct IT system testing based on the appropriate analysis and review techniques
- Provide a security review of system documentation, audit logs, rule set and configuration to validate policy compliance.
- Capture active IT system, operating system, and communications protocol, service and application information to review operational security.
- Verify file integrity and encryption of communications.
- Identify active network devices, ports and communications paths.
- Identify and mitigate discovered vulnerabilities and weak passwords.
- Test user awareness measurements
- Verify vulnerability remediation through IT system and network vulnerability scanning.

How We Charge

The cost of this service is recovered by the number of full time employees (FTE) supported in your agency as a percentage of total departmental FTEs supported.

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	*99.99%

* Excluding planned downtime

Cost Saving Tips

- Provide lower total cost of information security ownership.
- Allow agencies focus resources on mission critical business objectives.
- Compliance with government regulations is provided through ongoing security monitoring.
- A vendor neutral approach supports the appropriate composition of security services by deploying market-based solutions from a wide variety of industry sources.

Additional Information

Services are in compliance with applicable standards from NIST (including SP 800-115), OMB, FIPS and GAO.

Managed Security Products

Security Information and Event Management (SEIM)	Solution: Trustwave's SAFE Intellitactics
SEIM system gathers, consolidates, and analyzes event data from a wide range of network and security devices in real time and correlates threat patterns from the SEIM threat database.	
Intrusion Detection/Protection System (IDPS)	Solution: SourceFire Defense Center/NIDS
IDPS provides near real-time knowledge of attacks, targets, and the state of critical systems and incidents. IDPS logs event	
Network Data Loss Prevention (NDLP)	Fidelis XPS 200/Command Post
NDLP systems analyzes network traffic (also called data in motion) to search for unauthorized information transmissions, including email, instant messaging (IM), file transfer protocol (FTP), HTTP and HTTPS.	
Secure Socket Layer (SSL) Decryption	Blue Coat Director/Proxy SG 8100
Provides SSL encryption and decryption, and enables policy, configuration and device management.	
Malware Protection/Detection System (MPDS)	FireEye CMS/4000
MPDS identifies and stops modern malware, such as Trojans, bots, crime ware, advanced persistent threats, and zero-day malware.	
Packet Analyzer Toolsets	NetWitness NexGen
Packet Analyzer Toolsets intercept and log traffic passing over the Department's network. As data streams flow across the network, packets are analyzed and decoded in real-time. The toolsets enable the ASOC to quickly analyze network problems, detect network intrusion attempts, and detect network misuse by internal and external users.	
Network Behavior Analysis (NBA)	Lancope StealthWatch FlowSensor AE 1000
NBA appliance detects zero-day attacks on the USDA network by continuously monitoring the network for unusual events or trends, tracking critical network performance and behavior in near real-time, and generates an alert that could indicate the presence of a threat	

A-La-Carte Products

- Adobe
- EEMS
- MS Forefront Protection

For USDA Customers

Contact Us:

ASOC.Outreach@ocio.usda.gov
1-866-905-6890

Enterprise Application Services (EAS)



**Application Development and
Maintenance**



Blogging



Geospatial (Google Maps)



IdeaJam™



Virtual Worlds

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ENTERPRISE APPLICATION SERVICES



About EAS

Enterprise Applications Services (EAS) provides federal government agencies with innovative business application services that result in successful mission and business information technology performance.

EAS provides a full spectrum of professional services for developing, maintaining, and supporting enterprise-class business applications. Our goal is to be the number one choice for integrated enterprise web services, custom desktop and mobile applications, ICAM services, and cutting edge eLearning solutions.

Experience

For over 30 years, EAS has been providing a full spectrum of innovative business and professional services for developing, maintaining and supporting enterprise-class business applications to satisfied customers.

Easy to Engage

Because EAS is a Federal government institution, it can enter into partnerships with customers quickly and simply via reimbursable agreements, saving customers the effort and expense of contracting.

Cost

EAS is non-profit, offering very competitive service rates. Our costs are transparent.

External Customers Welcome

Contact Us

EASBD@ocio.usda.gov

970-295-5210

EAS Provides a Range of Services

Custom Programming

Microsoft.NET (VB.NET, ASP.NET, C#, WPF, XAML), SQL Server, LINQ, XML/XSLT, HTML, Web Services, VB6/ASP, Java, Oracle, PHP, MySQL, Drupal

Mobile Applications

iPhone/iPad/Android-based application development focusing on providing an enhanced consumer experience to supplement existing IT offerings

Business Focus

Traditional and cutting edge project management and development methodologies like Agile and CMMI, offering technical team leads and highly experienced project managers

Life-Cycle development of your software applications gathering of business requirements, customization and design, verification and validation, implementation, user acceptance testing, maintenance and support, and software integration

Technology Solutions

Database analysis and modeling, website development, application architecture design and maintenance, consulting and feasibility studies

AgLearn Learning and Talent Management Services



Service Description

AgLearn is USDA’s enterprise training and workforce development system. AgLearn is a full-service operation that provides comprehensive solutions to meet the highly diverse training requirement of USDA’s offices and agencies. As the official training data repository for USDA, AgLearn also provides a central source of reports and information to managers and executives on the status of training activities and the associated value of those activities.

What is Included

AgLearn supports:

- Mandated Training – to include the creation, delivery, and monitoring of mandatory training as dictated by law, regulation, or executive mandate.
- Classroom Management – to include registration, provisioning, coaching, and delivering of online and offline training to over 25,000 participants each year.
- External Training Management – including an online SF-182 form for automatically requesting, reviewing, and approving/disapproving external training.
- Library of Common Work Resources – including 1) over 6,000 courses and 15,000 books and videos across a wide spectrum of development activities and learning modes, and 2) low -cost access to the Rosetta Stone portfolio of language learning resources and dMason retirement training courses.

- Creation of Mission-specific Online Courses – which includes over 100 custom courses a year to support the training needs of the many programs, services, and systems in USDA.
- Talent/Competency Management – to include individual development activities, leadership development initiatives, and workforce management planning.
- An ever expanding catalog of online courses that can be accessed on mobile devices.

How We Charge

Financially AgLearn has two primary groups:

- Federal employees – who have access to all of the assigned material in AgLearn to include licensed material from training vendors.
- Non- Federal employees – who have access to all of the assigned material except for licensed material from training vendors.

These two groups are charged different rates to account for their different costs. Both groups are paid for by two different internal USDA funding mechanisms designed to pay for USDA-wide activities. AgLearn routinely analyzes the economic value-added and return-on-investment of it activities and adjusts its activities accordingly. In addition, AgLearn actively seeks structured user feedback on its activities and services and adjusts its training portfolio based on this feedback.

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.5 %*
Facility Security	24 x 7

* Excludes planned outages

Cost Saving Tips

AgLearn has vast training economies-of-scale that are rarely found outside of large organizations. Training assets and services that are rarely delivered to smaller organizations are routinely delivered via AgLearn. Online training delivery can accommodate a standardized high-quality user learning experience delivered anywhere in the world on a wide variety of devices whenever the user wants it.

Application Development and Maintenance



Service Description

EAS can provide the professional services required for developing, maintaining, and supporting enterprise-class business applications

What is Included

- Application architecture and design
- Application development per industry best practices
- Application maintenance and support
- Technology consulting and feasibility studies
- Business requirements analysis
- Business process review
- New module development for existing applications
- Enhancements/modifications to existing applications
- Release management
- System and Database requirements development

How We Charge

Charges are based on actual numbers of professional services hours.

Price Drivers:

- Scope and timeframe of development project
- Actual professional services skill-set required
 - IT Specialist
 - Advanced IT Specialist
 - Senior IT Specialist
 - Senior Systems Architect
- Required software licenses
- Additional charges may apply for
 - Optional Hosting Services
 - Optional Application Administration
 - Optional Database Administration
 - Optional Project Management
 - Optional Storage Services

Service Level Metrics

Measure	Target SLA
Incident Response	24 x 7

Cost Saving Tips

- Avoid greater costs associated with high priority service
- Engage project team early to document requirements
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Ensure that all requirements are documented

Additional Information

- Customer acceptance of deliverables is required

Blogging



Service Description

EAS offers a full service Blogging software service that can provide enhanced internal and external communication among management, operational and business staff, and the public. When this service is integrated into a web application, posted information is shared in a chronological fashion that delivers a high level of feedback and end-user interaction.

What is Included

- Apache Roller Weblog™ or WordPress MU™ software
- Apache Roller Weblog
 - Multi-node, highly available architecture
 - Production and non-Production environment
 - USDA eAuthentication protection available
 - Customizable “theme” packs, including standard USDA templates
 - User Accounts for site administration / content authoring

How We Charge

Hosting charges are based on the following factors:

- Number of Blogging solutions
 - Includes High Availability Production and Staging environments
- Optional eAuthentication integration costs

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	*99.99%
Website Metrics	Weekly log delivery

* Excluding planned downtime

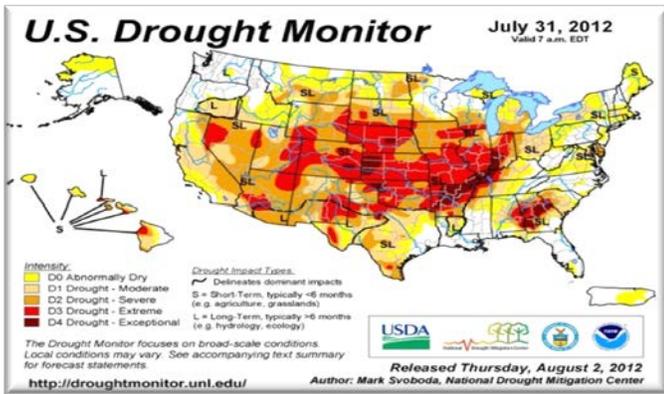
*** EAS reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.**

NOTE: EAS utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage EAS early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integrations efforts and reduce costs through economies of scale

Geospatial (Google Maps)



Service Description

The Geospatial interface is a mash-up type application which utilizes a 3rd-party mapping service and a custom Application Programming Interface (API) to create an integrated mapping service. Map data points and associated information are set via an integrated database, which also provides a method of marking maps with useful information.

What is Included

- Google Maps Premier API™
 - Multi-node, highly available architecture
 - Production and non-Production environment
 - eAuthentication integration available
 - The Google Maps Premier API lets you embed Google Maps in web pages via JavaScript. The API provides a number of utilities for manipulating maps and adding content to the map through a variety of services, allowing you to create robust map applications on a website
 - The ability to integrate maps with secure content through delivery over https

How We Charge

Hosting charges are based on the following factors:

- Geospatial Hosting
 - Number of integrated mapping websites
 - Includes HA Production, HA Staging, and Development environments
 - Associated eAuthentication integration costs
- Google Maps (Premier)
 - Optional licensing in 1 million page view increments

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	*99.99%
Website Metrics	Weekly log delivery

* Excluding planned downtime

* EAS reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: EAS utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage EAS early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integrations efforts and reduce costs through economies of scale

IdeaJam™



Service Description

IdeaJam™ is a cutting edge software tool, that provides a place where people can post and share their ideas, and gauge the marketability, popularity and viability with input from others.

When an idea gets posted, others can help promote or demote the idea and provide comments. Popular ideas will rise to the top of the site based on votes.

What is Included

- Integrated IdeaJam™ Solution
- Multi-node, highly available architecture
- Production and non-Production environment
- eAuthentication integration available
- Lotus Domino Server™
- Integration with USDA eAuthentication single sign on protection

How We Charge

Hosting charges are based on the following factors:

- Actual number of Idea Jam instances
- Initial design, setup, and customization
- Optional eAuthentication integration costs

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	*99.99%
Website Metrics	Weekly log delivery

* Excluding planned downtime

*** EAS reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.**

NOTE: EAS utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage EAS early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integrations efforts and reduce costs through economies of scale

Virtual Worlds



Service Description

EAS can provide the Application Development and Hosting Services to create a Virtual World to enhance collaboration across agencies, support prototyping, provide analytical work spaces.

What is Included

- An internet-accessible 3D virtual environment that enhances collaboration, learning, and interaction among individuals and organizations in geographically diverse locations
- A shared repository of 3D objects and avatars
- Robust and scalable Hosting Services in a secure federal Enterprise Data Center
- Integration with EAS Identity and Access Management Services (eAuthentication) to ensure identity of users
- Selections can be made from a sliding scale of services to create the ideal Virtual World:
- Application Development and Maintenance
 - 3D Virtual Place development
 - Simulation development
 - Integration with existing learning environments
- Software Licensing
- Hosting Services
- Help Desk support

How We Charge

Charges depend on the number of services chosen and include the following:

- Software licenses
- Development of the virtual environment
- Number of concurrent users
- Hosting costs
- Non-standard customization
- Level of support

Service Level Metrics

Measure	Target SLA
Monitoring	24x7
Service Desk support	*
Response	**24 x7
Site Availability	***99.99%
*Prime hours or as contracted	
**On-Call System Engineers	
****Excluding planned downtime	

Cost Saving Tips

- Engage EAS early in the scoping phase of a new project to identify requirements
- Reduce travel costs while broadening collaboration and communication
- Simulate experiences that would be too costly or dangerous in real life
- Foster social interaction between geographically dispersed team members or customers

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Enterprise Data Services (NITC)



Infrastructure as a Service



Platform as a Service



Professional Services



Other NITC Services

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ENTERPRISE DATA CENTER HOSTING SERVICES



About NITC

The NITC-managed Enterprise Data Center is a federally owned Cloud services provider; offering agencies enterprise class infrastructure built from the ground up with market leading technologies. NITC continues to innovate with the introduction of new Cloud services as well as utilizing “green” industry best practices as much as possible to improve energy efficiency and reduce greenhouse gas emissions.

