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About OCIO

The USDA Secretary's Memorandum 1030-30 established the Office of the Chief Information Officer (OCIO). The CIO is independent of any other office or agency of the Department. The CIO reports directly to the Secretary and has primary responsibility, under the Information Technology Management Reform Act (ITMRA) of 1996, for supervision and coordination within the Department of the design, acquisition, maintenance, use and disposal of information technology by USDA agencies, for monitoring the performance of USDA's information technology programs and activities, and for assuring that USDA information management is consistent with the principles of the Paperwork Reduction Act and with information security and privacy requirements. The CIO consults with the Department's Chief Financial Officer to assure that the USDA's information technology programs and activities are carried out in a cost-effective manner, and that financial and related program information is reliable, consistent, and timely. The CIO also works with top level officials in the Office of Management and Budget, other Federal agencies, and appears to testify before Congressional committees.
About CTS

Client Technology Services, under the Office of the Chief Information Officer (OCIO), provides enterprise level, comprehensive, fee-for-service information technology, associated operations, security, and technical support services to all USDA end users. CTS works for USDA agencies using CTS’s 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.

Who we are and what we do for customers focuses on the following three areas:

- **Innovation** - CTS prides itself in working with new and existing customers to capture program and mission requirements that drive our innovative IT products and services. Many of CTS’s customers operate in the most rural parts of the United States and CTS Territories, which include: Puerto Rico, Guam, U.S. Virgin Islands, Northern Mariana Islands and Pacific Basin. CTS has years of experience providing business solutions for geographically dispersed customers. We focus on innovation during our design and engineering activities to tailor solutions for our customers. CTS takes an “if you can draw it, you can build it” approach to our innovation, delivery, and service activities.

- **Delivery** - Whether the solution is a result of our own innovation, or we’re asked to implement another organization’s design; CTS has a strong track record of delivering on time and within budget. We are not only great at depicting new solutions; we take extensive pride in delivering products and services to our customers. Using sound IT project management principles, practices and procedures, we turn conceptual designs into reality for our customers.

- **Service** - With customers based in more than 3,400 locations, it is not cost effective to have dedicated support staff at each location. CTS has staff staged throughout the United States and CTS Territories to address customer service requirements that cannot be resolved remotely. CTS is an advocate of IT Service Management (ITSM) based on the international IT Infrastructure Library® (ITIL®) process standards. We leverage a rigorous Activity-Based Cost Management (ABC/M) cost model, a labor reporting system, and industry benchmarking to ensure our products and services remain competitive.

Contact CTS

Customer Business Relationship Manager Group (CBRM Group)
Email: ContactUsForm@ftc.usda.gov

[CTS Web Site]
Seat Service

Service Description

Seat Service is the full service option for customers needing office automation on an organizational level. Desktop computer workstation support, back office infrastructure support technology, and voice technology are included. The customization of Seat Service includes: the most modern of the Microsoft family of operating systems, service for Apple Macintosh desktops, and Client Virtual Connection Workstations.

CTS Seat Service support is the primary OCIO offering for desktop/laptop service, office automation, and access to business applications. Customizable in many ways, the service can be built with USDA Blanket Purchase Agreement (BPA) hardware, with multiple operating systems, and with different service levels.

Individuals may have multiple workstations, and elevated privileges. Premier Service is available to executives in some areas. The following shows base and customization options:

Figure 1: Seat Service Base/Customization Options Chart
What Is Included

Base Service

Standard Seat

By providing an entry level full service starting point, Seat Service allows customers to pick and choose add-on and access method options to meet their end user IT support needs. Standard Seat Service provides back end infrastructure, account management, file and print service, facility and hardware management, and technical support staff assistance through the CTS Service Desk. Standard Seat Service includes:

- Nationwide service desk call center support; 24 x 7 x 365
- In office technical service at 3,400 locations.
- Network based file storage, backup and archive of network files using CommVault as the solution for end-user server and field office data protection tool operated by CTS in support of end-user infrastructure. CommVault will phase out existing tape backups as older servers are phased out and new infrastructure is deployed. This tool performs over the wire remote backups, compression, and deduplication for server based data. The standard protection model supports up to 3 months of remote site backups with both large scale and file level recovery available. See End User System Servers for CommVault and tape backup schedules.
- Management of accounts.
- Preparation of training room/conference room facilities.
- Change Release and Configuration Management Services.
- Coordination and support of Continuity of Operations Planning (COOP) activity for customer groups.
- Security compliance with latest patches and upgrades.
- File and Print Services.
- Management of the computer/ADP room facilities that host telecommunications equipment, servers, and other related IT equipment in the service center agency offices.
- Provision of loaner equipment during repairs.
- Standard move support (larger office moves are supported with additional fees).

Integrated into CTS system configurations and service processes, but not included within the Seat Service fee structure are abilities to utilize other purchased CTS services such as:

- Microsoft Office O365 software suite; including MS Word, Excel, PowerPoint and the full Office package.
- Other certified software is deployed using automated methods or the CTS hosted distribution portal.
- The separate services of Enterprise Messaging System – Cloud Services (EMS-CS) Active Directory
- Fax2Mail
- Managed Print Services (MPS)
Service Add-On

Standard Seat Plus

Customers opting for additional support beyond Standard Seat may choose Standard Seat Plus Service which provides for management of CTS common infrastructure services to allow agency specific or Enterprise systems to operate/function within end user environment. (example: ESX Virtualization, Active Directory, SolarWind, SCOM, DFS, DNS, SMTP, etc.). Support services performed includes but is not limited to, HW maintenance/support, core OS patching/troubleshooting, backup/restore, monitoring of all systems within EU environment, and administration of specific common service applications. Service includes costs for Linux server environment, telecommunications infrastructure, Local and Long Distance support, and Fleet Support which allows technical support staff to drive to supported field office locations.

Telecommunications Infrastructure includes the CTS End User stack, Headend stack, and all the network equipment, licenses, and maintenance coverage within infrastructure environment. This also includes centralized backend network services to include wireless controllers (wireless and guest wireless services), Network Access Control (NAC), centralized configuration management (Cisco, Riverbed, Juniper), ISE, inventory, and monitoring systems (Solarwinds, Cascade).

CTS provides local phone system support by identifying equipment specifications, making acquisitions and providing management of telephone systems including eVoIP. This includes determining the size of phone systems to be installed to best meet the needs of the client, setup of voicemail where required, monitoring of traffic for volume to insure the proper number of voice lines and setup of hunt groups with rollover capacity to facilitate the most efficient use of phone systems. Service includes teleconferencing services via voice circuits through vendors and maintaining the contract/arrangement for these services to be available. CTS sets up and maintains primary local circuits, works with the local exchange carrier (LEC) to insure proper function both in local calls and in gaining access to government long distance service.

Long distance service is provided for voice lines. Government calling cards are setup and provided to clients by CTS at the customer’s request, providing access to Government rate long distance services from non-Government carriers.

Fleet Service covers lease and ownership costs for vehicles, including maintenance and operation costs.

Premier Services

Premier Services provides a higher level of support for key customer individuals. The service is available in the St. Louis and Kansas City large offices, the Washington, D.C. complex (South Building, Reporter’s Building, Patriot Center), the George Washington Carver Center, and the Whitten Building to meet the needs of executives or other priority customers. Customers identify a list of Premier Service customer recipient’s by-name. Additional information for Premier Services available for Mobility Devices is located later in the catalog under Mobility Devices.

Access Method

Customers using Seat Service are required to purchase a hardware or virtual computer based Access Method. Access Method Add-ons are also available or required for specific hardware or elevated privileges.
Workstation Services

CTS provides support for customer purchased workstation hardware available on CTS Blanket Purchase Agreements (BPA). Basic imaging of the workstation is provided via Enterprise Image Management Service and covers the hardware and operating system. Service covers all activities associated with the deployment and management of workstations, including client desktops, software deployment, mouse, keyboard, speakers, monitor, etc. Other activities include patching, hardware and software certification, security, licensing, and incident management specific to workstation deployment.

With workstation service, Enterprise Image Management is required and is an additional charge per workstation.

Client Virtual Connection

CTS provides customers an ability to access network based services using a desktop virtualization. The desktop may be used as a primary means of access, or for telework.

Client Virtual Connection provides for:

- Proactive monitoring, routine operation, and support of Client Virtual Connection Infrastructure.
- Assistance with agency application provisioning within Client Virtual Connection solution including application publishing, monitoring and connectivity.
- StoreFront to access virtual desktop or applications.
- Secure external access via NetScaler Appliance.
- Two-factor smart card security authentication solution.
- Tier 2 Infrastructure Operations Center (IOC) and Tier 3 (SME) support for Client Virtual Connection related issues.
- Standard access to EMS email, USDA.net file/print and applications.

CTS offers Client Virtual Connection technology to provide application and desktop virtualization also known as XenApp and XenDesktop to our customers.

- **XenApp** virtualizes an application running on a server and provides it to the user via Client Virtual Connection Receiver. Available for any device supporting the Client Virtual Connection Receiver client and smart card with a network connection. Virtualized applications include basic office automation software tools such as Microsoft Word, Excel, PowerPoint, Outlook and common internet browsers such as Internet Explorer, Chrome and Firefox. This service can be used to provide specialized access to applications that are older, newly released, or beta versions.

  Custom business applications can be virtualized on a case-by-case basis.

  XenApp applications are available as a supplemental service consumable on existing workstations as well as within Virtual Desktop Platform.

- **XenDesktop** virtualizes a complete operating system and delivers it via Client Virtual Connection Receiver. Available for any device supporting the Client Virtual Connection Receiver client and smart card, with a network connection.
XenDesktop provides a full virtual desktop environment, presented through Client Virtual Connection Receiver, for users requiring a full-time desktop environment as a replacement for a traditional workstation or for specialized access to a full desktop (e.g. remote power users, training labs, etc.).

Virtual Desktops options include
1. Individually entitled personalize desktops (Windows 7/10)
   a. 1 User per machine
2. Pooled desktops (Windows 7/10)
   a. Concurrent users limited by machines
3. Pooled server based desktops (2008r2, 2012r2)
   a. High density serving multiple users
4. Specialty Virtual Desktops
   a. ArcGIS
   b. GPU acceleration

This solution can address telework requirements, special business needs, data locality issues and disaster events where the customer can continue to perform business functions from their personal PCs and other supported devices.

