NATIONAL INFORMATION TECHNOLOGY CENTER

# Service Catalog

## Version 4.1

# Table of Contents

National Information Technology Center

**Service Desk: 888-USE-NITC**


**Why NITC**

Why NITC ..... 1
Why NITC Cloud Services ..... 2
Service Desk ..... 3
System and Network Control Center ..... 4

**Infrastructure as a Service**

Server ..... 5
SAN / NAS Storage ..... 7
Backup / Archive Storage ..... 8
Network ..... 9
Facility ..... 10

**Platform as a Service**

Server ..... 6
Mainframe ..... 11
Web Server ..... 12
Web Application Server ..... 13
Web Portal ..... 14
Database ..... 15
Web Content Management ..... 16
Document Management ..... 17
Web Search ..... 18
Web Accelerator (Akamai) ..... 19
CloudVault ..... 20
Virtual Application Desktop ..... 21

**Professional Services**

Application Integration ..... 22
Database Management ..... 23
Project Management ..... 24
Disaster Recovery ..... 25
Planning and Integration ..... 26

**Other Hosting Services**

Managed Hosting ..... 27
Video Tele-Conferencing (VTC) ..... 28

**Security Services**

Information Systems and Network Security ..... 29
Security Governance ..... 30

# Table of Contents

**Service Desk: 888-USE-NITC**

**Business Services**

Business Management ..... 31

Procurement ..... 32

**Service Rates ..... available upon request**

**Sample Service Agreement ..... available upon request**

**Inheritable Controls Matrix ..... available upon request**

NATIONAL INFORMATION TECHNOLOGY CENTER

**U.S. Department of Agriculture**
**Office of the Chief Information Officer**

## 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 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 virtual machine 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 the 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.

# Why NITC?

## 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.

## Innovation

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 and utilize “green” industry best practices as much as possible to improve energy efficiency and reduce greenhouse gas emissions.

## Customer Service

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

## CONTACT US

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

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**U.S. Department of Agriculture**
**Office of the Chief Information Officer**

## 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 virtual machine 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 are included with all IaaS offerings.

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

**Platform as a Service (PaaS):** NITC PaaS offerings build upon 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 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™

# Why NITC Cloud Services?

## 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 service helps 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 demand.

## 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.

CONTACT US

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

# Why NITC

National Information Technology Center

**Service Desk: 888-USE-NITC**

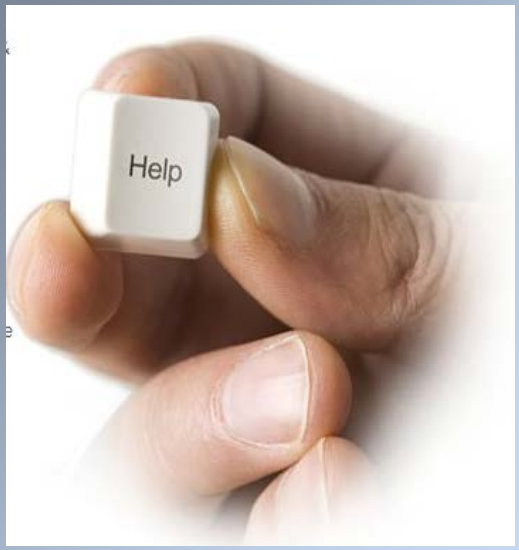
# Service Desk

**The NITC Service Desk 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.**

## 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

*The NITC Service Desk plays an integral part in all NITC services.*




## 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

## Contact the NITC Service Desk at:

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

# Why NITC

Service Desk: 888-USE-NITC

# 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.**

## 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

*The NITC System and Network Control Center performs 24 x 7 monitoring and operations services.*

## 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

## Contact the SNCC via the NITC Service Desk at:

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

# Infrastructure as a Service

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Server

***NITC can provide necessary platform services to support the development and transition of business applications into standardized infrastructure services.***

## 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 | | |
| pSeries | | | X | |
| Sparc | | | | 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
- Any RSA token requirements for Remote Access
- 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

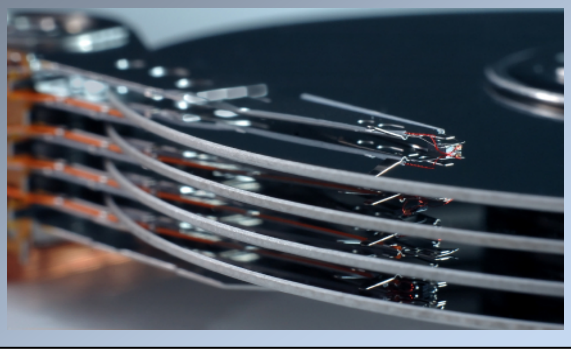
# Infrastructure as a Service

National Information Technology Center

**Service Desk: 888-USE-NITC**

# SAN / NAS Storage

***NITC can provide a virtualized and highly-available disk storage infrastructure.***



## 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

# Infrastructure as a Service

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Backup / Archive Storage

***We provide a robust combination of hardware and software technologies for data protection and archive requirements.***