Experience

NITC has provided services as a federated data center since 1973 and has performed data center migrations since the 1980s. NITC cross-services 14 federal departments/bureaus.

Customer Service

NITC offers 24x7 monitoring and expert technical support to ensure customers can focus on their core business without worrying about IT infrastructure.

Available Upon Request:

- Service Rates
- Sample Service Level Agreements
- Inheritable Controls Matrix

External Customers Welcome

Contact Us:

NITCServicedesk@ocio.usda.gov
888-USE-NITC or 816-926-6660

❖ Data Center Services

The NITC Enterprise Solutions are developed utilizing government and industry standards and best practices. Our Level IV data center facilities utilize state-of-the-art, enterprise class infrastructure technologies to deliver

optimal yet cost-effective solutions. NITC has a diverse and dedicated staff of Information Technology professionals who are proficient in systems architecture and integration, infrastructure management and operation, and disaster recovery. They work with customers to deliver secure and highly available solutions. The NITC’s secure IT infrastructure consists of virtualized mainframe and midrange platforms as well as virtualized network and storage infrastructure. The systems and applications managed by NITC are national in scope, mission critical, and essential for the operations of the United States government.

Infrastructure as a Service (IaaS):

The NITC Infrastructure as a Service provides a virtualized computer infrastructure which allows customers the option to maintain control of their operating and general support systems at the system level. IaaS is provided for customers to maintain control of their hosting platform while allowing NITC to control the infrastructure on which it resides. NITC also offers three tiers of IaaS storage that are available to customers on demand.

Platform as a Service (PaaS):

The NITC Platform as a Service builds on IaaS to provide customers with robust hardware platforms that are virtualized for optimal cost efficiency and flexibility. The underlying hardware is coupled with NITC Network and NITC Storage services to provide a fully managed operating platform up to and including one of the supported operating systems. In addition to the supported operating systems, NITC currently also offers various PaaS services including database, web portal, web server etc. The PaaS services include software license management and essential professional services for the products included in the service.

Managed Hosting:

For extremely large or unique applications that require dedicated hardware, NITC will manage customer provided servers up through the operating system (OS) in a secure operating environment including systems installation, engineering, administration, and support.

Professional Services:

NITC can provide the professional services required for integrating and administering enterprise-class business applications and databases, project management, and planning for technology advancements and disaster recovery.

❖ NITC Cloud Services



NITC offers a broad range of Cloud services using virtualized, multi-tenant operating environments to offer several Platform as a Service (PaaS) and Infrastructure as a Service (IaaS) services. NITC Cloud services offers:

- Rapid elasticity
- Scalable, pay-as-you-go pricing
- Monthly billing and predictable cost
- Periodic hardware refresh
- 99.99% availability
- Independent audits for OIG, A-123 and inheritable controls

Infrastructure as a Service (IaaS):

The NITC Infrastructure as a Service provides a virtualized computer infrastructure which allows customers the option to maintain control of their operating and general support systems at the system level. Network, Facility, Security, and Operational Support Services at the infrastructure layer are included with all IaaS offerings.

- **Server - Linux™ and Windows™ available**
- **SAN/NAS Storage - Tier 1, Tier 2, Tier 3, Replication available**
- **Backup/Archive Storage - Onsite, Offsite, Replication available**

Platform as a Service (PaaS):

NITC PaaS offerings (built upon NITC's IaaS offerings) enables customers to select from secure, standardized Operating System images that are configured to meet actual processing requirement. Each PaaS offering is fully managed and maintained by NITC. In addition to

the supported operating systems, NITC also provides PaaS offerings that include respective software licensing. By utilizing cost-effective platform solutions that are configured and licensed to meet actual application processing requirements, customers need to only focus on the development and deployment of their business applications.

- **Server - Linux™, Windows™, Solaris™, AIX™**
- **Mainframe - zOS™**
- **Web Server - LAP, LAMP**
- **Web Application & Web Portal Server - WebSphere™**
- **Database - MySQL™, SQL Server™, Oracle™**
- **Web Content & Document Management – Oracle UCM™**
- **Web Search - Google™**
- **Web Accelerator - Akamai™**
- **Cloudvault - ownCloud**
- **Virtual Application Desktop - Citrix™**

Rapid Provisioning

The NITC Cloud services offer virtualized instances of software, servers and storage that can be deployed for the customers within a very short period of time. In addition, virtualized environment supports rapid elasticity.

Predictable Cost Model

NITC Cloud services help customers eliminate capital expenditure and improve operating efficiencies by using a multitenant hosting environment. Various standard and premium options and templates are offered to meet unique customer demands.

Customer Service

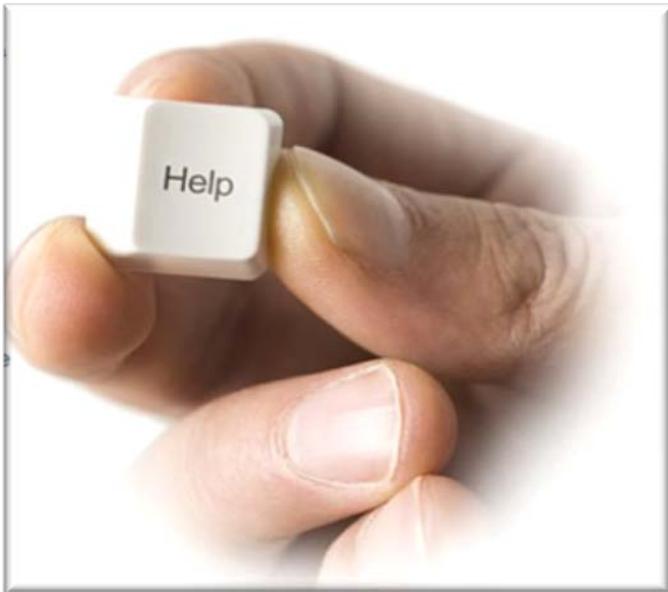
NITC offers dedicated account teams and 24x7 monitoring and expert technical support to ensure customers can focus on their core business without worrying about IT infrastructure.

External Customers Welcome

Contact Us:

NITCSERVICEDESK@ocio.usda.gov
888-USE-NITC or 816-926-6660

❖ NITC Service Desk



The NITC Service Desk supports customers daily with:

- Incident management
- Problem management
- Information requests
- Service requests
- Password resets
- Account permissions
- Connectivity issues
- Remote access
- Lost equipment notification

When contacting the Service Desk for assistance:

- Be prepared to provide required information
 - Contact information
 - Relevant agency and system information
 - Information related to request
- Provide appropriate authorization for service requests
- Utilize optional email template

The NITC ITIL-based ITSM practices provide:

- Configuration Management Database(CMDB)
- Asset Management
- Configuration Management
- Release Management
- Change Management
- Incident Management
- Problem Management

Service Desk

The NITC Service Desk plays an integral part in all NITC services. It is your single Point of Contact (POC) for managing incidents to resolution. The Service Desk facilitates the restoration of normal operational service to minimize business impact to the customer. The Service Desk is available 24 hours a day, 7 days a week, and utilizes Information Technology Service Management (ITSM) best practices to record, route, and manage the timely response to all service requests.

External Customers Welcome

Contact Us:

NITCServicedesk@ocio.usda.gov
888-USE-NITC or 816-926-6660

❖ System and Network Control Center



The NITC System and Network Control Center (SNCC) monitors the performance and availability of NITC managed systems and networks 24 hours a day, 7 days a week.

External Customers Welcome

Contact Us:

NITCServiceDesk@ocio.usda.gov
888-USE-NITC or 816-926-6660

When contacting the SNCC:

- Be prepared to provide required information
 - Contact information
 - Relevant agency and system information
 - Information related to request
- Provide appropriate authorization for service requests
- Utilize optional email template

The NITC SNCC performs:

- System and network monitoring
- 2nd Tier Systems Administration support
 - Mainframe Initial Program Loads (IPLs)
 - System Reboots
 - Hardware Resets
 - Hardware Support
 - Software Support
- Production control functions
- Facility monitoring and management
 - Power and Environmental Equipment Support and Incident Resolution
 - Data Center Security and Access Control
- Tape management
 - Physical tape handling
 - Offsite tape rotation and retrieval
 - Coordination and deployment of media for disaster recovery
- Data component disposal
- 2nd Tier Incident and Problem Management support
- Certification of hardware/software changes

Infrastructure as a Service



Backup / Archive Storage



Facility (Enterprise Data Center)



Network



SAN / NAS Storage



Server

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INFRASTRUCTURE AS A SERVICE (IaaS)

Backup / Archive Storage



- Proper disposal of failed data components
- Disaster recovery support

Standard Backup Schedule and Retention*

Backup Type	Frequency	Onsite Retention	Offsite Retention
Full	Weekly	60 days	60 days
Incremental	Daily	14 days	14 days

*Backup schedule and retention periods are customizable

How We Charge

Charges are based on actual backup/archive data stored.

Price Drivers:

- Total amount of data protected
- Change rate of data protected
- Required backup schedule
- Type of archive storage required
- Data retention periods

Service Description

The NITC Backup / Archive Storage service provides a robust combination of hardware and software technologies for Collocation, Managed Hosting, and Cloud Service customers' data protection and archive requirements. NITC exploits tape virtualization and automation technologies to enable the delivery of cost-effective, fully-managed data protection and data lifecycle storage solutions.

What is Included

- Fully managed data protection and archive solutions
- Both onsite and offsite data storage available
- Enterprise-class virtual tape technology
 - High scalability
 - High performance
 - Remote data replication features
- Automated real tape technology
 - High-capacity tape drives
 - Fully automated tape libraries
- Automated data protection software
- Network and SAN client software
- Optional database client software
- Automated Archive Management Software
 - Automated archiving from disk to tape
 - SAN/NAS disk storage required
- Fully secured data access and inheritable controls

Service Level Metrics

Measure	Target SLA
Infrastructure Monitoring	24 x 7
Incident Response	24 x 7
Infrastructure Availability	99%*

*The NITC Backup/Archive solutions are designed to balance availability and control costs.

Cost Saving Tips

- Follow information lifecycle management best practices
- Purge unused data
- Retain only required data

Additional Information

- Customers are responsible for communicating any special backup schedule or retention requirements
- Customer provided equipment utilizing NITC Backup Services must provide additional network connectivity to the Enterprise Data Center Backup Network

Facility (Enterprise Data Center)



Service Description

NITC Facility Services provides an optimal Enterprise Data Center (EDC) operating environment for production customer application hosting. All NITC-managed EDCs adhere to USDA EDC standards and include key fault-tolerant characteristics equivalent to Uptime Institute Tier standards.

What is Included

Production Enterprise Data Centers

- **Kansas City, Missouri (Production)**
Tier IV - Fault Tolerant Site Infrastructure
A Fault Tolerant data center has multiple, independent, physically isolated systems that have redundant capacity components and multiple, independent, diverse, active distribution paths simultaneously serving the computer equipment.
- **Saint Louis, Missouri (Disaster Recovery)**
Tier III - Concurrently Maintainable Site Infrastructure

A concurrently maintainable data center with redundant capacity components and multiple, independent distribution paths serving the computer equipment.

Development, Test, and Disaster Recovery Center

- **Beltsville, Maryland**
Tier 1 – Basic Site Infrastructure
A basic data center with non-redundant capacity components and a single, non-redundant distribution path serving the computer equipment.

How We Charge

The cost of this service is included with other hosting services that rely on this service.

Hosting services that include Facility Services:

- Platform as a Service
- Infrastructure as a Service
- Managed Hosting services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
Infrastructure Availability	
Beltsville (Tier 1)	99.671%*
Saint Louis (Tier III)	99.982%*
Kansas City (Tier IV)	99.995%*

***NITC reserves the right to schedule occasional infrastructure downtime and maintenance activities to accommodate growth and ensure optimal availability.**

Cost Saving Tips

- Utilize NITC Enterprise Data Centers to obtain optimal business application availability
 - Kansas City for Production applications
 - St. Louis for Disaster Recovery

Additional Information

- Escorted access to the data center for authorized customer personnel can be scheduled to perform necessary operational tasks
- Certified DOJ Level IV Secure Facility
- USDA DM 3510-01 Physical Security Standards for Information Technology Compliant
- Security measures include:
 - Guard stations
 - Parking lot and exterior building surveillance
 - Computer room entry and egress surveillance
 - Computer room entry and egress secured with buffer zone and biometric access control

Network



Service Description

The NITC Network Services include Local Area Network (LAN) connectivity for hosted systems and applications as well as connectivity to the USDA Wide Area Network (WAN) and the Internet.

What is Included

- Fully managed LAN infrastructure in each NITC Enterprise Data Center (EDC)
- Connectivity to the USDA Universal Telecommunications Network (UTN) WAN and Internet
- Network engineering and design consultation
- Network utilization monitoring and capacity planning
- Network load balancing and high availability solutions
- Fully integrated Network Security services
- Network cabling as required by NITC EDC standards

How We Charge

The cost of this service is included with other hosting services that rely on this service.