Access Method Add-On

Mac Workstation Services

CTS provides basic imaging of Apple Macintosh hardware and operating systems.
- Deployment of workstations and peripherals for use with the Apple OS
- Test and deployment of the most recent Apple released patches and updates
- Test and deployment of new and the most recent software updates supported by software that runs on Apple hardware as it is requested by the participating agencies; through automated methods such as Casper Suite or by delivery to the OCIO/CTS hosted distribution portal.
- Provision of secure eVirtual Private Network (eVPN) client for Apple OS with full network access
- Provision of System Center Endpoint Protection (SCEP) client for Apple OS for antivirus and antimalware protection
- Change Release and Configuration Management Services for customer needs for all Apple platforms
- Image Management: Enterprise management and deployment of the operating system for application deployment and configuration of the latest Apple client operating systems - This service is built on the Jam Casper Suite services provided and results in a fully patched and configured USDA standard image delivered for each new or replacement Apple system in participating USDA agencies
- Two-factor authentication via LincPass is supported on Apple platforms

Elevated Privileges

Workstation configurations with advanced access rights and administrative privileges are available with supervisory and agency purchasing contact permission. The customer provides a list of designated elevated privilege service participants.
**How We Charge**

Service charges are based on customer organization usage. Organizational counts of Standard Seats, Standard Plus Seats, and Workstations are based on quarterly Active Directory reports. Customer representatives identify and/or authorize individuals in their organizations who are to receive Premier Services, Remote Access Accounts, Apple Workstations, or Elevated Privileges.

<table>
<thead>
<tr>
<th>Product/Service Offering</th>
<th>UNIT of Measure Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Seat</td>
<td>Measured by the number of active user accounts compiled from Active Directory.</td>
</tr>
<tr>
<td>Standard Seat Plus</td>
<td>Measured by the number of active user accounts compiled from Active Directory.</td>
</tr>
<tr>
<td>Premier Services</td>
<td>Measured by the number of employees designated as &quot;VIP&quot; in Remedy.</td>
</tr>
<tr>
<td>Workstation Services</td>
<td>Measured by the number of deployed workstations compiled from Remedy.</td>
</tr>
<tr>
<td>Elevated Privileges</td>
<td>Measured by the number of employees with elevated privileges.</td>
</tr>
<tr>
<td>MAC Workstation Services</td>
<td>Measured by the number of deployed workstations compiled from Remedy.</td>
</tr>
</tbody>
</table>

**Service Level Metrics**

<table>
<thead>
<tr>
<th>Performance</th>
<th>Performance Measure</th>
<th>Performance Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toll-Free National/Support Help</td>
<td>Number of contacts/incidents in a month (1) properly resolved on the first contact plus (2) contacts/incidents correctly routed according to the Routing Procedure / total contacts in the month (The Government or a designated third party may audit the data.)</td>
<td>95%</td>
</tr>
<tr>
<td>Desk Proper Contact Resolution</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(PCR)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Base and Premier Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Speed to Answer (SA)</td>
<td>Measurement of the time between a caller making his/her final selection in the IVR and speaking to a CSR # of calls answered by a live CSR in 40 seconds or less / total calls.</td>
<td>90%</td>
</tr>
<tr>
<td>Telephone</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Base and Premier Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Desk Side Support</td>
<td>2 business hours if needed after calling Help Desk Support</td>
<td>80%</td>
</tr>
<tr>
<td><strong>Premier Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Client Supplemental Above</td>
<td>30 business days from delivery notification to CTS or as separately agreed, must be certified or completed limited use, and licensed (includes Apple)</td>
<td>90%</td>
</tr>
<tr>
<td>Base Software Deployment</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Base Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Performance</td>
<td>Performance Measure</td>
<td>Performance Target</td>
</tr>
<tr>
<td>-------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Client Supplemental Above Base Software Deployment</td>
<td>1 business day, must be certified or completed limited use, and licensed</td>
<td>80%</td>
</tr>
<tr>
<td><strong>Premier Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hardware Deployment</td>
<td>30 business days for standard core image deployment from delivery of all required items to completely install the hardware, or as separately agreed upon with a local customer representative (must be certified; does not apply for deployments for more than 5 users; not applicable to large purchases) (includes Apple)</td>
<td>97%</td>
</tr>
<tr>
<td><strong>Base Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hardware Deployment</td>
<td>1 business day for standard core image deployment from delivery of all required items to completely install the hardware, or as separately agreed upon with a local customer representative (must be certified; does not apply for deployments for more than 5 users) (only for core hardware items)</td>
<td>80%</td>
</tr>
<tr>
<td><strong>Premier Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New User Accounts</td>
<td>1 business day (account only; does not include bulk SAAR request)</td>
<td>97%</td>
</tr>
<tr>
<td><strong>Base and Premier Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Account Change</td>
<td>3 business days, of the time (does not include bulk SAAR request)</td>
<td>95%</td>
</tr>
<tr>
<td><strong>Base and Premier Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Separated End Users – Disable Accounts</td>
<td>1 business day (includes Apple; does not include bulk SAAR request)</td>
<td>97%</td>
</tr>
<tr>
<td><strong>Base Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Separated End Users – Disable Accounts</td>
<td>1 business day (does not include bulk SAAR request)</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Premier Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Separated End Users – Delete Accounts</td>
<td>Deleted 14 business days after account is disabled (does not include bulk SAAR request; includes Apple)</td>
<td>99%</td>
</tr>
<tr>
<td><strong>Base Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Separated End Users – Delete Accounts</td>
<td>Deleted 14 business days after account is disabled (does not include bulk SAAR request)</td>
<td>100%</td>
</tr>
<tr>
<td><strong>Premier Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PC Software Incident Resolution</td>
<td>5 business days (includes Apple)</td>
<td>80%</td>
</tr>
<tr>
<td><strong>Base Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PC Software Incident Resolution</td>
<td>1 business day</td>
<td>80%</td>
</tr>
<tr>
<td><strong>Premier Service</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Seat Services Performance Measures

<table>
<thead>
<tr>
<th>Performance</th>
<th>Performance Measure</th>
<th>Performance Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Base Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PC Hardware Incident Resolution</td>
<td>5 business days (includes Apple)</td>
<td>80%</td>
</tr>
<tr>
<td><strong>Premier Service</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>PC Hardware Incident Resolution</td>
<td>1 business day</td>
<td>80%</td>
</tr>
<tr>
<td><strong>Base and Premier Services</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Software Certification and Release</td>
<td>Certification and/or approval of end user requests within 45 business days (includes Apple)</td>
<td>90%</td>
</tr>
<tr>
<td>Internal and External Access Virtual Desktops Availability</td>
<td>Availability of service measured at the data center</td>
<td>99%</td>
</tr>
<tr>
<td><strong>Base</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Virtual Desktop System Configuration Change: Application/Software</td>
<td>2 weeks for standard changes</td>
<td>80%</td>
</tr>
<tr>
<td><strong>Base</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Virtual Desktop System Configuration Change Network/Access</td>
<td>2 weeks for standard changes</td>
<td>80%</td>
</tr>
<tr>
<td><strong>Base</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Legacy Telephone Systems</td>
<td>Out of warranty voice system service restoration repair ≤ 10 business days</td>
<td>95%</td>
</tr>
<tr>
<td><strong>Base</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Warranty Telephone Systems</td>
<td>Repair time of legacy and VoIP phone systems within Warranty Repair &lt; 5 business days</td>
<td>95%</td>
</tr>
<tr>
<td><strong>Measurement Tools</strong></td>
<td>CTS Remedy, TSD internal tracking, and contractor reporting, Citrix Director</td>
<td></td>
</tr>
</tbody>
</table>

## Cost Saving Tips

- Using Windows gives customers the best return for investment on operating cost.
- Maintain hardware platforms to the most current release.
- Update/upgrade legacy customer specific software to remain compatible with current operating systems.
- Windows enables better client management and capabilities.
- The use of Virtualization Services can significantly extend the life of desktops and laptops; reducing hardware lifecycle costs, deployment costs and better management of licensing.
Additional Information

- A customer’s choice of workstation hardware can be purchased off of OCIO/CTS Blanket Purchase Agreements (BPAs).
- Regional and local differences may be applicable to how and which services are delivered.
Audio Conferencing

Service Description
CTS provides equipment specifications, acquisitions, and management of vendor provided services (such as those available through the General Services Administration Networx contract vehicle) not covered under UCaaS.

What Is Included
Voice Teleconferencing Service
Audio conferencing numbers are setup and provided to individual customers by CTS at the customer's request; providing access to government-rate telephone conference calling services from non-Government carriers. Customers may access calls either via toll-free or toll, long distance service. Numbers may include a web conferencing option, providing desktop-based presentation capability.

How We Charge

<table>
<thead>
<tr>
<th>Audio Conferencing Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product/Service Offering</strong></td>
</tr>
<tr>
<td>Audio Conferencing</td>
</tr>
</tbody>
</table>

Charges are based on the audio conferencing minutes used.

Service Level Metrics

<table>
<thead>
<tr>
<th>Audio Conferencing Performance Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Performance</strong></td>
</tr>
<tr>
<td>Voice Conferencing Number Ordering Time</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Measurement Tool</td>
</tr>
</tbody>
</table>
Collaboration Services

Service Description

Single entry point to all SharePoint fulfillment requests and assisting customers to select the appropriate SharePoint environment that best meets the customer’s needs.

CTS delivers the highest quality of service and collaboration continuity to USDA customers with options to use the best of both cloud and on-premise SharePoint infrastructure. Under Collaboration Service, customers may purchase Tiered labor support for either option. Infrastructure for on-premise SharePoint is also purchased through Collaboration Service. Infrastructure for cloud based SharePoint is purchased through the separate service of Enterprise Messaging System-Cloud Service.

The cloud based offering will provide most of a customer’s usual collaboration needs. On-premise based infrastructure extends beyond cloud based service capabilities by: offering the customer who chooses to customize, an ability to use add-on third party features, or to collaborate with external entities such as other Federal Agencies, universities or other Institutions outside of USDA via multi-factor authentication (eAuthentication).

All service solutions are governed through the CTS SharePoint Governance Policy to help the Customer Site Collection Administrators manage the workspace collaboration and contents.

What Is Included

Collaboration SharePoint Support

Site Collection Administration functions, such as permission access control, folder management, content management are considered to be Tier 1 functions that are provided by the customer.

Tier 2 support is provided for on-premise infrastructure and is available for customers who would like it for cloud based infrastructure. CTS Tier-2 staff works with Site Collection Administrators to troubleshoot any issue that cannot be resolved at the Tier-1 level. As part of the Tier 2 support, the service includes the initial setup, covering assessment, planning, testing and migration of the customer’s current site, to the CTS on-premise SharePoint/Project Server environment. CTS will work with the customer to ensure Active Directory (AD) trusts, Domain Name Service (DNS), and other dependencies are setup before a collaboration site is established. Other support services include Tier-2 SharePoint/Project application troubleshooting, and resolution on any site collection issues. This service is available 24/7.

Tier 3 support for cloud based infrastructure is not included in this service; it is provided by Microsoft as part of the Enterprise Messaging-Cloud Service

Routine On-Premise service also includes the following:
• SharePoint and Project Server usage, backup, and restore requests.

• Internet Presence: By selecting the on-premise SharePoint solution, the customer will be able to expose SharePoint sites externally allowing collaboration with outside entities such as the universities, research facilities or other the private sector entities by use of eAuthentication Level 2 credentials.