## 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
- 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 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 EDC Backup Network

# Infrastructure as a Service

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Network

***We provide robust Local Area Network connectivity and access to the USDA Wide Area Network and the Internet.***

## 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% excluding 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 ≥99.99% 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

# Infrastructure as a Service

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Facility (Enterprise Data Center)

***We provide a secure, undisturbed system environment and data center infrastructure for hosting customer servers.***

## 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 |
| Facility Availability | Beltsville (Tier 1) - 99.671%*<br>Saint Louis (Tier III) - 99.982%*<br>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

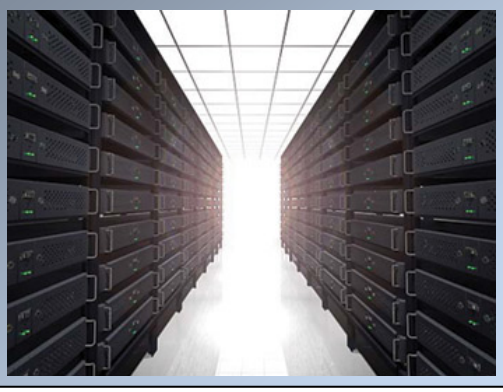
# Platform as a Service

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Server

***We provide standard virtualized operating platforms to securely host customer applications.***



## 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 x7 |
| System Availability | 99.99% excluding 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

# Platform as a Service

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Mainframe

***The NITC Mainframe Platform as a Service offering provides a fully managed platform for applications.***

## 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% excluding 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

# Platform as a Service

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Web Server

***We provide a full service Web Server solution for static web applications.***

## 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% excluding planned downtime* |
| Website Metrics | Weekly log delivery |

* - 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

# Platform as a Service

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Web Application Server

***We provide a full service Web Application Server environment for application hosting.***

## 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% excluding planned downtime* |
| Website Metrics | Weekly log delivery |

* - 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

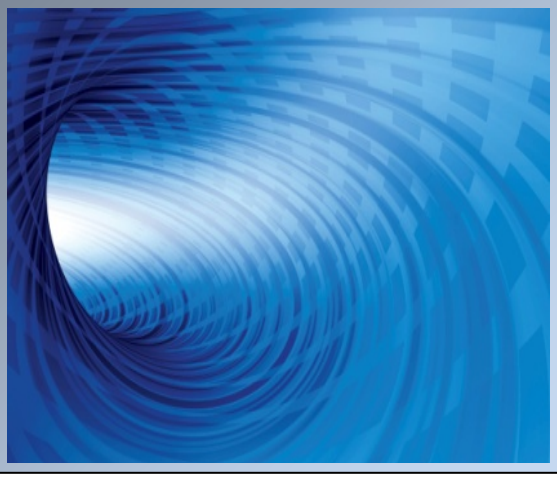
# Platform as a Service

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Web Portal

***NITC provides a full service Web Portal solution for integrated web applications and content.***



## 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% excluding planned downtime* |
| Website Metrics | Weekly log delivery |

* - 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

# Platform as a Service

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Database

***NITC provides a fully managed Database platform solution for use as an integral part of an application hosting environment.***

## 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% excluding planned downtime* |
| Notification Services | Available upon request |

* - 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

# Web Content Management

*NITC provides a full service Web Content Management solution.*

## 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% excluding planned downtime* |
| Website Metrics | Weekly log delivery |

* - 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

# Platform as a Service

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Document Management

***NITC provides a full service Document Management solution.***

## 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% excluding planned downtime* |
| Website Metrics | Weekly log delivery |

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

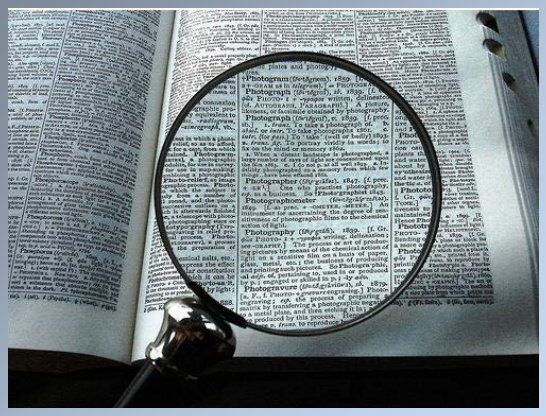
NOTE: NITC utilizes the USDA Universal Telecommunication Network (UTN) for Wide Area Network services. The UTN is contractually guaranteed to be 99.9% available but has historically delivered 99.997% availability.