Hosting services that include Network Services:

- Platform as a Service
- Infrastructure as a Service
- Managed Hosting services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	≥99.99%*

* Excludes planned downtime

NITC reserves the option to schedule its routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The USDA is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Utilize NITC Network Services instead of hosting a private networking solution
- Provide at least 180 days' notice for growth or retraction of processing requirements
- Communicate projected networking requirements on a quarterly basis
- Limit internet usage to business related activities

Additional Information

- Customer provided equipment utilizing NITC Network Services must provide dual network connectivity to the EDC Highly-Available Network
- If optional Backup/Archive services are utilized, network connectivity to the EDC Backup network is also required

SAN / NAS Storage



Service Description

The NITC Storage Area Network (SAN) / Network Attached Storage (NAS) service provides a robust disk storage infrastructure for Collocation, Managed Hosting, and Cloud Service customers. NITC exploits storage virtualization technologies, strict standards, and economies of scale to enable rapid delivery of cost-effective, fully-managed disk storage cost/performance options.

What is Included

- Enterprise-class virtualized disk storage controllers
 - High scalability
 - High performance
 - High availability
 - Robust data replication and migration features
 - Local disk cloning
 - Remote replication for disaster recovery
 - Primary Disk – Continuous
 - Backup Disk – Manual or Scripted
 - Three virtualized disk storage options
- Redundant SAN architecture
 - Dual-fabric architecture
 - Enterprise-class directors and switches
- Highly-available NAS infrastructure
 - Utilizes same virtualized disk architecture
 - Supports both NFS and CIFS file sharing
 - Robust data snapshot/replication technology
- Security of mission-critical data provided through management of access rights
- Periodic technology refresh

- Fully secured data access and inheritable controls
- Proper disposal of failed data components
- Disaster recovery support for replicated data
- Dynamic load balancing path management software
- Recommended Backup/Archive services are also available

Disk Storage Options:

Option	Performance	SAN	NAS	Application Type
Tier 1	Best	x	x	Performance Sensitive
Tier 2	Better	x	x	Typical Applications
Tier 3	Good	x	x	Backup and Archive

How We Charge

Charges are based on connectivity requirements and actual disk allocations by tier.

Price Drivers:

- Number of SAN/NAS ports utilized
- Storage Allocation in Gigabytes
- Additional charges may apply for storage allocation associated with any local or remote replication

Service Level Metrics

Measure	Target SLA
Infrastructure Monitoring	24 x 7
Incident Response	24 x 7
Infrastructure Availability	99.999%*

*Target availability does not include any scheduled downtime and requires dual SAN/NAS connectivity to the storage infrastructure.

Cost Saving Tips

- Utilize disk storage tiers appropriately
- Utilize provided path management software or native Operating System capabilities
- Utilize NAS solutions for highly available file sharing
- Proactively inform NITC of disk storage requirements

Additional Information

- File system and database recovery procedures are typically required for Disaster Recovery

Server



Service Description

- The NITC Server Infrastructure as a Service (IaaS) offering provides customers with the necessary platform services to support the development and transition of business applications into standardized Enterprise Data Center (EDC) service offerings. With server infrastructure already integrated with other key IaaS offerings, customers need only to configure NITC-provided virtual Operating Systems as well as install and configure their respective application software to enable rapid application development and EDC migration solution delivery.

What is Included

- Periodic technology refresh
- Fully integrated SAN/NAS storage services
- Fully integrated Network services
- Fully integrated Backup/Archive services
- Optional Virtual Desktop services
- Optional services include:
 - Planning and Integration
 - Application Integration
 - Database Management
 - Project Management

NOTE: Elevated Privileges will be provided as required to support actual business requirements and Federal Data Center Consolidation Initiative (FDCCI) requirements.

Platform Options:

Platform	Windows	Linux	AIX	Solaris
x86	X	X		
↑				
↑				↑

How We Charge

Charges are based on actual platform services provided.

Price Drivers:

- Number and type of virtual servers
- Amount of actual CPU and memory required
- Amount of actual Backup/Archive data retained
- Amount of actual SAN/NAS disk storage required
- Additional charges may apply for optional Professional Services

Service Level Metrics

Measure	Target SLA
Infrastructure Monitoring	24 x 7
Incident Response	24 x 7
Infrastructure Availability	99.99%*

* NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays from 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Proactively inform NITC of infrastructure requirements
- Utilize standardized NITC Platform as a Service (PaaS) offerings as much as possible

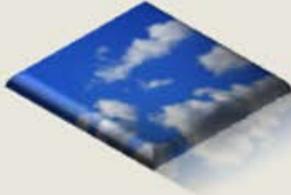
Additional Information

Customers must work with NITC to maintain operating systems to ensure full compatibility with NITC SAN/NAS Storage Services, Backup Services, and Network Services.

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Platform as a Service

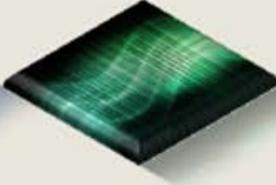
Cloud Vault



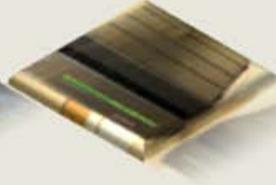
Document Management



Database



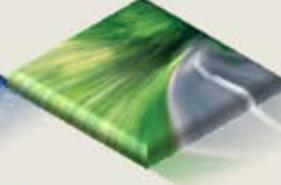
Mainframe



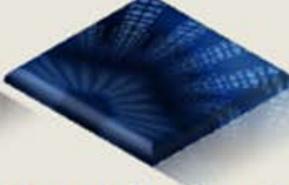
Server



Web Accelerator (Akamai)



Virtual Application Desktop (Citrix)



Web Application Server



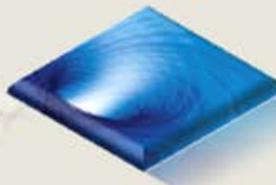
Web Content Management



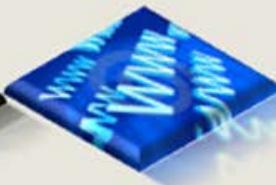
Web Search



Web Portal



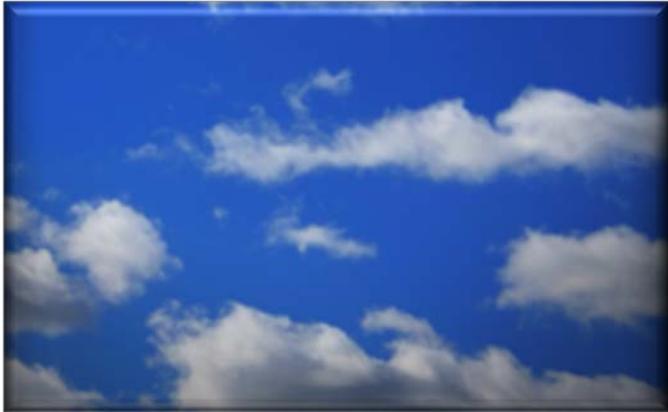
Web Server



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PLATFORM AS A SERVICE (PaaS)

CloudVault



Service Description

NITC can provide collaboration on the cloud through its secured cloud based storage service. This cloud based remote storage capability is accessible from the Internet through mobile device, browser, or thick client which will provide agencies/organizations the capability to have their own private cloud storage. Users of cloud storage can share content with other cloud storage users within that domain.

What is Included

- NITC PaaS and Storage Services
- Web based interface to securely upload and download files
- Version control
- Sharing of files with both registered and no-registered users
- Secure file sharing with password and expiration date
- Downloadable sync clients to sync from your desktop, laptop and mobile devices

How We Charge

Hosting charges are based on the following factors:

- Number of registered users within CloudVault
- Actual storage used within CloudVault

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99%*

* Excludes planned downtime

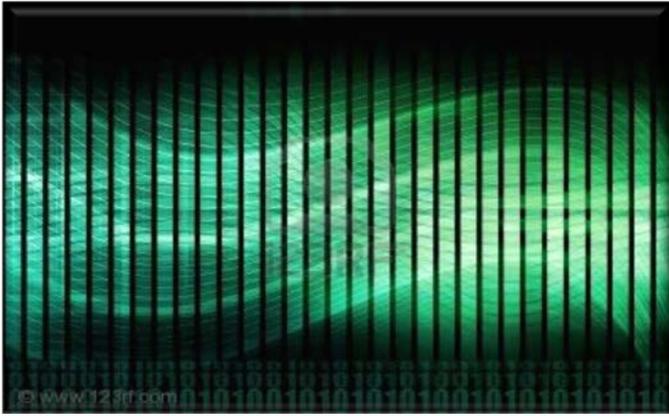
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NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Database



Service Description

The NITC Database Platform as a Service offering provides a fully managed platform solution for use as an integral part of an overall customer application hosting environment. The offering provides scalable database services that provide required performance, reliability, and functionality while also providing cost savings associated with the overall ease of management and the economies of scale associated with a common, standardized solution.

What is Included

Fully managed database server

- Fully managed virtual server
- Standardized storage configurations
 - Data Files
 - Transaction Logs
 - Database Backups
- Database software licensing and maintenance
- Database software installation and configuration
- Database operations, patching, and maintenance
- Operating System and Database Administration
 - Software installation and maintenance
 - System-level patching and support
- Full database and transaction log backups for Point-In-Time database recovery
- System and Database monitoring services

Database Software Options:

- Microsoft™ SQL Server™
- Oracle™
- MySQL™

How We Charge

Hosting charges are based on the number of virtual servers provided and actual allocated resources.

Price Drivers:

- Number of Database virtual servers required
 - Optional High Availability
 - Optional Disaster Recovery
- Amount of actual CPU and memory required
- Amount of data storage required in 10GB increments
- Additional charges for optional data retention periods
- Additional charges for optional Professional Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99%*
Notification Services	By Request
* Excludes planned downtime	

NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Document Management



Service Description

The NITC document management solution allows organizations to effectively and efficiently capture, secure, share and distribute digital and paper-based documents. The solution includes a workflow process to mirror the review of information and supports process automation for document creation, review, and revision.

What is Included

- Single Midrange Platform as a Service virtual server
- Oracle™ Universal Content Management software licensing and maintenance
- Key NITC Technical Services to install, patch, and upgrade software components
- System-level Database Administration services for database component of Document management
- Additional virtual CPU, memory, and storage resources when required
- Optional Fault Tolerant and Disaster Recovery capabilities
- Optional Planning and Integration services
- Optional Application Integration services

How We Charge

Hosting charges are based on actual number of virtual servers and resources utilized.

Price Drivers:

- Number of Document Management solutions required
- Additional virtual server resources required (CPU, Memory, and/or Storage)
- Optional Fault Tolerance requirements
- Optional Disaster Recovery requirements
- Any additional Professional Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99%*
Website Metrics	Weekly Log Delivery

* Excludes planned downtime

NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Mainframe



Service Description

The NITC Mainframe Platform as a Service includes a fully managed operating platform for mainframe-based applications. This fully-managed service includes systems engineering services, software tools, storage services, technology refresh, and disaster recovery.

What is Included

- Fully managed NITC Network Services and infrastructure
- Fully managed zOS™ operational environment
- Third party software tools, utilities, and support
- System security administration and support
- Capacity planning and performance tuning
- 24x7 system and network monitoring and support
- Fully managed disk and tape storage services
- Fully managed Disaster Recovery of the operating platform
- Application data recovery support
- Customer certification testing support
- Job scheduling and related monitoring
- Standard database administration activities
- Systems engineering and consulting services
 - Install, configure, customize, and maintain the Operating System and system utilities
 - Research, coordinate, and apply OS maintenance
 - Management, analysis, and review of OS system audit logging
 - Troubleshoot and resolve OS-related problems
 - Disk and Tape storage administration

- Perform system tuning within the limits of NITC configuration standards
- Related inheritable management controls

How We Charge

Hosting charges are based on actual usage measurements.

Price Drivers:

- Prime time and non-prime time CPU usage
- High, Normal, Medium, or Deferred Priority
- Amount of disk storage utilized
- Amount of tape storage utilized
- Additional charges may apply for
- Specialized software
- Database administration
- Application support

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.9%*
* Excludes planned downtime	

NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Adhere to the scheduled maintenance window
- Provide at least 180 days' notice for growth or retraction of processing requirements
- Communicate project processing requirements on a quarterly basis
- Participate in scheduled disaster recovery testing
- Archive data only when necessary
- Delete any unnecessary data
- Utilize standard tools and applications

Server



Service Description

The NITC Platform as a Service (PaaS) Server offering provides standard virtualized operating platforms to securely host customer applications. NITC utilizes advanced server virtualization technologies, strict standards, and economies of scale to enable rapid delivery of cost-effective, fully-managed operating platforms with expanded inheritable security controls.

What is Included

- Fully managed operating platform infrastructure
 - State-of-the-art server hardware
 - Standardized operating systems
 - SAN/NAS disk storage as required
 - Backup/Archive services as required
 - Highly available Network services
 - Redundant server hardware
 - Periodic technology refresh
- Full platform administration services
 - Virtual server configuration
 - Virtual OS installation
 - Virtual OS upgrades and patching
 - Security hardening per NIST standards
 - Application software installation
 - User management and audit log review
 - Virus protection and vulnerability mitigation
 - Disaster recovery support
 - Incident and problem resolution
- Systems engineering based on application requirements
- Related inheritable management controls
- Optional Virtual Desktop Platform as a Service
- Optional Professional Services such as
 - Database Management
 - Application Integration

Platform Options:

Platform	Windows	Linux	AIX	Solaris
x86	X	X		
pSeries			X	
Sparc				X

How We Charge

Hosting charges are based on the number of virtual servers provided and actual allocated resources.