• Project Server allows the use of Project Web Application (PWA) platform to stabilize project management methodology and support communications.

  **NOTE**: The Project Server portal may not be exposed to the internet. It is only available within USDA Intranet environment.

• 3rd Party Software: Includes, but is not limited to tools such as MetaLogix and SiteMinder eAuthentication that can be used to improve the features/functions of collaboration for the customer.

**Collaboration SharePoint Infrastructure**

Customers using on-premise SharePoint and Project Server infrastructure receive operational and maintenance support of the SharePoint/Project Server infrastructure. This includes assistance in evaluating and upgrading future releases of the technology.

This service ensures all sites are secure and stable. CTS also provides scheduling and outage dashboards to establish clear communications on any upcoming maintenance and SharePoint/Project environment outages.

**How We Charge**

The number of Collaboration Service gigabytes is used as the basis for charging.

  **Table 5**: Collaboration SharePoint Services Measurement Description

<table>
<thead>
<tr>
<th>Product/Service Offering</th>
<th>UNIT of Measure Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Collaboration SharePoint Infrastructure</td>
<td>Measured by the number of on-premise SharePoint gigabytes.</td>
</tr>
<tr>
<td>Collaboration SharePoint Support</td>
<td>Measured by the number of on-premise and cloud SharePoint gigabytes.</td>
</tr>
</tbody>
</table>

**Cost Saving Tips**

• Enable team members to collaborate in real time to create and edit documents, develop solutions, and reduce operational costs associated with traditional in-person collaboration.

• Empower distributed teams through shared workspaces and business insights by effectively supporting their assigned roles and work styles.

• Offering of on-premise environment as supplement to O365 allowing customers to share the SharePoint infrastructure through economy of scale driving the maintenance/support cost down for the customers.

• Customers may choose from different price-point options when requiring a test environment for all SharePoint development efforts.
Additional Information

- Core Hours of Service: The CTS Applications Operations Branch, Infrastructure Operations Center (IOC) provides 24 x 7 support including monitoring and incident handling (with triage) for all Enterprise environments and direct coordination with provider service desks to ensure coordinated response. Coverage does not include government holidays and responses are not executed during planned maintenance activities. Under routine circumstances, a one week notification will be provided for normal changes made outside of official maintenance hours.

- Service requests for collaboration related services are taken and deployments are performed during normal business hours of 6:00am to 6:00pm Central Time, Monday through Friday. Additional service support beyond these hours may be arranged as an above-core purchase.

- NOTE: In some situations, changes may be required outside normal maintenance windows due to emergencies or security related activities. Under these circumstances, customers will be notified as soon as the needed change is identified. The change will be scheduled to happen with a minimum impact to the customer but as soon as possible to meet the needs of the situation and risks that have been identified. This could result in maintenance as early as the immediate evening of the change identification date.

Service Level Metrics

Table 6: Collaboration Services Performance Measures

<table>
<thead>
<tr>
<th>Collaboration Service Performance Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Type</td>
</tr>
<tr>
<td>-------------------------------------------</td>
</tr>
<tr>
<td>Collaboration and Project Site Availability</td>
</tr>
<tr>
<td>Measurement Tool</td>
</tr>
</tbody>
</table>
End User System Servers

Service Description

CTS provides a robust, multi-platform infrastructure service for systems operating in the end user environment.

This infrastructure offering includes industry standard 2 and 3 tier solution architecture focusing on use of SQL back-end services. Hosted solutions are offered on Windows and RedHat Linux platforms, hosted on virtual and physical hardware depending on the customer’s technical requirements.

Note: Appliance based solutions from 3rd party vendors can also be hosted based on thorough technical and security review.

Virtual Infrastructure

The virtual infrastructure uses a robust capability set provided on a mature VMware implementation and is hosted on a Cisco UCS capable of high-availability at both a hardware and software level.

- Provides enterprise VMware virtualization platforms utilizing modern converged and hyper-converged hardware and storage platforms.
- Performance trending, modeling and forecasting using VRealize Operations Manager
- Aggressive uptime and performance scaling with dynamic resource scheduling, storage dynamic resource scheduling, and high availability.

Field Location Infrastructure

The field service centers and large office environments are supported by a combination of Cisco UCS blade servers, Riverbed SteelHeads with embedded hypervisor, and traditional physical servers based on the compute and storage capacity needs of the location. All systems are managed using the same technology as our Windows platforms at the core including monitoring and log management.

- Hosted platforms are remotely deployed and centrally managed with the same high degree of professional attention and service delivery described as part of core services above.
- Data protection services, described below, are included in this solution offering to ensure maximum protection and resiliency to the end user consumer.
Infrastructure Data Protection

The infrastructure protection model allows recoverability of core and field service hardware and platforms in a structured and repeatable fashion. The focus is re-provisioning of content to platforms whether they are integrated as part of the location’s network infrastructure or a dedicated physical platform.

- Content protection is handled via the Distributed File System (DFS) or CommVault, depending on the location and age of the site.
- Platform recoverability is based on a 12-week protection period to reduce impact and manage overall system resources.

Content Data Protection

User content is replicated on a daily basis to the enterprise data center using DFS. Which in turns is protected via CommVault data protection services built on a 12-week aging rotation.

- When technically feasible, content is replicated to the enterprise data center to maximize overall availability to the users.
- If technically required, content is protected locally depending on site location and platform.
- Where requirements are specifically defined and where capability exists, off site tape archiving is available. This service requires procurement of high-density storage tapes and off-site contract support. Specific details for this expanded service should be addressed using documented requirements.

What Is Included

The following are delivered under base service:
- Installation, configuration, maintenance, and scalability planning using accepted best practices recommendations
- Individualized application integration services for hosted solutions
- Proactive monitoring and incident response
  - Monitoring services are supported 24x7 (excluding Thanksgiving, Christmas, and New Year’s) via Infrastructure Operations Center (IOC)
  - Custom application monitoring is available with customer collaboration as part of the overall server cost.
- Easy Upgrades focused on minimal downtime
- Security services including:
  - Security patching
  - Log management
  - Regulatory compliance validation for the platform provided
- Backup and recovery services
- Highly available databases (dependent on business requirement)
  - High availability options
    1. Physical: replication and traditional Structured Query Language (SQL) failover clustering
    2. Always on failover clustering and always on availability groups
  - Item 2: Available in physical or virtual implementation
### Table 7: File Retention/Backup Rotation Schedule

<table>
<thead>
<tr>
<th>Location</th>
<th>Backup</th>
<th>Retention</th>
</tr>
</thead>
<tbody>
<tr>
<td>Field Office Server</td>
<td>Daily, Mon-Fri</td>
<td>Three months (offsite)</td>
</tr>
<tr>
<td>(CommVault)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Field Office Server</td>
<td>Daily Incremental (Mon-Thu)</td>
<td>2 weeks (onsite)</td>
</tr>
<tr>
<td>(using tapes)*</td>
<td>Weekly Full (Friday)</td>
<td>6 weeks (offsite)</td>
</tr>
<tr>
<td>Enterprise Data Center</td>
<td>Daily, Mon-Fri</td>
<td>Three months</td>
</tr>
</tbody>
</table>

* Sites using legacy NetBackup tape solutions. These sites are in scope for updates to current CommVault solution standards for "Field Office Server (CommVault)", outlined above.

** Sites with specific business needs that fall outside of "standard" to be negotiated and documented individually.

**NOTE:** Customers with long term data protection retention needs that exceed the periods listed above must be documented clearly so that CTS can review and provide a specific cost-based estimate. The data protection system does not function as a file retention or records management system.

*Deprecated solution offering that is in process of being phased out through this FY as newer solutions are fully deployed.

### How We Charge

### Table 8: End User System Servers Measurement Description

<table>
<thead>
<tr>
<th>Product/Service Offering</th>
<th>UNIT of Measure Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>End User System Servers</td>
<td>Measured by the number of physical and virtual servers that are managed by CTS.</td>
</tr>
</tbody>
</table>
## Service Level Metrics

### Table 9: Infrastructure Service Performance Measures

<table>
<thead>
<tr>
<th>Performance</th>
<th>Performance Measure</th>
<th>Performance Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infrastructure Availability</td>
<td>Availability of service measured at the hosting server 24 x 7 (excluding planned downtime*).</td>
<td>99.9%</td>
</tr>
<tr>
<td>Measurement Tool</td>
<td>System Center Operations Manager-SCOM</td>
<td></td>
</tr>
</tbody>
</table>

### Additional Information

* CTS reserves the following windows for standard scheduled patching or maintenance activities for Infrastructure and/or hosted solutions:
  - Saturday between 1100 to 1400 hours local time.
  - Sundays between 0800 to 1200 or 1800 to 2400 hours local time.
Service Description

The CTS Network Service will provide a turnkey network infrastructure solution to USDA agencies, using cloud-based platform to improve agility, increase per-user IT consumption awareness and tracking, enhanced responsiveness, and ensure that all supported network services comply with all Federal Security and Privacy requirements.

CTS National Network Support

CTS provides a nationwide network to specific customers who are located in approximately 3,000 customer offices, including some territories. Local Area Networking (LAN) and Wide Area Network (WAN) service is included. Backed-up by on the ground technical staff and AT&T, the service allows customers to access custom business applications and communicate internally or with stakeholders or customers across the world. The CTN connects to the USDA Universal Telecommunications Network (UTN) which is also maintained by AT&T.

Network Infrastructure as a Service (NIaaS)

As an agency specific service, CTS builds new or custom networks and supports them with NIaaS. The platform allows CTS to provide commercial carrier class communications networks that provide the capability to offer different communications feature sets to each customer based on unique business requirements. Utilization of CTS Network Infrastructure as a Service technologies frees customers from spending money on network hardware and the staff it takes to manage a network in-house. CTS NIaaS provides: LAN/WAN connectivity services to geographically distributed employees located throughout the United States, routing / switching support, full firewall security support, secure wireless support for desktops or mobile devices, secure authentication methods using two factor authentication for both wired and wireless connections, and full 24/7 system monitoring for both LAN and WAN.

Under NIaaS, CTS will:

Access: CTS resources conduct an evaluation of requirements, specifications, and existing site infrastructure. CTS meets with the customer to review the findings, provide information regarding service options and recommend the most viable solution to meet the business need.

Plan: CTS resources provide a LAN/WAN solution design and develop technical specifications from the customer to develop an implementation plan.

Implement: CTS provides resources to provision services, configure and deploy devices, and transition from on premise service to NIaaS infrastructure.

Support: CTS provides maintenance and monitoring, patch and update management, administrative services, license management, incident management, and problem resolution services for the customer.
Optimize: WAN Optimization and QoS configuration delivering LAN-like performance over the enterprise WAN without the expense of constant circuit upgrades in a single monthly service. This service utilizes Riverbed products to reduce data transmitted over the WAN and classifies traffic based on best practices criteria to optimize connectivity and improve user experiences.