## 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

***NITC provides customizable enterprise search capabilities for web applications.***



## 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% excluding planned downtime* |
| Website Metrics | Weekly log delivery |

* - 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

# Platform as a Service

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Web Accelerator (Akamai)

***NITC can provide Web Accelerator service to further enhance web application performance and availability.***

## 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% excluding planned downtime* |
| Website Metrics | Weekly log delivery |

* - 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

# Platform as a Service

National Information Technology Center

**Service Desk: 888-USE-NITC**

# CloudVault

***NITC can provide collaboration on the cloud through its cloud based storage service***

## 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% excluding 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

# Platform as a Service

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Virtual Application Desktop (Citrix)

***NITC can provide virtual desktop technology to enable remote Data Center hosting of workstation-centric business applications.***

## 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 | 99.9% excluding 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

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

# Application Integration

***NITC can provide key integration and application administration services.***

## 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

# Professional Services

**Service Desk: 888-USE-NITC**

# Database Management

***NITC can provide Database administration and consulting services.***

## 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:

| | Platform | | |
|---|---|---|---|
| Database | Midrange | z/OS | z/Linux |
| DB2 | x | x | x |
| Oracle™ | x | | x |
| SQLServer | 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

# Project Management

***NITC can provide experienced project managers to ensure timely success of service delivery projects.***

## 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

# Disaster Recovery

***NITC can provide Disaster Recovery planning and coordination services.***

## 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**

| Technology | Recovery Scenario | Recovery Time | Potential Data Loss | Cost |
|---|---|---|---|---|
| Redundancy / Clustering | Hardware Failure | Very fast | None | $$$$$ |
| Remote Replication | • Hardware Failure<br>• Disaster | Very fast, but application dependent | Minimal | $$$$ |
| Continuous Data Protection | • Hardware Failure<br>• Application Corruption<br>• User Error | Fast but depends on the error | Minimal / None | $$$ |
| Point-in-Time Copy | • Hardware Failure<br>• Application Corruption<br>• User Error | Fast but depends on the error | Data after PIT copy is made may not be recovered. Recovery is not guaranteed | $$ |
| Backup<br>– Disk<br>– Tape | • Hardware Failure<br>• Disaster<br>• Application Corruption<br>• User Error | Bit faster<br>Slow | Data after backup may not be recovered | $$<br>$ |

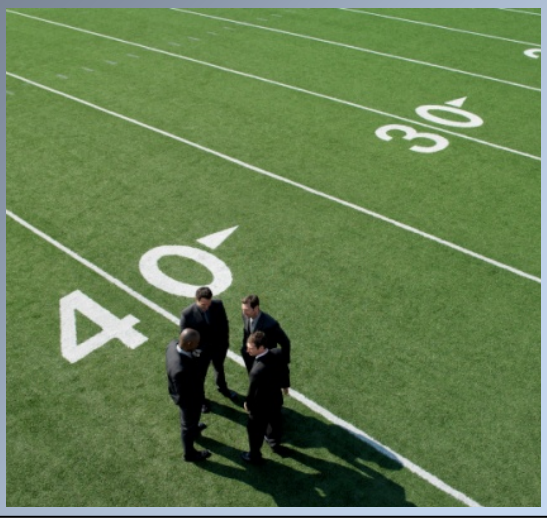
# Professional Services

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Planning and Integration

***NITC can provide the technical expertise to help design, plan, and integrate enterprise-class solutions.***




## 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

# Other Hosting Services

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Managed Hosting

***We manage your servers up through the Operating System while providing a secure operating environment.***

## 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

| | Server Platform | | |
|---|---|---|---|
| Operating System | 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)

***The NITC Video Tele-Conferencing Service provides a fully-managed solution to connect compatible customer-owned devices.***

## 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% excluding 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

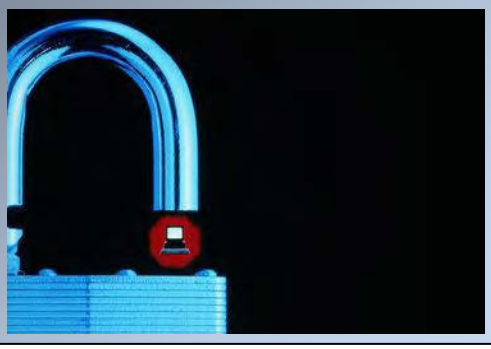
# Security Services

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Information Systems and Network Security

***NITC provides key information and network security services to ensure a safe operating environment for business applications.***



## 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 Services

National Information Technology Center

**Service Desk: 888-USE-NITC**

# Security Governance

***NITC can provide information and assurance that NITC services comply with mandatory security controls.***

NIST Special Publication 800-53A

NIST

**National Institute of Standards and Technology**

U.S. Department of Commerce

## 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.

# Business Management

***NITC Account Managers help translate individual business needs into technical requirements and help customers find their way to optimal service delivery.***

## 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 Mangers informed of planning changes and capacity requirements

# Procurement

***Procurement Services enhance the NITC customer experience and provide additional savings through consolidation of buying power.***

## 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

NATIONAL INFORMATION TECHNOLOGY CENTER

"Partnering for Success"