Price Drivers:

- Number and type of virtual servers
- Amount of actual CPU and memory required
- Amount of actual Backup/Archive data retained
- Amount of actual SAN/NAS disk storage required
- Any RSA token requirements for Remote Access
- Additional charges may apply for optional Professional Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99%*

* Excludes planned downtime

NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays from 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Be prepared to provide key hosting requirements to expedite the planning process

Additional Information

- Customers must allow NITC to maintain/update the Operating System to ensure vendor supportability
- Transitional IaaS is also available for application development and as a temporary solution to support Enterprise Data Center Consolidation

Virtual Application Desktop (Citrix)



Service Description

The NITC Virtual Desktop service provides the technology necessary to enable the hosting of workstation-centric business applications remotely in the NITC Enterprise Data Center. Combined with other key enabling NITC cloud services, the Virtual Application Desktop service can provide a practically identical end user experience for workstation-centric applications while simplifying the management of desktop software installation and maintenance and providing a secure remote access solution.

What is Included

- Fully managed and maintained infrastructure
 - State-of-the-art server hardware & software
 - Period technology refresh
- Both shared and dedicated solutions available
- Citrix™ XenApp™
 - Virtual presentation of specific applications
 - Most cost effective virtual desktop solution
- Citrix™ XenDesktop™
 - Virtual presentation of complete desktop
 - Provides users with desktop functionality

How We Charge

Costs are based on actual application hosting requirements and virtual application integration services required.

Price Drivers:

- Actual shared or dedicated hosting requirements
- Number of concurrent users of XenApp™ integrated applications
- Number of XenDesktop™ integrated desktops
- Virtual Application Desktop application integration services as required

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99%*

* Excludes planned downtime

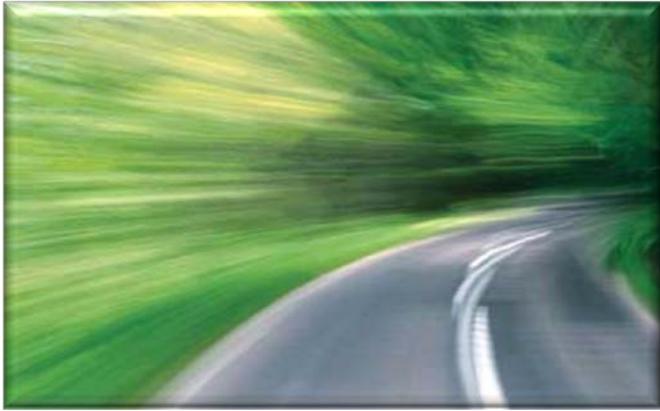
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Cost Saving Tips

- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Web Accelerator (Akamai)



Service Description

NITC can provide 3rd party Akamai Web Accelerator service to further enhance web application performance and availability as well as deliver static websites. Front end redundancy and geographically dispersed nodes for last loop efficiency are included.

Built upon Akamai's EdgeAdvantage™ platform, Akamai's Dynamic Site Accelerator™ solution introduces intelligent content generation and comprehensive site delivery at the edge and provides E-businesses with the optimal solution for dynamic website availability, scalability and performance.

What is Included

- Akamai's global Content Delivery Network (CDN)
- Basic and Encrypted (SSL) content acceleration
- Live and on-Demand streaming
- NetStorage for online storage
- Management Console to manage content
- Optional Akamai professional services support

How We Charge

Hosting charges are based on the following factors:

- Actual usage of licensed service based on bandwidth and storage consumption
- Actual number of optional Akamai professional service hours

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99%*
Website Metrics	Weekly Log Delivery

* Excludes planned downtime

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NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Web Application Server



Service Description

NITC provides an enterprise-class web application server environment for robust, fault-tolerant web application hosting based on Java 2 Platform Enterprise Edition (J2EE) that includes:

JDK, EJB, Servlet, JSP, JMS, JDBC, JAX-RPC, SAAJ, Web Services for J2EE, JAXR, Java Authorization Contract for Containers, J2EE Management, J2EE Deployment, and J2EE Connectors

What is Included

- Single Midrange Platform as a Service (PaaS) virtual server
- WebSphere™ Application Server software licensing and maintenance
- Key NITC Professional Services to install, patch, and upgrade software components
- System-level Database Administration services for database component of web application server
- Additional virtual CPU, memory, and storage resources as required
- Optional Fault Tolerant and Disaster Recovery capabilities
- Optional Planning and Integration services
- Optional Application Integration services

How We Charge

Hosting charges are based on actual number of virtual servers and resources utilized.

Price Drivers:

- Number of Web Application Servers required
- Additional virtual server resources required (CPU, Memory, and Storage)
- Optional Fault Tolerance requirements
- Optional Disaster Recovery requirements
- Actual amount of optional Professional Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99%*
Website Metrics	Weekly Log Delivery

* Excludes planned downtime

NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Web Content Management



Service Description

The NITC Web Content Management solution enables all authorized users within an organization to create, capture, store, manage, publish, view, search, archive all types of documents, and provides the ability to support the entire content management lifecycle.

Contributors are granted the ability to publish content directly, without a web masters intervention, vastly increasing the speed of making information available on the web.

What is Included

- Midrange Platform as a Service virtual server resources
- Oracle™ Universal Content Management software licensing and maintenance
- Key NITC Technical Services to install, patch, and upgrade software components
- System-level Database Administration services for database component of web content management
- Additional virtual CPU, memory, and storage resources when required
- Optional Fault Tolerant and Disaster Recovery capabilities
- Optional Planning and Integration services
- Optional Application Integration services

How We Charge

Hosting charges are based on actual number of virtual servers and resources utilized.

Price Drivers:

- Actual number of Web Content Management solutions required
- Additional virtual server resources required (CPU, Memory, and/or Storage)
- Optional Fault Tolerance requirements
- Optional Disaster Recovery requirements
- Any additional Professional Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99%*
Website Metrics	Weekly Log Delivery

* Excludes planned downtime

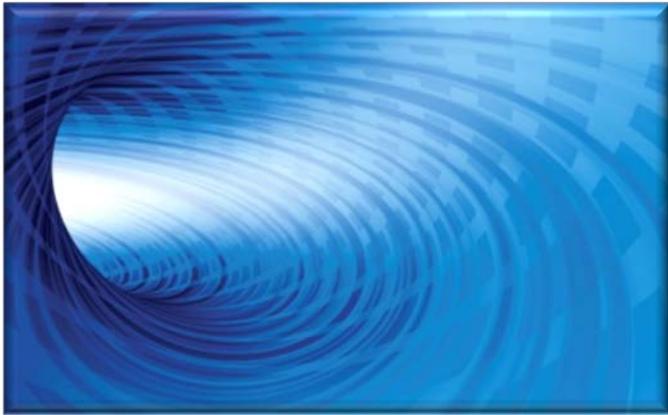
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Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Web Portal



Service Description

NITC provides an enterprise-class portal solution for web application hosting that allows aggregation of applications and content for delivery as a single, role-based application.

What is Included

- Midrange Platform as a Service virtual servers
- WebSphere™ Portal Server software licensing and maintenance
- Key NITC Technical Services to install, patch, and upgrade software components
- System-level Database Administration services for database component of web portal server
- Additional virtual CPU, memory, and storage resources when required
- Optional Fault Tolerant and Disaster Recovery capabilities
- Optional Planning and Integration services
- Optional Application Integration services

How We Charge

Hosting charges are based on actual number of virtual servers and resources utilized.

Price Drivers:

- Number of Web Portal servers required
- Additional virtual server resources required (CPU, Memory, and/or Storage)
- Optional Fault Tolerance requirements
- Optional Disaster Recovery requirements
- Any additional Professional Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99%*
Website Metrics	Weekly Log Delivery

* Excludes planned downtime

NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Web Search



Service Description

The NITC Enterprise Search offering provides customizable, web search-engine functionality for web applications. The solution can be configured to search collections of web pages that are customized per application. These collections can include anything from the entire domain to a single web page. The search catalog offers services for public facing and protected sites using USDA's SSO (eAuthentication) system.

What is Included

- Best-in-class appliance-based search
- Cross-site, cross-agency, cross-department search capability
- Customizable search based on website logical design
- Customizable search result output
- File system, Web repository, Database, Feed, Connector, OneBox module-based crawl ability
- Secure site crawl-ability (eAuthentication)

How We Charge

Hosting charges are based on the following factors:

- Actual number of website URLs crawled
- Setup fee for highly customized integrations

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99%*
Website Metrics	Weekly Log Delivery

* Excludes planned downtime

NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Web Server



Service Description

NITC provides an enterprise-class web server solution that meets agency requirements for light-weight web applications that require very little dynamic data. This offering includes simple scripting capable of supporting light-weight database updates and data retrieval.

What is Included

- Single Midrange Platform as a Service virtual server
 - Red Hat Enterprise Linux
 - Apache Web Server
 - PHP and Perl scripting modules
 - MySQL Database as required
- Key NITC Technical Services to install, patch, and upgrade software components
- System-level Database Administration services for MySQL component when required
- Additional virtual CPU, memory, and storage resources when required
- Optional Fault Tolerant and Disaster Recovery capabilities
- Optional Planning and Integration services
- Optional Application Integration services

Configuration Options:

- LAP (Linux, Apache, and PHP)
- LAMP (Linux, Apache, MySQL, and PHP)

How We Charge

Hosting charges are based on the number of virtual servers provided and actual virtual resources allocated.

Price Drivers:

- Number of LAP or LAMP base configurations required
 - Additional CPU, Memory, and/or Storage
 - Optional Fault Tolerance
- Optional Disaster Recovery
- Actual amount of optional Professional Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99%*
Website Metrics	Weekly Log Delivery

* Excludes planned downtime

NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Engage NITC early in the scoping phase of a new project to identify all business and technical requirements
- Forecast response time and load expectations
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Professional Services



Application Integration



Database Management



Disaster and Recovery



Planning and Integration



Project Management

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PROFESSIONAL SERVICES

Application Integration



Service Description

NITC can provide the professional services required for integrating and administering enterprise-class business applications.

What is Included

- Application architecture planning
- Application integration expertise and consultation
- Application software installation, maintenance, and support
- Supported Applications Services include:
 - IBM HTTP Web server™
 - IBM WebSphere Application Server™
 - IBM WebSphere Portal™
 - Oracle/Stellent Content Management™
 - Google Enterprise Search™
 - IBM MQ Series™

How We Charge

Charges are based on actual numbers of professional services hours.

Price Drivers:

- Scope and timeframe of integration project
- Required software licenses
- Additional charges may apply for
 - Platform as a Service
 - Infrastructure as a Service
 - Other Professional Services

Service Level Metrics

Measure	Target SLA
Incident Response	24 x 7

Cost Saving Tips

- Avoid greater costs associated with high priority service
- Engage project team early to document requirements
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Ensure that all requirements are documented

Additional Information

- Customer acceptance of deliverables is required
- Administration and support for other application software is considered on a case-by-case basis

Database Management



Service Description

NITC Database Management services can provide the necessary professional expertise to install, configure, operate, and maintain industry standard database software.

What is Included

- Database engineering and architecture design
- Database software installation and configuration
- Database operations, patching, and maintenance
- Initial database installation and integration
- Database backup and recovery
- Pre-production and testing support
- Management of privileged user accounts to manage tables, indexes, and other data structures
- Problem and incident management
- Performance tuning and troubleshooting

The full suite of standard offerings includes:

Database	Platform		
	Midrange	z/OS	z/Linux
DB2	x	x	x
Oracle™	x		x
SQLServe	x		
MySQL	x		

How We Charge

Charges are based on actual number of professional services hours.

Price Drivers:

- Size and number of database instances
- Number and frequency of database refreshes
- Actual software licensing and maintenance
- Additional charges may apply for
- Platform as a Service
- Infrastructure as a Service
- Other Professional Services

Service Level Metrics

Measure	Target SLA
Incident Response	24 x 7

Cost Saving Tips

Utilize standard software platforms
Establish archive and purge criteria to minimize storage requirements

Additional Information

Support for non-standard Database requests will be evaluated on a case-by-case basis

Disaster Recovery



Service Description

NITC can provide assistance to customers with their Disaster Recovery (DR) planning, coordination, and incident response based on the Customer's Business Impact Analysis (BIA), Recover Point Objectives (RPO), Recovery Time Objectives (RTO), and overall recovery priority.

What is Included

- Facilitation, planning, and coordination with NITC and Customer technical staff and coordinators to:
 - Assist with customer application Business Impact Analysis
 - Co-develop customer application Disaster Recovery Plans and recovery procedures
 - Participate in table-top Disaster Recovery Exercises
 - Participate in functional Disaster Recovery Exercises
 - Assist with documenting customer Test, Training, and Exercise (TT&E) programs and After Action Reports

How We Charge

Charges are based on actual numbers of professional services hours.