Maintain Hardware: NlaaS frees the customer from annual maintenance renewals and support contracts with hardware vendors.

**What is Included**

- Hardware installation and maintenance of network infrastructure within the local office
- Full management of router and switch configurations including uptime monitoring and availability
- Management of local firewall services, policy updates, and security context including ENS integration support for agency firewall context at UTN
- Maintenance and Troubleshooting of Local Area Networking (LAN) equipment and infrastructure
- Wireless Access Point-WAP - wireless end user connectivity for authorized devices such as laptops and mobile devices as well as restricted guest access
- Connectivity to the USDA Universal Telecommunications Network
- Internet Access
- Authentication of all network connections set to Department of Defense standards including two-factor user/machine authentication. All security policies apply to laptops, desktops, mobile devices, and all devices connecting to the network
- Facilities wiring that meet current industry standards
- Installation of network (LAN/WAN) equipment i.e. switches and routers
- Integration of the LAN/WAN with workstations and peripherals
- Network security and capacity monitoring
- Secure network connection
- WAN Optimization
- Wide Area Network (WAN) CTS end user stack, head end stack and all network monitoring which supports the connection of multiple offices to services and the internet
- Maintenance and troubleshooting of the equipment and services in the WAN
- Data circuit work and transmission costs associated with the WAN circuits. CTS installs and manages the most efficient and effective WAN technologies. Specific technologies used are determined by bandwidth requirements and local vendor service availability. Commonly employed CTS technologies include:
  - T1 circuits and Time Division Multiplexing (TDM utilizes multiple bonded T1 circuits)
  - Ethernet WAN (5mb and 10mb)
  - Point to Point VPN
- Compliance with section 508 accessibility requirements
- CTS standards will meet hosting, architectural, planning, and other security requirements necessary to achieve A&A. CTS provides inputs to all documentation necessary to facilitate completion of A&A in accordance with USDA requirements
- Internet protocol compliance
How We Charge

Network services are billed on a per office basis with the labor support costs for the WAN, WAN circuit costs (which can vary by site), and LAN costs.

Table 10: Wired Services Measures Description

<table>
<thead>
<tr>
<th>Wired Services Measurement Descriptions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Product/Service Offering</strong></td>
</tr>
<tr>
<td>Wired Offices</td>
</tr>
</tbody>
</table>

Service Level Metrics

Table 11: Network Services Performance Measures

<table>
<thead>
<tr>
<th>Network Services Performance Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Performance</strong></td>
</tr>
<tr>
<td>LAN Availability</td>
</tr>
<tr>
<td>WAN Connectivity</td>
</tr>
<tr>
<td>Internet Access (TSO)</td>
</tr>
<tr>
<td>Measurement Tool</td>
</tr>
</tbody>
</table>

Cost Saving Tips

- Monitoring of devices helps to keep numbers balanced to users.
- The consolidation of offices into a single location where costs can be shared.

Additional Information

- LAN availability will be measured by SolarWinds.
- UTN is a required USDA Enterprise Service and is provided by Enterprise Network Services (ENS).
- The measurement for network availability is determined by the rolling average over the previous twelve months as reported by the network monitoring tool SolarWinds.
Mobility Devices

Service Description

Compact mobile email service and mobile voice service to client agencies and other features. CTS provides options for customer mobility device needs. Customers may choose to have CTS provide wireless support and optionally have CTS manage vendor transmission costs.

Support - Cell Phones, Broadband and Satellite

Support service can include any effort to acquire, administer, support or deactivate mobile devices. Examples of support services would be ordering, receiving, activating and configuring devices, resolving operational problems, ordering replacement devices, maintaining associated inventory, ordering additional features, or requesting call detail records. Some records requests may be considered above-base service. Wireless devices offered are available to end user clients after authorization from designated customer group approvers.

Support - Mobile Devices with Data Plans and Mobility Tablets

Support service can involve any effort to acquire, administer, support or deactivate mobile devices with data plans. Examples of support services would be ordering, receiving, activating and configuring devices, resolving operational problems, ordering replacement devices, applying operating system updates, maintaining associated inventory, ordering additional features, or requesting call detail records.

Transmission - Broadband and Mobility Tablets with Data Plans

This service covers wireless phone service vendors providing data connection solutions. Devices under this service provide data only and do not provide voice service. Connectivity is achieved using a broadband device that connects directly to the vendor’s network (and so are also distinct from wireless connections to the CTS local area network (LAN), which does not require an intermediary vendor). The broadband devices may be vendor-supplied separately or built in and simply require activation. The data plans are supplied and administered similarly to wireless smart phone plans which include researching, analyzing and paying transmission costs.
Transmission - Cell Phones

Cell phones are provided via wireless vendors and represent USDA contract agreements for these services. Cell phones offered under this CTS service option are available to customers after appropriate approvals from agency representatives and CTS supervisors. The agreements are maintained and oversight is provided by CTS for the client agency which includes researching, analyzing and paying transmission costs. All cell phones are included in this category. 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 CTS wireless categories (example: some engineering equipment enabled with a SIM card for data communications).

Transmission - Mobile Devices with Data Plans

Smart phone devices are supplied and administered in a similar manner to cell phones. Voice service to these devices is supplied in the same manner as standalone cell phones which includes researching, analyzing and paying transmission costs. This provides compact, mobile e-mail service to client agencies, as well as voice and other features that the device may offer (Note: Additional services may be required; some features may be restricted based on security).

Transmission - Satellite Devices

Data and voice services for these devices are provided via wireless vendors and represent USDA agreements for these services. The agreements may or may not be contractual and may be provided on a usage basis depending on the technology. These services are available to customers after appropriate approvals from agency representatives and CTS supervisors. The agreements are maintained and oversight provided by CTS for the client agency which includes researching, analyzing and paying transmission costs. Accounted for in this category are devices enabled for wireless communication not covered in the other CTS wireless categories.

How We Charge

Labor is charged by the number of devices supported.
Transmission charges are based on vendor service plans used by the customer.
Table 12: Mobility Services Measurement Description

<table>
<thead>
<tr>
<th>Product/Service Offering</th>
<th>UNIT of Measure Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support - Cell Phones, Broadband &amp; Satellite</td>
<td>Measured by the number of cell phones, broadband &amp; satellite devices.</td>
</tr>
<tr>
<td>Support - Mobile Devices with Data Plans and Mobility Tablets</td>
<td>Measured by the number of mobility tablets such as iPads and mobility devices such as smartphones, Androids, etc. which have a data plan associated with the device.</td>
</tr>
<tr>
<td>Transmission - Broadband and Mobility Tablets with Data Plans</td>
<td>Measured by the number of broadband &amp; mobility tablets with data plans.</td>
</tr>
<tr>
<td>Transmission - Cell Phones</td>
<td>Measured by the number of cell phone devices with voice plan only.</td>
</tr>
<tr>
<td>Transmission - Mobile Devices with Data Plans</td>
<td>Measured by the number of mobile phone devices with both voice and data plan.</td>
</tr>
<tr>
<td>Transmission - Satellite</td>
<td>Measured by the number of satellite devices with voice and/or data plan.</td>
</tr>
</tbody>
</table>

Service Level Metrics

Table 13: Mobility Devices Performance Measures

<table>
<thead>
<tr>
<th>Performance</th>
<th>Performance Measure</th>
<th>Performance Targets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobility Device Deployment - Base offering</td>
<td>Deployment date ≤ 5 business days from vendor activation date or as separately agreed to between the customer and CTS in writing.</td>
<td>95%</td>
</tr>
<tr>
<td>Mobility Device Deployment - Premier Offering</td>
<td>Deployment of government purchased iPads is supported by an &quot;on-hand&quot; pool of wireless iPads. iPads can be activated within 1 business day</td>
<td>80%</td>
</tr>
<tr>
<td>Cell Phone Deployment</td>
<td>Deployment date ≤ 5 business days from activation of the equipment by the service provide or as separately agreed to between the customer and CTS in writing.</td>
<td>95%</td>
</tr>
<tr>
<td>Measurement Tool</td>
<td>TSD Deployment Plan and CTS Remedy</td>
<td></td>
</tr>
</tbody>
</table>

Cost Saving Tips

- Bundle plans to pool minutes.
- Use cell phones instead of smartphones when email is not needed.
- Use mobile devices that come free with vendor plans.

Additional Information

Wireless vendor-sourced devices are offered as an option to all CTS clients with appropriate approvals. CTS 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 CTS for the client agency.

Some customers may pay their own transmission charges.
Wireless LAN Access

Service Description

CTS will maintain a secure, highly available wireless access service.

What Is Included

- Monitor wireless devices
- Correct and respond to performance issues
- Install upgrades, patches and replacements as needed
- Wireless access points
- External guest access
- Internal secure access utilizing NAC (Network Access Control) technologies

How We Charge

Wireless access is charged per Wireless Access Point (WAP) connections on an annual basis for warranty, management, and maintenance.

Service Level Metrics

Table 14: Metric Name Performance Measures

<table>
<thead>
<tr>
<th>Metric Name</th>
<th>Performance Measure</th>
<th>Performance Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wireless Access Availability</td>
<td>Up time 24 x 7</td>
<td>99.9%</td>
</tr>
<tr>
<td>Measurement Tool</td>
<td>CTS Remedy</td>
<td></td>
</tr>
</tbody>
</table>
Cabling

Service Description
The Office of the Chief Information Officer (OCIO), Client Technology Services (CTS), National Capital Region (NCR) provides comprehensive, enterprise level, fee-for-service information technology, security, technical support services to all end users across the USDA, as well as other associated operations. CTS-NCR works for USDA agencies across the National Capital Region using services CTS provides to support programs, services, and financial transactions to millions of farmers, ranchers, and citizens of rural America.

What Is Included
In order to support CTS customer agencies, CTS-NCR offers full service cabling design, installation, testing, and operations services pertaining to the information technologies:
- Structured cabling for wired and wireless communications
- Audio Visual (AV) support services for AV systems
- Video Teleconference Systems (VTC)
- Control systems
- IPTV systems

How We Charge
- Support provided as a service using performance-based Service Level Agreements (SLAs) that utilize Firm Fixed Price (FFP) fee structures, device-based and unit-based line items, as well as traditional Time and Materials (T&M) options.
- NSB Core Services cover
  - Cabling/network connections
Service Level Metrics

Table 15: Cabling Performance Measures

<table>
<thead>
<tr>
<th>Cabling Performance Measures</th>
<th>Performance</th>
<th>Performance Measure</th>
<th>Performance Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cable Installation</td>
<td>≤ 45 business days</td>
<td>Order Date – Ticket Request Date</td>
<td>95%</td>
</tr>
<tr>
<td>Measurement Tool</td>
<td>CTS Remedy</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Cost Saving Tips

- Having dedicated USDA network cabling engineers on-site means faster service, which results in less down time.
- Cabling engineers are familiar with USDA building standards, helping to ensure uniformity across the entire network.
- Having IPTV and cabling services built in to core services reduces time and cost of going through procurement process for each individual move/add/change request; meaning end users get what they need faster.
Enterprise Services

Service Description

Enterprise Services is a collection of services that offer the customer wide reaching IT solutions with robust capability at attractive costs. Messaging, Active Directory, and Enterprise Virtual Private Network management are all part of the service.