Price Drivers:

- Frequency and complexity of DR planning
- Frequency and complexity of DR testing

Service Level Metrics

Possible Disaster Recovery Options		
Service / Option	RTO	RPO*
Database Replication	2 hours	2 hours
Disk Replication	4 hours	2 hours
Tape Replication	24 hours	24 hours
Offsite Tape Rotation	72 hours	72 hours

* - Actual RPO is dependent on critical component availability for the timely replication of data.

Cost Saving Tips

- Purge or archive unused data
- Perform a Business Impact Analysis to determine application RTO and RPO requirements
- Ensure the appropriate data protection solution is utilized to meet actual RTO and RPO requirements.

Additional Information

Typical Recovery Options and Relative Costs

Planning and Integration



Service Description

NITC can provide key professional services to assist customers in the design, planning, and integration of enterprise-class solutions. These key services help eliminate project risk and deliver robust technology solutions based on industry-best practices.

What is Included

- Insight into industry and department
 - Technology roadmaps
 - Strategic plans
 - Best Practices
 - Lessons learned
- Integration and project planning support
- Business requirements analysis
- Technical requirements identification
- Technical architecture solution design
- Project risk identification and prioritization
- Definition of Enterprise Data Center (EDC) standards
- Standard architecture governance
- Technical disaster recovery planning
- Capital investment analysis
- Technology and system integration cost estimation

How We Charge

Charges are based on actual number of professional services hours.

Price Drivers:

- Scope and timeframe of technology project
- Additional charges may apply for:
 - Platform as a Service
 - Infrastructure as a Service
 - Other Professional Services

Cost Saving Tips

- Avoid greater costs associated with high priority service
- Engage project team early to document requirements
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Ensure that all requirements are documented

Additional Information

- Customer acceptance of deliverables is required
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Project Management



Service Description

Project managers work closely with customers, vendors, and NITC functional areas to coordinate efforts and provide necessary project management functions to ensure timely project success.

What is Included

- Development of Project Charter
- Development of project plan and schedule
- Coordination and scheduling of project activities across customer and NITC functional areas
- Consultation on operational and infrastructure requirements, standards and configurations
- Assistance with standard requests for service
- Facilitate project status meetings
- Timely project status reporting
- Address project issues with NITC functional areas and management
- Escalation of significant issues to customers and NITC executive management
- Manage project scope and deliverable requirements
- Document changes to project scope and schedule
- Facilitate and document project closeout
- Access to the Project Management Resource Center

How We Charge

Current pricing is based on time and materials. Customer will only be billed for actual hours worked.

Price Drivers:

- Complexity and scope of the project
- Number of functional areas involved

Cost Saving Tips

- Avoid higher costs associated with high priority service
- Engage project team early to document requirements
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Ensure that all requirements are documented

Additional Information

- Customer signoff of deliverables and releases is required
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

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Other NITC Services

Business Services



Business Management



Procurement

Other Hosting Services



Managed Hosting



Video Teleconferencing
VTC

Security Services



Information Systems
and Network Security



Security Governance

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OTHER NITC SERVICES

Business Management



Service Description

Account Managers dramatically enhance the overall NITC customer experience by assisting with the translation of business application needs into technical hosting requirements and by providing an escalation point for customer services issues.

What is Included

- Ongoing customer relationship management
 - Develop an understanding of customer business functions
 - Identify customer business requirements
 - Assist with the definition of technical requirements
 - Represent NITC functional areas and the overall service delivery process
 - Provide an escalation point to customer service delivery issues
 - Ensure that key issues are escalated to NITC executive management
- Provide information about available NITC services and related costs
- Facilitate customer meetings regarding new projects with NITC functional areas
- Provide pricing estimates for new projects and changes to existing services
- Establish and maintain formal customer service agreements
 - Financial analysis to forecast usage and growth/retraction requirements
 - Monitor actual billing and make changes to agreements as necessary

- Monitor the overall Service Management lifecycle from establishment through retirement
- Provide information regarding planned changes to NITC services for strategic planning purposes
- Collect planned capacity and technical requirements and ensures information is included in NITC strategic planning and capacity forecasts

How We Charge

This key value-added service is included with other NITC services at no extra cost.

Cost Saving Tips

- Provide thorough business and technical requirements
- Utilize Planning and Integration Services to architect the hosting solution and identify all potential costs
- Utilize NITC Project Management Services to ensure timely project delivery
- Utilize Disaster Recovery Services to plan and coordinate DR testing
- Minimize changes during project delivery
- Avoid historical project cost estimation
- Keep Account Managers informed of planning changes and capacity requirements

Procurement



Service Description

NITC Procurement Services enhance the customer experience by providing centralized support for key contract negotiations. This value added service can optionally be utilized to acquire necessary equipment, software, and services to provide a total customer solution.

What is Included

- Acquisition consultation and assistance
- Cost Savings through economies of scale
- Acquisition support for funded procurements
 - Equipment
 - Software
 - Services
 - Maintenance
- Acquisition Life Cycle Management
 - Requirements Definition
 - Request for Proposal (RFP) development support
 - Technical and Business proposal evaluation
 - Contract Management
- Vendor management

How We Charge

- A 5% service fee is applicable to new hardware and software procurements.
- Ongoing Hardware and Software maintenance renewals that are part of combined enterprise contracts are free of charge.
- Acquisition costs for hardware, software, and services are passed on to customers via reimbursable agreements.

Cost Saving Tips

- Utilize available Blanket Purchase Agreements (BPAs) and other existing contracts
- Provide documented acquisition requirements
- Avoid emergency and expedited procurements

Additional Information

- USDA customers must provide an approved Acquisition Approval Request (AAR) and other supporting information.
- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Managed Hosting



Service Description

NITC will manage customer-provided servers up through the Operating System (OS) in a secure operating environment including systems installation, engineering, administration, and support.

What is Included

- NITC enterprise class Facility services
- Availability and utilization monitoring
- Customer notification of related incidents
- Physical equipment installation assistance
- Cabling services per Enterprise Data Center standards
- Optional customer asset disposal
- Full Operating Systems administration services
 - Limited systems engineering
 - OS installation and customization
 - OS upgrades and patching
 - Security hardening per NIST standards
 - Application software installation assistance
 - User management and audit log review
 - Virus protection and vulnerability mitigation
 - Disaster recovery support
 - Incident and problem resolution
- Optional SAN/NAS disk storage services
- Backup/Archive services with customizable retention
- Network services
 - Local and Wide Area Networking
 - Network Security Services
- Related inheritable management controls
- Optional Professional Services such as:
 - Planning and Integration
 - Application Integration
 - Database Management
 - Project Management

Supported Operating Systems

Operating System	Platform		
	x86	Sparc	pSeries
VMWare™	x		
Windows™	x		
Redhat™	x		
Solaris™	x	x	
AIX™			x

How We Charge

Hosting charges are based on the number of physical and virtual servers managed.

Price Drivers:

- Amount of actual cabling and rack space required
- Amount of actual Backup/Archive data retained
- Additional charges may apply for
 - Optional SAN/NAS disk storage
 - Optional Professional Services

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	*

* Varies by customer environment

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- Utilize NITC Network services
- Utilize NITC SAN/NAS and Backup/Archive services
- Utilize server virtualization to reduce hosting costs

Additional Information

- Customers are required to adhere to NITC Enterprise Data Center power, racking and cabling standards.
- Customers are required to adhere to NITC Network vulnerability mitigation policy
- Customers must allow NITC to maintain/update the Operating System to ensure vendor supportability

Video Tele-Conferencing (VTC)



Service Description

NITC provides a fully managed VTC infrastructure to enable connectivity between customer-owned endpoints.

What is Included

- Fully-managed centralized hardware and software infrastructure
- LEVEL-3 support for technical connectivity issues
- Centralized scheduling of video calls upon request

How We Charge

The cost for service is based on number of customer endpoint devices integrated into the solution.

Customer responsibilities include:

- Fully operable and compatible VTC endpoints
- Adequate network bandwidth
- LEVEL-1 and LEVEL-2 support as necessary

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7
System Availability	99.99%*

* Excludes planned downtime

NITC reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

Cost Saving Tips

- For event calls (large automated meetings), contact the NITC Service Desk to initiate, resize or cancel the number of attendees to avoid/reduce cost.
- Gather in conference rooms to share a single connection and conference each other in the same site to share a single connection into a bridge call.

Additional Information

- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Information Systems and Network Security



Service Description

NITC provides Information Systems and Network Security services that provide safe network access, security administration, monitoring and assessment to meet data security management requirements.

What is Included

NITC performs the following system security tasks for systems physically and/or logically located within the NITC Enterprise Network boundaries:

- Enterprise Network Firewall and Access Control List administration
- Enterprise Network Remote Access and Admission Controls administration
- Enterprise Network Intrusion Detection System (IDS) monitoring
- Enterprise Operating System (OS) vulnerability scanning and reporting to the Customer System Security Officer
- Enterprise compliance scanning to ensure the systems are maintained with proper baseline configuration standards and patch management
- Identity and Access Management administration which includes:
 - OS level security in the form of User ID/Password verification
 - Enforce strict security policies regarding system access
- Optional Application Scanning is available for an additional cost

How We Charge

With the exception of Application Scanning, the cost of this service is included when NITC Network Services are utilized.

Hosting services that include Network Security Services:

- Platform as a Service
- Infrastructure as a Service
- Managed Hosting services

Costs associated with optional Application Scanning services are based on software license fees and amount of actual professional services hours incurred

Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
Incident Response	24 x 7

Cost Saving Tips

- Utilize NITC Network Services instead of hosting a private networking solution
- Provide at least 180 days' notice for growth or retraction of processing requirements
- Communicate projected networking requirements on a quarterly basis
- Limit internet usage to business related activities

Additional Information

NITC also provides Security Governance Services that include limited control documentation, control inheritance, and audit support.

Security Governance



Service Description

NITC provides information and assurance that NITC services comply with mandatory security controls.

What is Included

- FISMA compliance for NITC-provided services
- Standards and guidelines, including minimum requirements, for providing adequate information security for all agency operations and assets
- Supervision and oversight of NITC activity to ensure enforcement and monitor usage of information system access controls
- Security controls review to enable more consistent, comparable, and repeatable assessments
- Annual internal and 3rd party audits and assessments of security controls to determine overall control effectiveness
- Risk Management Framework for security categorization, security control selection and implementation, control assessment, information system authorization, and control monitoring
- More complete, reliable, and trustworthy information for organizational officials, to support security accreditation decisions, information sharing, and FISMA compliance

How We Charge

This critical value-added service is included with NITC Hosting Services.

Hosting services that include Security Governance:

- Platform as a Service
- Infrastructure as a Service
- Managed Hosting services

Service Level Metrics

Measure	Target SLA
Inquiry Response	8 x 5
Audit Results	Annual
Control Inheritance Matrix	Upon Request*
Control Descriptions	Upon Request*
* Documentation provided is controlled and For Official Use Only (FOUO)	

Cost Saving Tips

- Utilize a full complement of NITC services to obtain the most inheritable management controls

Relative Control Inheritance			
NITC Service	NITC Network	NITC Storage	Inheritable Controls
Managed Hosting	No	No	✓✓✓✓
	Yes	No	✓✓✓✓✓
	Yes	Yes	✓✓✓✓✓✓
Infrastructure as a Service	Yes	Yes	✓✓✓✓✓✓✓
Platform as a Service	Yes	Yes	✓✓✓✓✓✓✓✓

Additional Information

A full matrix of inheritable management controls that identifies which controls are potentially inheritable as part of NITC's other hosting services is available upon request.

Enterprise Network Services (ENS)



Architecture and Engineering



Quality of Service (QoS) Standard



Service Management



**Telecommunications Operations
and Management (TOM)**

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ENTERPRISE NETWORK SERVICES



About ENS

The mission of the OCIO's Enterprise Network Services (ENS) directorate is to plan, implement, manage, and maintain USDA's enterprise telecommunications infrastructure.

Our vision is to be a catalyst for leading change. Our goal is to build key partnerships and deliver state-of-the-art, innovative technology solutions that directly enable the USDA mission.

Experience

Our primary responsibility is operating the USDA Universal Telecommunications Network (UTN). That's the "backbone" that connects USDA agencies to each other and to the Internet.

Core Services

- ENS develops, manages, and implements Department-wide telecommunications services and operations that facilitate the migration of existing USDA agencies' networks to **USDA enterprise network**. We help them leverage the UTN with integrated services for nationwide telecommunications operations and enhanced network support.
- Under the Telecommunications Infrastructure Management and Governance (TIMG) function, ENS provides USDA Agencies and staff offices with **cost-effective centralized services** for nationwide telecommunications management operations. We help our customers reduce costs by:
 - Evaluating and improving telecommunication processes
 - Delivering economies of scale in services and processing
 - Maintaining usage and billing data
 - Identifying and consolidating stove piped services

For USDA Customers

Contact Us:

Enterprise Network Service Desk
WAN Service for USDA Agencies and Partners
(866) 873-2926
(866) USDA WAN
Email: duty.officer@usda.gov

Architecture and Engineering



Service Description

This division has two teams:

- The Architecture team develops conceptual and to-be IT infrastructure and services related to networking, mobility, and unified communications.
- The Engineering team is responsible for using the architectural concepts for developing specific designs, technologies, approaches and standards for implementing the infrastructure or service in USDA, and for helping design enterprise-level solutions and improvements for operations-related projects.