Enterprise Messaging System Cloud Services (EMSCS)

EMSCS is an information technology communication service used by all USDA organizations. EMSCS is managed by OCIO and the service is provided by Microsoft Corporation.

- **Outlook/Exchange:** Standard email and calendar support provides 50 GB storage per end user mailbox. Attachments up to 50mb in size are supported. Also provided is the Skype/Lync client for instant messaging and presence, archiving, spam and virus filtering, the USDA Global Address List, distribution lists, resource accounts, and test accounts (test accounts may not be logged-into or they will then incur charges). Outlook Web access is available on internal USDA networks. Quantities are determined by reporting from Active Directory. Exchange Online Archiving (EOA) is available to all users and ProofPoint is available in read only mode for email after USDA's move to the Government Community Cloud. ProofPoint can be access from ProofPoint Access Link to retrieve all sent and received messages that may have been deleted and/or lost from that user's mailbox only since the user was migrated to EMSCS. All users who participate in EMS-CS are automatically granted access to EOA and Proofpoint. EOA is available from within your Outlook folder list. When a user account is deleted from Active Directory, all email sent or received by the user remains in EOA and Proofpoint. USDA management has not set a maximum period of time for the retention of e-mail in the USDA Archive. The retention time may change in the future. CTS will continue to support EMS eRecovery efforts from EOA and ProofPoint, or on legacy data for the SCA.

- **Skype for Business:** Skype for Business provides web and video conferencing with up to 250 end users. Skype for Business is available for use by USDA and additional licenses can be procured through the USDA volume licensing agreement.

- **SharePoint Service:** Cloud based SharePoint services is designed for internal USDA end users and has a 7GB per user storage limit. Included are:

- **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. Both service desks provide assistance for all of the above listed services.

- **Tier 3** help is provided to the first time cloud customer to enroll/use the SharePoint. CTS provides triage and an escalation point between the customer and the Microsoft EMS-CS support service. Migration service provided by CTS, is purchased separately via Collaboration SharePoint Support Services
  - Initial Assessment - CTS provides a professional service that includes the gathering of requirements and providing information about available features/functions from different SharePoint environments. CTS will then meet with the customers to review the findings and recommend the best collaboration option to meet business needs.
  - The service includes helping the first time cloud customers to start the on-boarding process. This includes verification of connectivity, such as sync connection, network DNS, routing, AD authentication, and the creation of initial customer site collection. Existing customers also can request additional site collections and more.
  - Customer service includes describing the services and features that are included with SharePoint Online dedicated plans. This also includes the plan for customers that require an International Traffic in Arms Regulations (ITAR-support) operational environment. Service is not intended to help support upgrade decisions for current SharePoint 2013 dedicated or ITAR-support customers. For additional Office 365 SharePoint service information and what features pertain to USDA in the tables, view the SharePoint Online Standalone (Plan 2D) column and the SharePoint Online dedicated ITAR-support column, within the following guide:

- **SharePoint Legacy Dedicated Services Document**

- **Information Discovery and Litigation Support (IDLS)**: OCIO will support IDLS and other types of official requests for electronically stored information within EMS-CS such as searches or preservation. OGC will determine USDA EMS-CS 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 Office 365**

The O365 E3 license currently provides the Department with Exchange Online Archiving, Data Loss Prevention, and O365 ProPlus (Office apps) for desktop, mobile and home use. Customers will be migrated to the O365 G3 license throughout the fiscal year and will retain all functionality currently available with the E3 license shown below.

- **Exchange Online Archiving (EOA)**
  - EOA is an online archival tool that allows users a way to store and retrieve old and/or deleted email.
  - The inbox of the Online Archive mailbox will automatically capture and store all email from the main user mailbox that is older than 2 years. This includes mail that has been moved to personal folders created by the user.
o All email is retained for eDiscovery/Legal hold capabilities.
o Each user is provided a 100GB archive. At this time, there is not an option to increase this quota within our E3 license with Microsoft.
o Quick Tip location: ProofPoint Quick tip Exchange

**Data Loss Prevention (DLP)**

o Office 365 (O365) Data Loss Prevention services (DLP) is the protection of sensitive information throughout the Department through deep content analysis. DLP covers two types of data in transit across the USDA O365 email system (Exchange).
o Personally Identifiable Information (PII)
  • PII data (e.g. social security numbers, employer identity numbers, tax-payer Identity numbers, and credit card numbers) utilize templates contained in the DLP product’s default configuration.
o Intellectual Property (IP).
  • IP data, data owners must define the information which they determine to be sensitive, such as CUI (Controlled Unclassified Information) or FOUO (For Official Use Only) classifications.

**O365 ProPlus (OPP)**

o Listing of applications available through OPP is located here: OPP Applications Listing. USDA should review the column heading Office 365 ProPlus (not the E3 column). Examples of applications included in OPP include Word, Excel, and Access.
o Licensing will be available to those users in the Enterprise Active Directory (EAD) and will include 1 (one) license each for mobile, tablet and desktop.
o Home use will be limited to LincPass authentication only. Users will need a PIV card reader for home use.
o Single sign-on will be available to support users who are temporarily without a LincPass.

**Enterprise Active Directory (EAD)**

EAD is a consolidated directory service built on Microsoft's Active Directory Services and lightweight directory access protocol database technologies. It is a reference system with attribute information about end user accounts and networked devices and also provides policy enforcement for securing and managing client and server systems across the enterprise. The service will eventually be used by all USDA organizations and is managed by OCIO. The core administration and support are provided by CTS and several optional services are available. Optional image management services are available to deploy workstations with customized software installations above the standard core applications common to all agencies that 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.

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

• **Other Infrastructure Services**: Bit locker administration and monitoring supports disk encryption for computers, rights management for securing Office documents, and communications, Microsoft Key Management services for enterprise licensed products, and Live Meeting Portal services.

• **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.

• **US Government Configuration Baseline (USGCB)**: All USGCB settings come from the group policies that get applied to the computer after the computer has been joined to the Enterprise Active Directory (EAD) and placed in the appropriate Organizational Unit (OU). USGCB settings are not applied as part of the image management services.

**Enterprise Virtual Private Network (eVPN)**

The eVPN service provides a secure telecommunication connection back to the USDA network for remote users from the internet. The ‘virtual network’ established for end user workstations via this service is commonly used by teleworkers. This system provides USDA users improved endpoint security through the use of machine health checks to validate government furnished equipment as well as up to date anti-virus and machine patch levels. The system also provides for two-factor authentication using USDA PIV (LincPass). The solution also provides support for standard Windows machines, but also Apple MAC platforms.

• **The Enterprise Virtual Private Network (EVPN)** provides a secure connection for users to access their agency and individual resources remotely. Through validation of the user and device, the EVPN system protects the integrity of the USDA network. This solution validates users through two layers of authentication: user credentials through agency systems and the USDA-issued LincPass certificate. This centralized remote access VPN solution is for all USDA agencies and is identified as the Enterprise Remote Access Control & Network Admission Control (AC/NAC) solution. This system significantly improves endpoint security through the use of machine health checks and incorporates the two-factor authentication for all remote access clients accessing the USDA network. The new Enterprise Active Directory (EAD) structure provides the backend technology for the two-factor authentication.
  - Secure eVirtual Private Network (VPN) support with full network access.
  - Enterprise VPN solution and two-factor authentication.

**Enterprise Video Teleconferencing**

CTS 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, CTS also provides Tier-1 and Tier-2 services as described separately in this catalog). Enterprise VTC service provides Tier-3 support for 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).

Enterprise VTC can be combined with UC-Voice to create a complete Unified Communications solution, see Unified Communications as a Service for complete details.

Enterprise VTC service includes:
- Tier-3 Support for 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).
- Fully-managed centralized hardware and software infrastructure.
- Tier-3 support for technical connectivity issues.
- Centralized scheduling of video calls upon request.

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
- Tier-1 and Tier-2 support as necessary

Customers are responsible for the purchase of additional network bandwidth where needed (a data circuit is often needed), and responsible for endpoint acquisition and maintenance.

Enterprise Mobility Management

The CTS Enterprise Mobility Management Solution provides centralized service management for mobile devices including smartphones and tablets. The mobility infrastructure provides the customer with a single console view to provision and manage government issued and/or BOYD devices securely. CTS provides components to create a total mobility portfolio of services supporting the customer.

- **Mobile Device Manager (MDM):** Centralized device 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 (iOS, Android and Windows mobile applications); offering of mobile application certification lifecycle to test, scan, and deploy mobile application securely onto the custom apps store. Policies provide the ability to control who can view/download the published mobile applications.
- **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. This includes an Office Productivity Suite (compatible with Microsoft® Word/Excel/PowerPoint and
Adobe PDF files); a SharePoint-compatible application (drop-box style solution); internal home or shared drives mapping to mobile devices; and a web browser for internet/intranet browsing.

CTS Enterprise Mobility Management is offered as an infrastructure providing flexible mobility features allowing agency IT staff to manage and secure smartphones/tablet devices through a single management console. The following summarizes the component services included as part of the offering to the agencies:

- **Secure Management Console (SMC)** – This allows the customer to view/manage agency specific devices including provisioning, enrolling, and troubleshooting.
- **Agency-Controller Policy Enforcement and Feature Controls** – This allows each agency to manage their 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 8.0 and above)
  - Android: Phones and Tablets (version 4.4 and above)
  - Windows 8.1: Phones (no support for version 8.x tablets)
  - Windows 10: Phones and Tablets

To ensure the customer selects the best option to meet the mobility needs of the agency, CTS is prepared to work with each customer to solidify requirements, provide recommendations, and plan for an implementation that best meet the customer needs. This will allow the most cost effective and efficient service provisioning for each customer part of an overall mobile services package.

**Enterprise Image Management**

Management and deployment of the operating system and customizable task sequences for application deployment and configuration of the latest Microsoft® Windows client and server operating systems. This service is built on the System Center Configuration Manager (SCCM) services provided with Enterprise Active Directory and results in a fully patched and configured USDA standard image delivered for each new or replacement Windows system in participating USDA agencies. Utilizing the USDA Enterprise Active Directory (EAD), CTS Image Management Service follows the industry best practice model for deploying a thin image, adding just the required drivers and applications, and managing security and user settings through enforceable group policies.

Computer models are supported as they are added to the USDA BPA. In addition, for those agencies that purchase Image Management Services as described below there is an option to add up to four different non-BPA system model images per fiscal year if 25 or more of that system model is purchased. Support for reimaging older models of computers is removed when less than 50 models of a computer are in production across the USDA enterprise or when they are older than 3 years. This support model ensures drivers maintenance is efficient and reduces the network, storage and delivery requirements to support standard imaging across the USDA. The list of supported models are published at: [Computer Model Support List](#)
The following summarizes the component services included as part of the Image Management offering to the agencies:

**Imaging Management:**
- Management and deployment of OS deployment task sequences for the latest Microsoft Windows client and server operating systems to deliver a standard image to customer systems.
- Integration and management of the “thin” (base) image for the latest Microsoft Windows client and server operating systems, to include patching to the latest quarter’s updates. Base configuration design matched to USDA Hardware Blanket Purchase Agreement (BPA) systems.

**Imaging Management with Application Management:**
- Management and deployment of OS deployment task sequences for the latest Microsoft Windows client and server operating systems to deliver a standard image to customer systems.
- Integration and management of the “thin” (base) image for the latest Microsoft Windows client and server operating systems, to include patching to the latest quarter’s updates. Base configuration design matched to USDA Hardware Blanket Purchase Agreement (BPA) systems.
- Integration and management of “Base” or “Above Base” applications specific to the image. Customers are responsible for rigorous testing and certification, such as would be done in a certification lab environment.

**How We Charge**

Table 16: Enterprise Services Measurement Description

<table>
<thead>
<tr>
<th>Product/Service Offering</th>
<th>UNIT of Measure Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Messaging System – Cloud Services EMS/CS</td>
<td>Measured by the number of billable mailboxes unless the agency has an approved waiver for exclusion from the enterprise product/service offering.</td>
</tr>
<tr>
<td>Enterprise Office 365</td>
<td>Measured by the number of billable mailboxes unless the agency has an approved waiver for exclusion from the enterprise product/service offering.</td>
</tr>
<tr>
<td>Enterprise Active Directory</td>
<td>Measured by the number of billable mailboxes unless the agency has an approved waiver for exclusion from the enterprise product/service offering.</td>
</tr>
<tr>
<td>Enterprise Virtual Private Network</td>
<td>Measured by the number of billable mailboxes unless the agency has an approved waiver for exclusion from the enterprise product/service offering.</td>
</tr>
<tr>
<td>Enterprise Video Teleconferencing Endpoints</td>
<td>Measured by the number of endpoint devices integrated into the solution.</td>
</tr>
<tr>
<td>Enterprise Mobility Management</td>
<td>Measured by the number of devices enrolled.</td>
</tr>
<tr>
<td>Enterprise Image Management</td>
<td>Measured by the number of deployed workstations compiled from Remedy.</td>
</tr>
</tbody>
</table>
Enterprise Mobility Management: CTS charges mobility through a unit cost per-device. The following are the different pricing models allowing each customer to select the most appropriate solution for their agency.

**Option 1** – Mobile Device Management only
**Option 2** – (Total Solution) Mobile Device Management + Office container + Mobile Application Management
**Option 3** – Mobile Device Management + Mobile Application Management
**Option 4** – Secure Container only

Add-ins (must be purchase with at least one of the options listed above)
- iOS and Android Touchdown (email software)
- Wrappers (allowing wrapping of individual mobile application securely)

The cost for Enterprise Video Teleconferencing 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
- Tier-1 and Tier-2 support as necessary

Customers are responsible for the purchase of additional network bandwidth where needed (a data circuit is often needed), and endpoint acquisition and maintenance.

### Service Level Metrics

**Table 17: EMS-CS Performance Measures**

<table>
<thead>
<tr>
<th>Enterprise Messaging System – Cloud Services (EMS-CS) Performance Measures</th>
<th>Performance Measure</th>
<th>Performance Targets</th>
</tr>
</thead>
</table>
| Exchange (Cloud) | Percentage of hours of email infrastructure server service.  
Sun-Sat, 0000-2359 | 99.9% |
| Live Meeting Availability (Cloud) | Percentage of hours of Live Meeting infrastructure server service.  
Sun-Sat, 0000-2359 | 99.9% |
| Skype/Lync Availability (Cloud) | Percentage of hours of Skype/Lync infrastructure server service.  
Sun-Sat, 0000-2359 | 99.9% |
| SharePoint Availability (Cloud) | Percentage of hours of SharePoint infrastructure server service.  
Sun-Sat, 0000-2359 | 99.9% |
| Measurement Tool | Microsoft Reporting |

**Table 18: Enterprise Office 365 Performance Measures**

<table>
<thead>
<tr>
<th>Enterprise Office 365 Performance Measures</th>
<th>Performance Measure</th>
<th>Performance Targets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office 365</td>
<td>Availability</td>
<td>99.9%</td>
</tr>
<tr>
<td>Measurement Tool</td>
<td>Microsoft Reporting</td>
<td></td>
</tr>
</tbody>
</table>
### Table 19: EAD Performance Measures

<table>
<thead>
<tr>
<th>Performance</th>
<th>Performance Measure</th>
<th>Performance Targets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise Active Directory Service</td>
<td>Availability Sun-Sat, 0000-2359</td>
<td>99.9%</td>
</tr>
<tr>
<td>Measurement Tool</td>
<td>System Center Operation Manager (SCOM)</td>
<td></td>
</tr>
</tbody>
</table>

### Table 20: eVPN Performance Measures

<table>
<thead>
<tr>
<th>Performance</th>
<th>Performance Measure</th>
<th>Performance Targets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise VPN</td>
<td>Availability (does not include scheduled maintenance windows)</td>
<td>99.99%</td>
</tr>
<tr>
<td>Measurement Tool</td>
<td>System Center Operation Manager (SCOM)</td>
<td></td>
</tr>
</tbody>
</table>

### Table 21: Enterprise Video Teleconferencing Performance Measures

<table>
<thead>
<tr>
<th>Performance</th>
<th>Performance Measure</th>
<th>Performance Targets</th>
</tr>
</thead>
<tbody>
<tr>
<td>EVTC System Monitoring</td>
<td>24 x 7</td>
<td>99.9%</td>
</tr>
<tr>
<td>EVTC System Availability</td>
<td>Availability (excluding planned downtime*)</td>
<td>99.9%</td>
</tr>
<tr>
<td>EVTC Tier-3 Support Request – Critical</td>
<td>Normal business hours – Immediate to less than one (1) hour</td>
<td>99.9%</td>
</tr>
<tr>
<td></td>
<td>Non-business hours – Immediate to less than four (4) hours</td>
<td></td>
</tr>
<tr>
<td>EVTC Tier-3 Support Request – High/Service Degraded</td>
<td>Normal business hours – Immediate to less than two (2) hours</td>
<td>99.9%</td>
</tr>
<tr>
<td></td>
<td>Non-business hours – Immediate to less than six (6) hours</td>
<td></td>
</tr>
<tr>
<td>EVTC Tier-3 Support Request – Medium</td>
<td>One business day</td>
<td>99.9%</td>
</tr>
<tr>
<td>EVTC Tier-3 Support Request – Low</td>
<td>Two business days</td>
<td>99.9%</td>
</tr>
<tr>
<td>Measurement Tool</td>
<td>Telepresence Manager</td>
<td></td>
</tr>
</tbody>
</table>

*For EVTC, CTS reserves the option to schedule routine infrastructure maintenance activities on Sundays between 1800 to 2400 hours Central Time.

NOTE: CTS 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.
Table 22: Enterprise Mobility Performance Measures

<table>
<thead>
<tr>
<th>Performance</th>
<th>Performance Measure</th>
<th>Performance Targets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobility Infrastructure</td>
<td>Availability</td>
<td>99%</td>
</tr>
<tr>
<td>Measurement Tool</td>
<td>MDM (units retrieved using MobileIron)</td>
<td></td>
</tr>
</tbody>
</table>

Table 23: Enterprise Image Performance Measures

<table>
<thead>
<tr>
<th>Performance</th>
<th>Performance Measure</th>
<th>Performance Targets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Image Management</td>
<td>Availability SCCM OSD System Availability (not including maintenance windows)</td>
<td>99%</td>
</tr>
<tr>
<td>Measurement Tool</td>
<td>Remedy</td>
<td></td>
</tr>
</tbody>
</table>
Cost Saving Tips

- Utilization of EAD services save costs and human resources for deploying, management, monitoring, upgrade, and replacement hardware and of managing common directory and infrastructure services.
- Use of Live Communication Service can reduce the need for travel expenditures.
- Use resource accounts and shared account features of Enterprise Messaging System – Cloud Services to enable better office collaboration and coordination.
- Consistent message retention and discovery is provided at the department level.
- Personal archives can help keep mailbox sizes low.
- Enterprise Messaging System – Cloud Services as improved document storage and greater security.
- Use Fax2Mail with Enterprise Messaging System – Cloud Services to reduce the cost of maintaining stand-alone fax hardware and telecommunication lines.
- Utilize USDA BPAs for workstation and server hardware and software. Reduce deployment labor costs, reduce duplication of effort and allow support staff to focus on supporting end users.
- EAD Imaging Management Services:
  - Cost savings result from not developing and maintaining a custom image for deployment to agency Windows systems.
  - Security is enhanced by deploying fully patched operating systems with the current approved applications and versions.
  - The deployed image is built on the USDA standard so consistent group policies can be utilized across the enterprise.
  - The System Center Client is deployed with the image so new or replacement systems report in and are fully manageable through System Center Configuration Manager.
Unified Communications as a Service

Service Description

CTS Unified Communications as a Service (UCaaS) functions as a delivery platform that provides an adaptable suite of communication and collaboration capabilities under a single service framework. The platform allows CTS to provide commercial carrier class communication networks that provide the capability to offer different communications feature sets for each customer based on unique business requirements. Utilization of Unified Communications (UC) technologies enables the CTS UCaaS offering to: connect geographically distributed employees located in home offices or hoteling workspaces, allow employees to access and collaborate dynamically via voice or video from the desktop or mobile device, bring agency employees together and facilitate increased productivity from anywhere to everywhere. This service is available to all USDA agencies as customers of CTS.

CTS UCaaS is comprised of two components: UC-Voice and (Enterprise Video Teleconferencing) (also known as Enterprise VTC). CTS UCaaS provides the customer with the flexibility to select single services or mix and match services as dictated by customer specific business needs.

Unified Communications Voice (UC-Voice)

UC-Voice is centrally managed enterprise-class Voice over Internet Protocol (VoIP) telephony service for USDA users across multiple locations and/or geographic regions over the IP network. Customers are integrated into the USDA Enterprise wide dial plan for on-net calling and consolidated off-net Public Switched Telephone Network (PSTN) access. The CTS UC-Voice service provides USDA customers the flexibility to enroll in the UC-Voice services only or where needed to meet customer business requirements. This is achieved via various UC-Voice service options.