What is Included

- Network Assessments
 - Acquisition Approval Requests – AARs
 - Technical Review Boards – TRBs
- New Services Requests and Support
- Network Capacity Planning
- Network Problem Resolution Support

How We Charge

These key value-added services are included in the overall OCIO, Enterprise Network Services (ENS) budget as allocated through the USDA Working Capital Fund (WCF).

Service Level Metrics

Measure	Target SLA
Network Assessment	8 x 5
New Service Requests	8 x 5
Network Capacity Planning	8 x 5
Network Problem	8 x 5

Cost Saving Tips

- Enable business across the enterprise using standard shared services.
- Develop enterprise level services to gain improved economy of scale with lower total cost of ownership and improved capabilities.
- Maximize network investments with efficient network capacity management.

Quality of Service (QoS) Standard



Service Description

Quality of Service (QoS) / Class of Service (CoS) is a method of improving circuit usage to ensure that higher priority business application traffic is “tagged” and processed before less critical traffic.

With QoS, you can:

- **Manage network traffic**
- **Improve performance of services**
- **Improve end-user satisfaction**

Together OCIO-ENS and the USDA QoS Working Group have developed a QoS standard that meets the demand of current and future applications.

Based on the USDA QoS standard, AT&T has worked with OCIO-ENS to identify and document their service offerings.

What is Included

The QoS / CoS levels are as follows:

- **COS 1 – Real-time (Low-Latency/Low-Jitter) Traffic Class** - Use: Voice over IP (VoIP) and Radio over IP (RoIP).
- **COS2V – High Priority** - Interactive video (video teleconferencing), some streaming/broadcast video.

- **COS 2 – Mission Critical Data** - Voice and radio call signaling/setup, some streaming or broadcast video and other mission-critical traffic.
- **COS 3 – Business and Network Management** - E-mail, Session Announcement Protocol (SAP), Oracle, intranet applications, and Simple Network Management Protocol (SNMP).
- **COS 4 – Best Effort - Handling** bulk data (tolerant of latency).
- **COS 5 – Scavenger Class** - Low priority applications (e.g., internet browsing) that are delay and jitter insensitive. Delivery is not assured.

How We Charge

Hosting charges are based on actual number of virtual servers and resources utilized.

Price Drivers:

- Actual number of Web Content Management solutions required
- Via the Networkx contract, AT&T charges \$1.39 per 64 kbps for the Quality of Service (QoS) product, based on the percent usage for Class of Service 1 (CoS1). The AT&T charge is for real-time traffic only. Additional pricing information can be found on the QoS USDA Connect Sub-Community.

Service Level Metrics

- AT&T Business Direct offers the AT&T Virtual Private Network (AVPN) Transit reporting tool that provides agencies the ability to evaluate QoS Service Level Agreement (SLA) performance and definitions.
- Leverage significant video teleconferencing investments. Units aren't being used if transmission quality is impaired.

Cost Saving Tips

The cost savings for QoS include:

1. More efficient utilization of existing circuits results in a delay or avoidance of buying additional circuits.
2. Voice over IP (VoIP) and Radio over IP (RoIP) – QoS will improve call quality

Service Management



Service Description

The ENS Operations & Maintenance Division's Network Operations team is responsible for day-to-day management and operations of the enterprise network.

What is Included

- Wide Area Network (WAN) Operations:
 - Continuous Firewall, Domain Name Services (DNS), Intrusion Detection Service (IDS)/Intrusion Protection Services (IPS) and URL Filter Changes.
 - Support Enterprise Application deployment projects, EMS, EDC migrations, Patriots Plaza, Tele-presence, and Assorted Agency Projects.

- Universal Telecommunications Network (UTN).
- Provide IP address allocation to Agencies for Agency and Enterprise projects.
- Implement and maintain platforms for various monitoring and Enterprise projects.
- Trusted Internet Connections (TIC) Services:
 - Arch 1.0 CCV
 - Implement Arch 1.0/2.0 Requirements
 - DHS Einstein

How We Charge

These key value-added services are included in the overall OCIO, Enterprise Network Services (ENS) budget as allocated through the USDA Working Capital Fund (WCF).

Service Level Metrics

Measure	Target SLA
Service Desk	24 X 7
Availability	24 X 7
Service Outage Troubleshooting	24 x 7

Cost Saving Tips

- Centralized WAN changes and support.
- Centralized WAN troubleshooting and support.
- Centralized Internet Protocol (IP) address allocation.
- Centralized Remote/Virtual Private Network (VPN) infrastructure.
- Implement Security Policies regarding security access.
- Centralized helpdesk for troubleshooting efforts on any issues that customers think are network related.

Telecommunications Operations and Management (TOM)



Service Description

The ENS Operations & Maintenance Division, Billing & Accounting Team manages telecommunications billing and accounting. The Team also works with the General Services Administration (GSA), telecommunications providers, as well as USDA Agency Telecommunications Mission Area Control Officers (TMACOs) and Designated Agency Representatives (DARs).

What is Included

- Centralized Telecommunications Billing Management for all 29 Agencies and Offices.
- Commercial Bill Support for Non-Network Telecommunication Services.
- Agency Hierarchy Code (AHC) Management and Maintenance.

- Oversight and development for USDA on numerous GSA Telecommunications Billing Tools.
- Contracting Officer Technical Representative (COTR) Oversight.
- USDA Representative to GSA Transition Working Group (TWG).
- Lead for Telecommunications Mission Area Control Officer (TMACO) and Designated Agency Representative (DAR) for USDA.
- Coordination with USDA TMACOs and DARs for partnership, development, and mentorship.

Manage and Procure Federal Relay Services for entire USDA.

USDA/OCIO/ENS Exhibit 300 Oversight.

Inter-Federal Agency Partnerships.

How We Charge

These key value-added services are included in the overall OCIO, Enterprise Network Services (ENS) budget as allocated through the USDA Working Capital Fund (WCF).

Cost Saving Tips

- Reduce annual USDA telecommunications billing expenses valued at 500M.
- Office of Responsibility for escalation of billing disputes with telecommunications providers.
- Sustain yearly savings through centralized management.
- Billing accuracy and accountability.
- Primary oversight for USDA transition credits provided by GSA.

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Enterprise-wide Services (ITS)



**Enterprise Active
Directory (EAD)**



**Enterprise Mobility
Management**



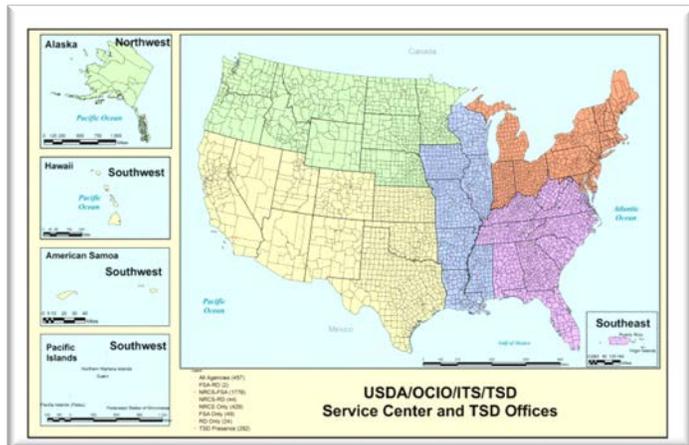
**Enterprise Messaging
System /
Cloud Services**



**Enterprise Virtual
Private Network (eVPN)**

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INTERNATIONAL TECHNOLOGY SERVICES (ITS)



About ITS

International Technology Services (ITS) is a federal government information technology service provider that uses a business model to support the comprehensive IT requirements of federal business.

ITS provides comprehensive information technology, associated operations, security, and technical support services to a customer base of more than 45,000 USDA end users located in more than 3,400 field, state, and headquarters offices across the U.S. and its territories which include: Puerto Rico, Guam, U.S. Virgin Islands, Northern Mariana Islands, and Pacific Basin. We support our customers with teams that leverage expertise from all our divisions and locations throughout the country.

Experience

We work for USDA agencies using ITS services to deliver billions of dollars of programs, services, and financial transactions to millions of farmers, ranchers, and citizens of rural America. Other customers include Departmental offices that support USDA operations.

Our products and services cover:

- End user services
- Business application services
- Communications services
- Integrated services

What We Do

International Technology Services (ITS) aims to innovate, deliver, and service world-class IT products and services that meet customer requirements and exceed customer expectations.

ITS' strategic vision is based on the following outcomes:

- **Customer-centric:** Develop partnerships with our customers to meet their tactical and strategic needs and make it easy to do business with ITS.
- **People-oriented:** Create a culture in which our employees are challenged, motivated, skilled, productive, and creative.
- **Standards-based:** Leverage and continuously improve our processes and technology standards to ensure that our solutions are scalable, available, cost-effective, and secure.
- **Results-focused:** Link information management products and services to mission achievement and regularly measure progress.
- **Solutions-focused:** Focus on the creation of world-class solutions that meet customer requirements and exceed customer expectations. Innovate to improve overall efficiency and to enable strategic investments.

ITS Customer Cornerstones

- Innovation
- Delivery
- Service

ITS Project Highlights

- Enterprise Mobility Management
- Customer Integrated Certification (CIC)
- Windows 7
- ITS Remote Computing Services - Virtual Desktop Infrastructure (VDI)

External Customers Welcome

Contact Us:

CBRM@wdc.usda.gov

Enterprise Active Directory (EAD)



Service Description

A network repository with logical structure much like a database, it is a reference system with attribute information about end user accounts and networked devices. The service will eventually be used by all USDA organizations and is managed by OCIO. The core Administration and Support are provided by ITS. Optional migration software will facilitate and simplify the migration of user objects from the agency Active Directory (AD) into the new EAD, and saves many person hours of effort through automation. Also available are Professional Services to support agencies in completing the tasks necessary for migration into the EAD, and to perform the actual migration including contract support for the Enterprise Messaging System – Cloud Services (Office 365) integration that must be accomplished after migration to the EAD.

What is Included

- **Active Directory Infrastructure:** The server infrastructure needed to support the Enterprise Active Directory.
- **Authentication Services:** Kerberos V5 authentication services for Windows and Macintosh computers.

- **System Updates and Patches:** Maintenance of current system updates and patches to ensure the environment remains current and secure.
- **System Redundancy:** Multiple domain controllers will exist throughout the domain providing active redundancy throughout the enterprise.
- **System Backup/Restore:** Routine backup of AD configurations and data to ensure timely restore in the event of a critical system failure.
- **Internal Public Key Infrastructure (PKI) Services:** EAD provides machine, Encrypting File System (EFS), SSL and code signing certificates.
- **Tier 3 Support:** Tier 3 support is provided by the EAD staff under this agreement to agency IT staff.
- **Identity and Credential Access Management services include:** A core connection to Enterprise Entitlements Management Service (EEMS) is provided to allow automated provisioning and de-provisioning.
- **Standardized Platform:** The EAD provides a standardized platform for delivery of Enterprise Services such as cloud computing. This will significantly reduce the effort and cost of implementing future Enterprise Services.

Service Level Metrics

- **Enterprise Active Directory Service Availability-** Sun-Sat, 0000-2359 at 99.9%

Additional Information

Charges are based on the number of accounts.

Enterprise Messaging System – Cloud Services



Service Description

Enterprise Messaging System – Cloud Services (EMS-CS) is an information technology communication service used by all USDA organizations. EMS-CS is managed by OCIO and the service is provided by Microsoft Corporation. EMS-CS brings integrated, intuitive communications tools to USDA for more than 120,000 people using a centralized system of collaborative technologies.

What is Included

- **Outlook/Exchange:** Standard email and calendar support provides mailboxes up to 25GB storage per end user mailbox. Attachments up to 50MB in size are supported, as well as Lync client for instant messaging and presence.
- **Live Communication Service:** LiveMeeting Standard Edition service provides web and video conferencing with up to 250 end users. LiveMeeting Professional is available for use by USDA and this will provide web and video conferencing for up to 1,250 end users.
- **Mobile Messaging:** Access to email and other Office applications via wireless mobile devices is supported. BlackBerry Enterprise Server (BES) is supported. The server licenses are included as a part of the Microsoft Office 365 service.
- **SharePoint Service:**
 - Base SharePoint Services are designed for internal USDA end users and have a 1GB per user storage limit.
 - Above Base SharePoint Services are available for customer application hosting and integration. These services will incur an additional fee.

- Team sites are available for collaboration with your organization. The use of this by USDA agencies is already included in the Enterprise Messaging System – Cloud Services Base Service Mail Box fee.
- **Service Desk Support:** USDA provides a Tier 2 Service desk with 24x7 availability. In the event that the Tier 2 Service Desk is unable to resolve the customer reported problem, Microsoft provides a Tier 3 Service Desk with 24x7 availability.
- **Information Discovery and Litigation Support (IDLS):**
 - OCIO will support IDLS and other types of official requests for electronically stored information Enterprise Messaging System – Cloud Services such as searches or preservation.
 - The Office of General Counsel will determine USDA Enterprise Messaging System – Cloud Services data retention requirements. Fulfillment of IDLS requests may require additional customer fees.
 - IDLS support activities are only for electronically stored information. Customer organizations are responsible for any maintenance associated with their legacy data. Customer organizations are responsible for making IDLS requests through OCIO eComply and are ultimately responsible for such activities.
- **Enterprise Archive Service:** Archive/backup and restoration of data for all systems involved in this service.