UC-Voice service begins with customized assessment, planning, and implementation prior to moving to standardized operating support:

- **Startup Activities**
  - **Assess:** CTS resources conduct an evaluation of requirements, specifications and existing site infrastructure. CTS meets with the customer to review the findings, provide information regarding service options and recommend the most viable solution to meet the business need.
  - **Plan:** CTS resources provide a standard solution design and develop technical specifications.
  - **Implement:** CTS provides resources to provision services, configure and deploy devices and transition from on premise service to UCaaS infrastructure.

- **Post Implementation Standard Operating Support**
Support: CTS provides maintenance and monitoring, patch and update management, administrative services, and license management, incident and problem resolution.

Enterprise Video Teleconferencing (Enterprise VTC)

Enterprise VTC is a fully managed Video Teleconferencing (VTC) service that is: 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.

The full description of the Enterprise Video Teleconferencing service is listed within the Enterprise Services of this catalog. This service can be purchased separately, or combined with the UC-Voice. For more information on this service, see Enterprise Video Teleconferencing.

What is Included

Core UC-Voice Provides

- **IP Telephony** facilitates the delivery of traditional telephony communications and services over an IP network that are configured to meet customer requirements.
- **Messaging** provides voicemail services for each configured user or business group, including the ability to access/manage voicemail remotely anywhere and anytime and the option of having voicemail delivered via email.
- **Web Management** provides the end user the ability to remotely manage specific aspects of the assigned phone devices including: call forwarding, personal address books, and personal speed dials.
- **Jabber** is a desktop soft-phone and video teleconferencing application that allows and extends an end users ability to work from almost anywhere.
- **Hunt Groups**
- **Support for mobile and remote workers**
- **Standard Move, Add, Change and Delete (MACD) support**
- **USDA Corporate Directory and site access**
- **PSTN access for local and long distance service**
- **Quality of Service (QoS)**
- **Capacity Monitoring**
- **Centralized call data records**
- **High availability**
- **Standard voicemail box with 14 MB storage**
- **Voicemail to email integration**
- **Soft phone and VTC client**
- **End-user web management of phone devices.**
- **Live audio paging between IP phones within an office.**
Service Options

Unified Communications Voice (UC-Voice)

Above Core UC-Voice service options that are available for additional purchase are:

- **Paging** is an advanced notification service providing the customer the capability to broadcast brief communications to all office phones with the touch of a button.
- **Contact Center** provides a comprehensive customizable solution that combines automatic call distribution functionality with IP telephony. A high availability routing engine enables calls to queue and intelligently route within a distributed contact center based on customer specified business logic. Resource management and supervisor access to customer interaction is provided through customizable reports and dashboards.
  - Interactive Voice Response (IVR)
  - Automatic call distribution
  - Agent level skill based routing
  - Supervisory features
  - External system integration
  - Customer quality assurance
  - Call recording and monitoring
  - Real-time and historical data reporting
  - Broadcast messaging
  - Agent desktop capabilities
- **Contact Center Quality Monitoring** is a customizable solution that provides contact center capture services based on customer established business rules to assist Contact Center management with evaluating quality of services provided by Contact Center agents.

How We Charge

UC-Voice:

Customized assessment, planning, and implementation are required steps toward building a standardized operating environment. It is thus that custom charges are applicable. UC-Voice services may require additional one-time up-front start-up costs based on agency business requirements where custom configurations may be required. The one-time start-up costs can include:

- Unified Communications and/ or Contact Center discovery services
- Unified Communications and/ or Contact Center implementation services
- Purchase of additional Unified Communications or Contact Center licensing
- Purchase of additional hardware to support Unified Communications services
- Purchase of hardware and licenses to support paging

Once standardized, the monthly cost for service is based on customer business needs relating to the actual number of phone devices, licensing and/or contact center seats required by the agency.

Paging, Contact Center, and Contact Center Quality Monitoring are charged based on the environment.
Service Level Metrics

Table 24: UC- Voice Performance Measures

<table>
<thead>
<tr>
<th>Performance</th>
<th>Performance Measure</th>
<th>Performance Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Monitoring and Availability</td>
<td>24 x 7 (excluding planned downtime *)</td>
<td>99.9%</td>
</tr>
<tr>
<td>Measurement Tool</td>
<td>System Center Operations Manager-SCOM</td>
<td></td>
</tr>
</tbody>
</table>

*CTS reserves the option to schedule routine infrastructure maintenance activities on Sundays between 0800 to 1200 or 1800 to 2400 hours Central Time.

* NOTE: CTS 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

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

Additional Information

Utilize other OCIO service offerings to minimize application integration efforts and reduce costs through economies of scale.
Fax2Mail

Service Description

Fax2Mail allows for transition from manual office fax systems to an electronic fax cloud service for security, productivity, cost, and environmental/green improvements. Fax2Mail combines the benefits of email, while providing the user with a secure method to communicate with customers or colleagues by fax. In addition, the reduction of fax machine paper and power from running fax machines support the USDA Green IT initiative.

What Is Included

- Security improvements through tighter control over fax content and Personally Identifiable Information (PII) data.
- Ability to send/receive faxes electronically from user’s computers.
- “Anytime, anywhere” access to sending and receiving faxes, including mobile devices.
- Teleworkers will have the ability to send/receive faxes electronically.
- Able to receive faxes 24x7.
- No longer limited by the capacity of the fax machine (running out of paper, machine memory, etc.).
- All systems are certified and accredited.

How We Charge

Total cost is separated into one time setup charges, monthly recurring charges, and usage based charges. The rates charged are determined from one to six tiers for volume. Example: For a monthly recurring Fax2Mail mailbox charge in the 150K-1M department volume range, there would be the recurring monthly charge plus the usage based charge that is based on unit charge. The unit charge and recurring monthly charge are based on rates from the current negotiated contract and are subject to update with the provisions of the contract. Customers are evaluated based on the current USDA volume rate and provided detailed costing information for the level of service requested.

Table 25: Fax2Mail Costs

<table>
<thead>
<tr>
<th>Fax2Mail Pricing</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Activity</td>
</tr>
<tr>
<td>Fax2Mail</td>
</tr>
</tbody>
</table>
## Service Level Metrics

Table 26: Fax2Mail Performance Measures

<table>
<thead>
<tr>
<th>Performance</th>
<th>Performance Measure</th>
<th>Performance Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Availability</td>
<td>Availability 24 x 7 (excluding planned downtime*)</td>
<td>99.5%</td>
</tr>
<tr>
<td>Fax Delivery</td>
<td>≤ 15 minutes</td>
<td>99.0%</td>
</tr>
<tr>
<td>Measurement Tool</td>
<td>Vendor Reporting</td>
<td></td>
</tr>
</tbody>
</table>

* = Most Items

### Cost Saving Tips

- Share the Fax2Mail application across agencies to leverage the cost of the service across many users.
- Cost associated with fax lines and fax maintenance/purchase will be reduced.
- Not all electronic faxes need to be printed; by reducing both paper and ink usage, Fax2Mail is not only cost saving for all of USDA but is a “green” solution to the printed fax problem.

### Additional Information

For more information, contact the Fax2Mail Coordinator.
Managed Print Services

Service Description

CTS can provide a vendor delivered ability for confidential faxing, scanning, copying, and printing in a secure and managed environment.

Managed Print Services (MPS) is a proven world-wide approach to reducing costs by increasing user-to-device ratios and establishing the right composition of print devices in the right locations. MPS is USDA’s commodity management approach that allows agencies to achieve cost and environmental savings through improvements to acquiring serviced print and copy devices. MPS is designed to reduce total cost of ownership, streamline acquisition, develop best practices in print management, permit agency visibility into print usage, and encourage innovation in print management.

Managed Print Services (MPS) is a vendor delivered service, which all USDA agencies have the ability for confidential faxing, scanning, copying, and printing in a secure and managed environment.

MPS, an industry leader in print management and services, is responsible for meeting the agency’s office printing needs, including the equipment, supplies, service and the overall management of the printer fleet. All print devices and equipment are owned and maintained by the vendor; the print devices are not purchased or leased.

In FY 2017, the vendors supporting MPS began a transition. No new requests for MPS installations will be taken under the contract with Lexmark™. This contract has been re-competed and awarded. However, existing services provided under it will continue until a gradual transition can be made. The replacement of Lexmark™ MPS devices in use by the customer agencies will be addressed in a transition plan under the terms and conditions of the re-competed contract. The transition plan will be designed to minimize business disruptions to the customer MPS end users. In close coordination with the customers, the Lexmark™ MPS devices could be replaced no earlier than January 2017. The transition period is planned for January 2017 - December 2018. Pricing and other terms of the new contract will be provided when available. Final plans are subject to change and each customer organization has a designated participant in the planning process in order to remain current with any new developments.
What Is Included

- Detailed monthly usage.
- Automatic delivery to the site Point of Contact (POC) of consumables and supplies when needed (paper not included).
- Improved service benefits from real time device alert predictive failure notifications and priority event onsite service visits.
- Increased productivity and security with the use of “follow me” printing options, increased device uptimes and implementation of user authentication when retrieving a fax, scan, or print jobs. The “follow me” option is only available at offices with high available bandwidth.
- MPS provides more access, flexibility, and security with Personal Identity Verification (PIV) card, Active Directory Login or Agency PIN access integration. Authentication is required to use the device.

Service Level Metrics

Table 27: MPS Performance Measures

<table>
<thead>
<tr>
<th>Managed Print Services Performance Measures</th>
<th>Performance Measure</th>
<th>Performance Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Availability</td>
<td>Availability Monitoring 24x7 (based 9 hour business days) (CONUS)</td>
<td>95%</td>
</tr>
<tr>
<td>Unit Deployment (In FY2016 No new requests for MPS installations will be taken under the current MPS contract with Lexmark™)</td>
<td>Deployment &lt;= 30 days of the date of award order. Large USDA orders particularly at the year-end will have longer deployment times</td>
<td>95%</td>
</tr>
<tr>
<td>Incident Response</td>
<td>&lt;=6 business hours for noncritical devices &lt;=2 business hours for critical devices</td>
<td>95%</td>
</tr>
<tr>
<td>Consumable Replacement (not paper)</td>
<td>3 to 5 business days after receipt of the request.</td>
<td>95%</td>
</tr>
<tr>
<td>Measurement Tool</td>
<td>Vendor System Reporting</td>
<td></td>
</tr>
</tbody>
</table>

Cost Saving Tips

- Service eliminates the need for making a capital purchase or lease of printer, scanner, copier, and fax hardware and the associated consumables.
- Agencies’ printing cost are reduced by paying only for actual usage, license, and upgrade options, which un-obligates resources dedicated to devices, toner and maintenance.
- Price per image (PPI) will decrease as volume usages increase due to project deployment across USDA.
Managed Print Services II

Service Description
Managed Print Services (MPS) is USDA’s commodity management approach that allows agencies to achieve cost and environmental savings through improvements to acquiring serviced print and copy devices. MPS is designed to reduce total cost of ownership, streamline acquisition, develop best practices in print management, permit agency visibility into print usage, and encourage innovation in print management.