Service Level Metrics

- Percentage of hours of email infrastructure server service (This includes Mobile Messaging device connectivity) - Sun-Sat, 0000-2359 at 99.9%.

Additional Information

- Use of Live Communication Service can reduce the need for travel expenditures.
- Use resource features of Enterprise Messaging System – Cloud Services to enable better office collaboration and coordination. accounts and shared account

Enterprise Mobility Management



Service Description

This service provides office mobile automation solutions that meet the needs of the ever changing professional in today's modern workforce.

What is Included

- **Enterprise Mobility Management (Next Generation Mobility)** - Mobile Device Manager (MDM): Centralized device configuration management of mobile devices including enforcement of defined security policy requirements, over the air administration, logging and tracking, and inventory management.
- **Mobile Application Management (MAM)** - Custom Internal Apps Store to host both in-house and commercially developed applications; offering of mobile application certification lifecycle to test, scan and deploy mobile application securely onto the custom apps store.
- **Secure Container** - Management of a secure container on each device to provide security and control of government information. This feature ensures that all USDA data is secured within encrypted boundaries and synchronized with USDA servers. Data resides within the secure container and can be removed remotely in the event of a lost, stolen or compromised device.

- **Secure Management Console (SMC)** - This allows the customer to view/manage agency specific devices including provisioning, enrolling and troubleshooting.
- **Mobile Application Management** – This allows the customer to host/manage internal iOS, Droid or Windows mobile applications through the USDA custom application store; and options to control who can view/download the published mobile applications.
- **Agency-Controller Policy Enforcement and Feature Controls** - This allows each agency to manage its own specific mobile policy or features without impacting other agencies in the environment.
- **Tier 3 Support/Escalation/Communication** - The customer can access the Access Mobility Support site for FAQ/Support documentation; Tier 3 Escalation for any infrastructure or device requests; and incident management for outages and maintenance notifications.
- **User Support (Self Service Portal)** - The service includes a self-service portal allowing end user access to common requests such as password reset and device basic information to help reduce support calls.
- **Device Support** - The mobility solution covers a wide range of devices with the following minimum device software version requirements: iOS: Phones and Tablets (version 6.0 and above), Android: Phones and Tablets (version 4.0 and above), Windows 8: Smartphones and Tablets (version 8.1 and above).

Service Level Metrics

- Service Level Metrics are based on the Infrastructure Availability
- Mobility Infrastructure Availability \geq 99%

Additional Information

- Work with the service provider to determine the best approach and plans to meet the customer requirements.
- Must purchase required hardware.

Enterprise Virtual Private Network (eVPN)



Service Description

This service provides the ability to have a secure telecommunication connection with the USDA backbone network, from the Internet. The 'virtual network' established for end user workstations via this service, is commonly used by teleworkers and by those with other mobility needs.

What is Included

- Secure eVirtual Private Network (VPN) support with full network access.
- Enterprise VPN solution and two-factor authentication.

Service Level Metrics

- **Enterprise Virtual Private Network (eVPN) Service Availability** - Sun-Sat, 0000-2359 at 99.9%

Additional Information

Enterprise Virtual Private Network (eVPN) works with all virtual and remote type access options available from ITS.

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Help Desk & Mobility Services (ITS)



**Cell Phones &
Miscellaneous Wireless
Device Services**



**Mobility
Devices**



**Desktop Virtual &
Remote Services**



**Video
Teleconferencing**



**Mission Area
Professional Services**



**Voice Services &
Audio Conferencing**



**Workstation
Services**

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Cell Phones, Broadband Cards, Satellite, Radio and Miscellaneous Wireless Device Services



Service Description

ITS provides support for cell phones, broadband cards, satellite communications devices, radio, and miscellaneous wireless devices. Additionally, ITS manages the transmission costs for these items.

What is Included

- This activity can involve any effort to acquire, administer, support or deactivate included devices. Cell phones, broadband cards, satellite devices, radios, and miscellaneous telecommunications devices are included. Items are available to customers after appropriate approvals from authorized customer representatives and ITS supervisors.
- Examples of acquisition support services include ordering, receiving, activating and configuring devices.

- Service includes resolving operational problems, acquiring replacement devices, applying operating system updates, maintaining associated inventory, ordering additional features, or requesting call detail records.
- ITS maintains vendor agreements and oversight for the client customer, which includes researching, analyzing and paying transmission costs.
- Also accounted for in this category are any other devices enabled for wireless communication, paid for via cell phone accounts and not covered in the other ITS wireless categories (example: some engineering equipment enabled with a SIM card for data communications).
- Management of vendor agreements and oversight for the client customer.

Service Level Metrics

- Deployment Date \leq 5 business days from receipt of the equipment by ITS.

Additional Information

- Some customers may pay their own transmission charges.

Desktop Virtual & Remote Services



Service Description

This service provides office automation solutions that help reduce physical hardware refreshes, increase security, and ease typical maintenance to reduce support cost.

What is Included

- Citrix
 - Access to user desktop including network shares
 - Direct access to applications
- Virtual Desktop Infrastructure (VDI)

- Virtual Desktop Platform including network shares
- Virtual Application Platform o Virtual Access Device support o Thin Client device support
- Teleworkers with PC-on-a-Stick
- Certified equipment can be purchased off of OCIO Blanket Purchase Agreements (BPAs)
- Basic end user training on use of remote access at setup

Service Level Metrics

- Internal and External VDI Access – 97%
- Deployment of equipment < 30 business days - 95%

Additional Information

- Work with the service provider to determine the best virtual option(s) to meet the customer's needs.
- Two Factor authentication required (RSA token or LincPass).
- Purchase required hardware.

Mission Area Professional Services



Service Description

Mission Area Professional services are geared to provide everything customers need to get the job done.

What is Included

- Application Development and Integration
- Application Design
- Application Build
- Application Maintenance
- Database Administration
- End User Infrastructure and Application Integration
- Operation Support Services (server management including daily care/feeding/patching and 24/7 proactive monitoring)
- Backup/Restore Archiving utilizing Enterprise CommVault solution
- Budget Analyst
- Information Management Services (IMS)
- Information Technology Service Management (ITSM) Implementation and Production Support Services
- Stress Testing via Load Runner Service Support
- Microsoft Active Directory (AD) Engineering and Architectural Services

- Microsoft AD Support Services
- Microsoft Desktop Image Engineering and Support Services
- Microsoft Systems Center Configuration Manager (SCCM) Engineering and Architectural Services
- Microsoft SCCM Support Services Project Management
- Project Management Services
- Remedy Integration, Deployment & Production Support
- Security Compliance Services
- Portfolio and Service Catalog development and support
- Service Level Agreement (SLA) and Operational Level Agreement (OLA) development and support
- Vendor Management Services
- SharePoint Development and Support
- Business process development and documentation
- Process Improvement
- GAP Analysis for Business Models
- Service Desk Design and Integration
- Design, Integration and Deployment Services
- On-Line Survey Services

Service Level Metrics

These Service Level Metrics are flexible and can be customized to meet customer business needs.

Additional Information

- Customers are responsible for communicating specific requirements and deadlines and conveying mission related sense of urgency.

Mobility Devices



Service Description

ITS provides support for mobility devices and optionally manages the transmission costs. Hybrid voice and mobile devices such as iPhones, Android phones, other smartphones, tablets, and similar wireless devices are supported. Wireless data plans are available with or without voice.

What is Included

- Email service integration with Enterprise Messaging System–Cloud Service.
- Overseas devices.
- Devices are managed for security.

- Ordering, receiving, activating, configuring, and deployment of devices.
- Service includes resolving operational problems, acquiring replacement devices, applying operating system updates, maintaining associated inventory, ordering additional features, or requesting call detail records.
- Management of vendor agreements and oversight for the client customer.

Service Level Metrics

- Deployment Date \leq 5 business days from receipt of the equipment by ITS

Additional Information

Wireless vendor-sourced devices are offered as an option to all ITS clients with appropriate approvals. ITS maintains the accounts and administration is provided for the customer. Some mobility tablets are wireless broadband enabled via a wireless service provider. These accounts are administered by ITS for the client agency.

Video Conferencing



Service Description

ITS provides a fully managed VTC service that is: affordable, interoperable with existing customer-owned endpoints (multi-vendor, multi-device), easy-to-use, scalable (multi-party) and secure. Enterprise VTC provides back office infrastructure that allows for visual and audio communication between compatible customer-owned devices. Tier 1 (help desk call center) and Tier 2 (on-site or subject expert support) is typically provided by the customer (for some full service customers, ITS also provides Tier 1 and Tier 2 services as described separately in this catalog). Enterprise VTC service provides Tier 3 for support server infrastructure, network troubleshooting*, and performance analysis of related compatible hardware or peripheral devices. The service includes interaction with vendor resources as needed (* An upgrade of bandwidth may be required based on network analysis).

What is Included

- Fully-managed centralized hardware and software infrastructure
- Tier-3 support for technical connectivity issues
- Centralized scheduling of video calls upon request

Service Level Metrics

- System Availability 99.9% , excluding planned downtime
- Tier 3 Support ≤ Normal Business Hours – Immediate to less than one (1) hour,
- Non-Business Hours – Immediate to less than four (4) hours
- Tier 3 Support Request (High/Service Degraded) ≤ Normal Business Hours – Immediate to less than two (2) hours, Non-Business Hours – Immediate to less than six (6) hours

Additional Information

- Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale

Voice Services and Audio Conferencing



Service Description

ITS provides equipment specifications, acquisitions and management of both Legacy and Voice Over Internet Protocol (VoIP) telephone systems and circuits. ITS also provides various voice services such as Wireless Priority Service (WPS), Long Distance Calling Cards, and teleconference services to individuals who have received customer authorization. WPS provides enhanced availability to wireless services during times of high usage, major public system outages, or emergencies. Long distance service calling cards bill vendor long distance charges independently from the handset being used. ITS provides and maintains teleconferencing services via Networx accounts.

What is Included

- Legacy Telephone Systems
 - Local and Long Distance voice service
 - Covers both systems that are under warranty and those for which the manufacturer warranty has expired
 - Legacy telephone system operation is subject to a break-fix process in which the customer funds repair or replacement
 - Basic support and assistance with telephone line issues and replacing handsets/hardware for these are purchased by the customer

- Telephone installations, moves, adds or changes (IMACs) with the appropriate vendors to ensure customer satisfaction.
- Review of vendor invoices/billing for errors
- Maintains an inventory of WITS telephone lines and circuits
- Provides access to voicemail box services
- Provides directory locator services
- Provides contract management support for the WITS3 contract
- Vendor billing management may optionally be provided by OCIO
- Voice over Internet Protocol (VoIP)
 - Voice circuits are setup and maintained via Local Exchange Carriers (LEC) to provide local service and access to long distance lines
 - Wiring management
- Circuits
- Emergency Voice Service. ITS orders Wireless Priority Service (WPS), which provides enhanced availability for service during times of high usage, major public system outages or emergencies.
- Audio Conferencing
 - Toll-free conference services, and hardware

Service Level Metrics

- Out of Warranty System Repair ≤ 10 business days 95%
- Repair time of Legacy and VoIP Phone Systems within Warranty < 5 business days 95%
- Audio Conference Account Ordering Time ≤ 45 business days

Additional Information

- Sharing of services across agencies to achieve maximum usage and efficiency.
- Sharing of voice lines to achieve maximum usage and efficiency.

Workstation Services



Service Description

We offer and support Standard, Premium and Executive level service options for laptops / desktops for Microsoft and Apple operating systems and include Microsoft office as part of our standard imaging offering, along with office automation and access to business applications as well as virtual Windows implementation. BPAs are available for customers to purchase certified workstations and peripherals that include product receiving, initial configuration, Image Management with standard software installation.

What is Included

- Product receiving, initial configuration and setup
- Image management and standard software installation
- Additional peripherals support (e.g., ergonomic keyboard, keypad, monitors, etc.)
- Service Desk
 - An Information Technology Infrastructure Library (ITIL) best practice approach is taken for incident handling/escalation, problem management, and event management
- Deployment of workstations & software
 - Windows or Apple Macintosh operating systems supported
 - (Additional charges apply for use of Apple – Macintosh operating systems)
 - Approved software and peripherals deployed and installed
 - Change Release and Configuration Management Services
 - Security Compliance
 - Word, Excel, PowerPoint and full Office package
- Inventory management and reporting

- Local Area Network Systems
 - File storage, backup and off-site storage of network files for disaster recovery
 - Infrastructure Server Management and Maintenance
 - Print Management & integration with Managed Print Service (MPS)
 - Integration with Enterprise Messaging System - Cloud Services (EMS-CS)
 - Active Directory Account Management
 - Integration with Fax2Mail
- Disaster Recovery (DR)
- Continuity of Operations Planning (COOP) coordination
- Remote Access
 - Citrix
 - Virtual Desktop Infrastructure (VDI)
 - Enterprise Virtual Private Network (eVPN)
- Security
 - Firewall and antivirus technologies
 - Scanning & Remediation
- In office technical service at +3,400 locations
- Standard Move Support (larger office moves are supported with additional fees)
- Network based storage and backup for recovery

Service Level Metrics

Performance metrics are scalable to meet customer needs and are developed from discovery and discussion with customers as services/costs are selected.

- Quality:
 - Internet Availability 99.9% (at USDA gateways)
 - Wide Area Network Availability: 99.5%
 - 1st Call Resolution 40% - 70%
- Timeliness:
 - 95% of User Accounts within 1 Day (with proper documentation)
 - Toll-Free National/Support Help Desk
 - Response Target: 45 Seconds
- Time to resolve personal computing device incidents:
 - Standard within 48 hours 80% of the time
 - Premium within 24 hours 80% of the time
 - Executive within 12 hours 80% of the time
- Customer Service:
 - Technical Support 12.5 hours daily, 24 x 7 hour support is available

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Shared Service IT Contract Offerings (USDA-wide)



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SHARED SERVICE OFFERINGS



USDA's Blueprint for Stronger Service IT Contracts Initiative

"We've improved our procurement - streamlining and improving how we buy the things we need."

USDA is a big Department with significant buying power. By taking better steps to buy goods and services at the Department level (as opposed to individual areas or agencies) through strategic sourcing, along with our efforts to centralize our purchasing contracts, USDA has achieved \$154 million in efficiencies.

We've improved our oversight of service contracts, including better acquisition management and data analysis - which will enable another \$60 million in savings.

And we have put an end to the purchase of unnecessary promotional items. This will save taxpayers more than \$1.8 million a year.

We have enhanced our information technology structure, and streamlined IT services.

USDA will achieve more than \$135.3 million in efficiencies by updating the agreements we have for IT support and services, centralizing our data servers, consolidating cell phone services and ensuring that we only buy necessary IT equipment to get the job done.

We have more than 20 contracts currently active that achieve cost savings through collective buying power. We are in the process of looking for other ways to save our customers money.

FOR USDA CUSTOMERS

CONTACT US:

**ENTERPRISE PROGRAM MANAGEMENT SERVICES
CLIF GONZALES
(202)720-9018**

Name	Description		
	Timeframe	POC	Link
Adobe Acrobat Licensing	This initiative consists of ceasing any further agency purchases of licenses for the professional and standard versions of Adobe Acrobat, and phasing out use of Acrobat as licenses expire. The basic capabilities provided by Acrobat products exist in other enterprise products at no additional cost. Users may seek approval to purchase by making a business case for Acrobat products, which will be evaluated on a case-by-case basis.		
	Ongoing	Claudia Andrews, OCIO/CIO/CPMO Claudia.Andrews@ocio.usda.gov 202-720-0445	
Blackberry Contract	Consolidating Blackberry licenses reduces costs by achieving volume discounts.		
	Contract Awarded FY 12	Rick Utt OCIO/CIO/CPMO Rick.utt@ocio.usda.gov 202-720-0427	
Consolidating Data Centers	This initiative consists of consolidation of data centers to confront long-standing challenges such as low asset utilization, a fragmented demand for resources, duplicative systems, environments that are difficult to manage, and long procurement lead times. In addition, moving to the cloud better facilitates business application migration, drives cost savings through standardization and achieves economies of scale. Substantial gains in uptime, security, recoverability, and reduced capital and operating costs are being realized.		
	Ongoing	Bryan Dixon bryan.dixon@ocio.usda.gov 202-720-8232	
Consolidated Cell Phone Plans	This initiative entails consolidating plans and renegotiating pricing in three new USDA BPAs with the most utilized vendors, Verizon, AT&T and Sprint.		
	Contract Awarded August 2011	Don Ridsen, Project Lead, OCIO Donald.Ridsen@ocio.usda.gov 970-295-5255	
Decision Lens	Agencies that have a need for Decision Lens software can take advantage of the software without cost through the end of Fiscal Year 2013.		
	Contract Awarded FY 2011	Clif Gonzales, OCIO/CIO Clif.Gonzales@ocio.usda.gov 202-720-9018	

Name	Description		
	Timeframe	POC	Link
Electronic Faxing	This initiative consists of a single contract for all USDA users for Fax2Mail service from Easylink. Instead of a fax machine, users have a telephone number that converts incoming fax messages to email without the need for fax equipment. Agencies would no longer have to buy fax machines and supplies, and the agency can let go of dedicated land lines attached to machines. Fax messages arrive as email attachments meeting PII file requirements. Accounts can be set up to go to a group of employees or just to one. USDA users at multiple sites, including tele-workers, can receive faxes wherever located. USDA staff use Outlook to send and receive fax messages. USDA customers continue to use their same process to send fax messages to USDA staff.		
	Awarded August 2011	<u>Tom Radermacher</u> tom.radermacher@mn.usda.gov	https://ems-team.usda.gov/sites/ITS_Customer/Fax2Mail/SitePages/Home.aspx
Enterprise Autodesk-CAD Licenses	With this initiative, OCIO is looking to leverage USDA's buying power by purchasing Autodesk core plus add-on products and convert to a server based distributed usage system.		
	Contract Awarded FY 12-Q4	James Hughes, OCIO/CIO/CPMO James.Hughes@ocio.usda.gov 202-720-4556	
Enterprise Software Licensing	Moving from multiple purchases of applications to enterprise licenses allows USDA to adjust and optimize its systems and related applications for better performance, improve support and troubleshooting capabilities for deployed systems, and increase utilization rates and "right size" costs to match software usage.		
	Ongoing	Clif Gonzales, OCIO/CIO Clif.Gonzales@ocio.usda.gov 202-720-9018	
Enterprise Virtual Private Network	Initiative to establish centralized Remote Access VPN solution for all USDA Agencies. Identified as the Remote Access Control & Network Admission Control (AC/NAC) solution, the goal of this system is to improve endpoint security through the use of machine health checks and incorporate two-factor authentication for all remote access clients accessing the USDA network. To date there are 11 agencies in production and 4 agencies working through pilots in test. Increased adoption is expected as agencies migrate to USDA Enterprise Active Directory (EAD).		
	Completion Targeted for Dec, 2014	Bill Nash bill.nash@kcc.usda.gov 816-926-2686 Phil Rendina Phillip.rendina@kcc.usda.gov 816-926-6948	

Name	Description		
	Timeframe	POC	Link
Email – EMS Cloud Services	EMS-CS brings integrated, intuitive communications tools to USDA for more than 120,000 people using a centralized system of collaborative technologies.		
<ul style="list-style-type: none"> • <i>EMS-CS Base Services :</i> <ul style="list-style-type: none"> ○ Outlook/Exchange: Standard email and calendar support provides 5 GB storage per end user mailbox. An additional 20 GB of storage is available for an additional fee for a total storage size of 25 GB. Outlook Web access is available on internal USDA networks. Quantities are determined by reporting from Active Directory. ○ Office Communication Server (OCS) or the Lync client for instant messaging and presence. ○ Live Communication Service: LiveMeeting Standard Edition service provides web and video conferencing with up to 250 end users. LiveMeeting Professional is available for use by USDA and additional licenses can be procured through the USDA volume licensing agreement. ○ Archiving, spam and virus filtering, the USDA Global Address List, IDLS and 24x7 help desk support are also offered. • <i>Blackberry :</i> Access to email and other Office applications via wireless mobile devices is supported. BlackBerry Enterprise Server (BES) is supported. • <i>Cloud SharePoint :</i> Cloud Standard SharePoint Services are provided for agencies to collaborate within USDA internal network or via VPN. This service is already included as part of the EMS-CS Base Service Mailbox fee up to 1GB per-user storage limit. 			
	Ongoing	James Hughes, OCIO/CIO/CPMO James.Hughes@ocio.usda.gov 202-720-4556 Serina Varner / Innocent Lau serina.varner@wdc.usda.gov innocent.lau@stl.usda.gov	
Enterprise IT Training	Enterprise solution for IT-related training to maximize learning effectiveness, develop talent and minimize administration and costs through an enterprise approach.		
	Preliminary	Al Munoz, OCIO/CIO/CPMO Al.munoz@dm.usda.gov 202-692-0285	

Name	Description		
	Timeframe	POC	Link
Managed Print Services	Through managed print services USDA pays a couple of cents per printed page (price per page going down as volume per shared printer goes up), leaving to the service provider (Lexmark) the problems of supplying and maintaining printers, and toner, etc. USDA currently uses dozens of different printer types, almost to the point of every single employee with a printer on his or her desk. Each has different toner cartridges to buy and store as well as differing remaining useful life. The service provider offers 10 different models for users. It will take some months to transition to fewer, higher capacity machines while agency-owned equipment is handed down to smaller offices if still useful, or disposed of in accordance with procurement regulations. Savings accumulate over time.		
	Awarded 12/2011	<u>Linda Tarry</u> <u>linda.tarry@wdc.usda.gov</u>	https://ems-team.usda.gov/sites/ITS_Customer/MP/S/SitePages/Home.aspx
Microsoft Antivirus Software	This initiative involves ending use of paid subscriptions to Symantec and McAfee and moving exclusively to the use of Microsoft System Center Endpoint Protection, included with existing enterprise agreements at no additional cost.		
	Project Initiated FY 13-Q1	John Cantwell, OCIO/CPMO <u>John.Cantwell@ocio.usda.gov</u> 202-720-8993	
SAP Enterprise Licensing	Consolidating SAP licenses reduces costs by achieving volume discounts, allows USDA to take advantage of pre-negotiated discounts on future purchases, and reduces operation and sustainment costs by reducing license maintenance fees.		
	Contract Awarded FY 13-Q1	Mike Gavron, OCIO/CIO/CPMO <u>Mike.Gavron@ocio.usda.gov</u> 202-692-0266	
SAS	Consolidating SAS licenses reduces costs by achieving volume discounts, allows USDA to take advantage of pre-negotiated discounts on future purchases, and reduces operation and sustainment costs by reducing license maintenance fees.		
	Contract Awarded FY13 – Q1	Clif Gonzales, OCIO/CIO <u>Clif.Gonzales@ocio.usda.gov</u> 202-720-9018	
Tier 1 Help Desk contract	At "Tier 1", help desk services are provided over the phone, meaning the issues are fairly simple to resolve, such as forgotten passwords. Through OCIO's ITS division, Service Center agencies have joined on the Forest Service's contract with IBM for these services. Other divisions of OCIO have or soon will come on board, including WCTS. As WCTS completes its transition to the new contract, those of you who receive help desk services from their current contractor will make the transition to IBM. Under the terms of the contract, as thresholds of trouble tickets are reached, the cost per ticket goes down, so there is benefit to all participants in having as much of USDA as possible sign on the contract.		
	Contract awarded FY 08	Kristen Fleming Project Management Advisor <u>kristenfleming@fs.fed.us</u> 505-563-7735	

Name	Description		
	Timeframe	POC	Link
AT&T Managed Service (Applicability TBD)	Available now under existing AT&T contract – many agencies including FS & FSIS have begun to use this service		
		Clif Gonzales, OCIO/CIO Clif.Gonzales@ocio.usda.gov 202-720-9018	
Mobile Device Management (Next Generation Mobility Solution including MDM, MAM, and Secure Container)	ITS has been providing Enterprise Mobility Management (EMM) for all USDA agencies since 2011, and to date there are 12 agencies using this enterprise solution, and 5000 devices enrolled in this environment. To improve the mobility capability beyond just device management, through RFP, ITS procured the next generation mobility late last year to include device management, custom apps store for publishing USDA mobile apps, and secure container to address BYOD and securing mobile application. Increase adoption to the centralize mobility solution will drive “economy of scale” with lower mobility management cost and support for all USDA agencies.		
	Currently, ITS is in the process of implementing the new infrastructure, working with agencies already in current EMM to pilot the new solution. The goal is migrating all devices to the new device management solution. (MDM piece). Once the migration is in progress, ITS will focus to work with USDA agencies on how to utilize secure container and custom apps store to protect		
	Phase 1: Migration completion date: April, 2013	Innocent Lau/Starina Jones innocent.lau@stl.usda.gov starr.jones@stl.usda.gov	
Oracle Enterprise Licensing (Applicability TBD)	Additional savings are available from Oracle but additional management from USDA will be needed to maximize results.		
	Underway	TBD	
SalesForce (Applicability TBD)	This initiative has two parts. Part 1 (underway) will create a certification and authentication for the SalesForce platform so that app creators will not need to re-create the platform C&A for each app. Part 2 (upcoming) will examine SalesForce licensing Department-wide to look for efficiencies.		
	TBD	Clif Gonzales, OCIO/CIO Clif.Gonzales@ocio.usda.gov 202-720-9018	
Cisco Maintenance Consolidation (Applicability TBD)	TBD		
	TBD	Rick Utt OCIO/CIO/CPMO Rick.utt@ocio.usda.gov	
Blackberry Replacement Devices	TBD		
	TBD		
GovDelivery	Gov Delivery is a digital communication tool that is designed to increase subscriber growth. Their pricing is based on how many “hits” USDA gets on a particular website.		
		Clif Gonzales, OCIO/CIO Clif.Gonzales@ocio.usda.gov 202-720-9018	

Name	Description		
	Timeframe	POC	Link
USDA Cellular Acquisition	This initiative expands on the Consolidated Enterprise Cell Phone Plans through a partnership with GSA in support of their future FSSI wireless contract. This shared service will allow for reduced cost through refined service offerings, lower pricing and a centralized billing platform.		
	In requirements gathering/market research phase	Don Riden, Project Lead, OCIO Donald.Riden@ocio.usda.gov 970-295-5255	

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