MPS is a vendor delivered service, which all USDA agencies have access to; for confidential faxing, scanning, copying, and printing in a secure and managed environment.

MPS, an industry leader in print management and services, is responsible for meeting the agency’s office printing needs, including the equipment, supplies, service and the overall management of the printer fleet. All print devices and equipment are owned and maintained by the vendor; the print devices are not purchased or leased.

MPS II incident response definitions, response times and procedures are documented in the Incident Severity and Response Chart. This chart is available to customers on the USDA MPS II Web Portal.

What Is Included

MPS II Base Services includes:
- Required site assessment for all participating agency sites.
- Detailed monthly usage reports.
- Automatic delivery to the site Point of Contact (POC) of consumables and supplies when needed (paper not included).
- Improved service benefits from real time device alert predictive failure notifications and priority event onsite service visits.
- Increased productivity and security are provided with the use of Follow-You Printing™ type printing options, increased device uptimes and implementation of user authentication when retrieving a fax, scan, or print jobs. The Follow-You Printing™ type option may only be available at offices with high bandwidth.
- MPS provides more access, flexibility, and security with Personal Identity Verification (PIV) card, Active Directory Login or Agency PIN access integration.
Network Infrastructure Support:
OCIO CTS offers three options for network infrastructure to support MPS II in agencies’ environments who are not fully supported by OCIO CTS. The three options offered are:

1. Option 1: All Core Accounting Servers (CAS) are located in the CTS End User (EU) and Device Control Engine (DCE)/Document Routing Engine (DRE) Print Servers are within agency boundary.
2. Option 2: Regional/Slave CAS and DCE/DRE Print Servers are located within the agency boundary.
3. Option 3: All CAS and Print Servers are located in the CTS EU and print devices are within agency boundary.

OCIO CTS Network infrastructure options includes the following services:
- Includes Enterprise Master CAS Server – Equitrac Accounting and Reporting Software and operations support;
- Includes Regional CAS Server – Equitrac Accounting and Reporting Software and operations support;
- Includes Enterprise Xerox Device Management (XDM) Server and Software and operations support;
- Includes OCIO CTS device certification and functional evaluation;
- Includes Authority to Operate (ATO) application management;
- Includes OCIO-CTS Xerox development and implementation;
- Excludes OCIO CTS time to provide assistance for servers and devices in customer environments; and
- Excludes local print servers or Regional CAS Servers, if needed.

How We Charge
Pricing is broken into six components:
- Monthly Device Base (base device plus accessories).
- Color Click Rate and Mono Click Rate (price per image – PPI).
- Device relocation fee if device is moved more than 25 miles from existing location or more than once per year.
- Early termination fees for removal of devices prior to 60 months of service time.
- One-time installation fee known as the MPS Network/Infrastructure Support Services Fee; applied only to non-CTS supported agencies.
- NCAF Fee (GWAC contract administration) and OCIO/CTS Administrative and Program Management Fee (A&PM)

Monthly Usage and Cost reports will provide monthly device base, usage, device relocation fees and early termination fees, if any, and OCIO CTS Service costs based on the agency that used a MPS device rather than to the agency that ordered a MPS device. To maximize cost savings, agency managers are encouraged to have their staff use any MPS device regardless of who ordered the device, since the usage costs will be billed to the agency that used the device, not to the agency that ordered the device.
Monthly device base including accessories, usage, device relocation fees and early termination fees, if any, and OCIO CTS Administrative and Program Management Fee will be funded through MPS II Reimbursable Agreements.

### Service Level Metrics

Table 28: MPS II Performance Measures

<table>
<thead>
<tr>
<th>Managed Print Services II Performance Measures</th>
<th>Performance Measure</th>
<th>Performance Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>MPS II Device Availability</td>
<td>Availability of uptime per device (based on a 7:30 A.M. to 5:00 P.M. local time zone business day) as shown in the Incident Management Report. (excluding downtime for device maintenance or network connectivity issues)</td>
<td>95%</td>
</tr>
</tbody>
</table>

| Measurement Tool | Vendor Web Portal |

### Cost Saving Tips

- Service eliminates the need for making a capital purchase or lease of printer, scanner, copier, and fax hardware and the associated consumables.
- Agencies’ printing cost are reduced by paying only for actual usage, license and upgrade options, which removes the obligation of resources dedicated to devices, toner and maintenance.
- Price per image (PPI) will decrease as volume usages increase due to project deployment across USDA.
Identity, Credential, and Access Management Services - ICAM

Service Description
ICAM (Identity, Credential, and Access Management) provides enterprise-class services for managing digital identities, credentials, and access to systems and applications. These services include centralized identity lifecycle management, role management for access control, automated account and access provision and de-provisioning, and electronic identification of employees, partners, and customers, for access to applications and systems.

What Is Included
ICAM Base Services

eAuthentication
The USDA eAuthentication service protects web application, and web application programming interface (API) resources through centralized credentialing, multi-factor authentication, single sign-on, and authorization services.
The eAuthentication service supports both internal employee-facing applications as well as external citizen-facing applications that service USDA customers and partners. For external customers, the service supports a range of credential types tailored to application risk profiles, from simple username/password credentials to strong multi-factor authentication with identity verification. For internal users, the service enables strong PIV (LincPass) based credentials. The eAuthentication service meets NIST and OMB standards for identity and access management.
USDA eAuthentication also supports federated authentication, enabling external trusted partners and non-USDA federal agencies to access authorized USDA resources using existing credentials.

- **User Authentication:**
  - Securely authenticate users to web-based applications as well as web services and application program interfaces (APIs) and using secure department-approved credentials.
  - Single Sign-On (SSO) to any participating web application, eliminating the need for users to remember multiple user names and passwords for each application they access.
  - Provide secure access to applications and APIs for both USDA employees and contractors, as well as external USDA customers and partners.

- **User Authorization:**
  - Role-based access control (RBAC) and attribute-based access control (ABAC) providing course-grained authorization tailored to each application’s unique business requirements.

- **Account Registration and Management:**
Automatic account creation for USDA employees and contractors, improving “time to productivity”.
Self-registration for external customers and partners for Assurance Level 1 and 2 public-facing applications.
Identity proofing (verification) services for public citizens, both remote/online and in-person providing a higher assurance in user identity.

Enterprise Entitlements Management Service (EEMS)

The USDA Identity, Credential and Access Management (ICAM) Program provides a common, standardized, and trusted solution for digital identity and access management across the USDA enterprise.

The ICAM Enterprise Entitlements Management Service (EEMS) is an enterprise-wide solution that centrally manages the identity, entitlements, and roles of all USDA “persons” (including employees, contractors, partners, affiliates, and customers). EEMS manages access control policies and provides automated provisioning, management, and de-provisioning of both identities and access entitlements across USDA enterprise and agency IT systems.

EEMS benefits identity lifecycle management by providing a repository of identity data, roles, and entitlements to make access decisions accurately and consistently 24x7x365 monitoring and incident resolution will improve management of user identities and entitlements including the automation of provisioning and de-provisioning. EEMS also provides crucial A-123 and FISMA auditing, reporting, and regulatory compliance.

By improving the speed, efficiency, and accuracy of identity management, EEMS provides cost savings of unneeded manual processes; EEMS reduces the business risk exposure of USDA networks and data.

- **Identity Lifecycle Management (ILM):**
  - Workflow engine to manage the on-boarding, off-boarding, transfer, access requests, and security events for USDA employees and contractors.
  - Flexible business rule engine to streamline and automate access management.
  - Integration with authoritative identity sources for accurate and timely information.

- **Authoritative Attribute Exchange (AAX):**
  - Automated provisioning and de-provisioning of accounts based on customized business rules.
  - Synchronization of attributes and access permissions from authoritative data sources.
  - Web service API for customized integration with agency applications.

- **Role and Entitlement Management:**
  - Role based access control (RBAC) enables dynamic authorizations based on the presence of predefined attributes.
  - Workflow-based approvals and notifications for granting access.
  - Automated access revocation based on agency business rules.
  - Integrated with the eAuthentication Service for authorization to web and mobile applications.
Enterprise Public Key Infrastructure

The USDA Enterprise Public Key Infrastructure (EPKI) enables a department-wide trust model of internally issued PKI certificates for secure websites, web services authentication, code signing, or other uses. EPKI enables LincPass (PIV) authentication to USDA Windows Active Directory domains and supports issuance of PKI-based user credentials.

- Secure key storage in dedicated cryptographic hardware security modules (HSM).
- Issuance of customer-specific certificate authorities with private keys protected by redundant HSM appliances.
- Centralized and highly available certificate revocation list (CRL) distribution point.
- A highly redundant infrastructure providing automated failover and redundancy across multiple geographically separated enterprise data centers.

For All Services a Highly Available & Reliable Environment

- Highly available and scalable architecture.
- Automated load balancing and fail-over capacities across multiple data centers (select services).
- 24x7x365 monitoring and incident response.

eAuthentication Integration Services

- Work with agency customers to integrate endpoint systems and applications with eAuthentication capabilities for authentication and authorization services.
- Includes services time to analyze customer requirements, complete integration design, and implement eAuthentication security policies, and deploy eAuthentication software in the customer environment, when needed.
- Ongoing support and maintenance of agency integrations, including eAuthentication software update\refresh, updates to application eAuthentication security policies, and 24x7 monitoring and technical support.

Other Services

EEMS Integration Services

- Work with agency customers to integrate endpoint systems and applications with EEMS capabilities for identity lifecycle management, authoritative attribute exchange, and role\entitlement management. Includes services time to analyze customer requirements, complete integration design, and development\deploy agency specific configuration and policies.
- Ongoing support and maintenance of agency integrations.

eAuthentication API Security (APISEC)

APIs (application programming interfaces) have become essential to USDA’s digital transformation by enabling applications to talk to each other and share data with other authorized applications. As the “connective tissue” between applications, unsecured APIs present a significant risk to USDA systems and data.
The eAuth API Security service is an additional capability providing security and management of API’s and web services to internal, SaaS, and internet based consumers and applications. By combining policy based API security with ICAM policy enforcement, role based access and strong authentication, the API security service enables agencies to better manage and secure their APIs and enables greater collaboration between systems, business units, and customers.

- **API Authentication & Authorization**:
  - Control access to APIs with SSO and identity management.
  - Strong authentication options for users or service accounts processing web service or API transactions.
  - Logging and auditing of all authentication events.
  - Flexible role and rule based access control to APIs and web services.

- **API Management and Security**:
  - Protocol transformation (e.g. SOAP to REST, XML to JSON, etc.).
  - API rate limiting and denial of service protection (throttling).
  - Message schema validation for threat detection, content filtering, and protection against OWASP vulnerabilities.
  - Complex API orchestration and aggregation across both structured and unstructured data sources.
  - API traffic management, caching, and compression.

- **Highly Available Secure Infrastructure**
  - Redundant and load balanced clustered appliances.
  - Internal and external facing clusters.
  - FIPS 140-2, PCI, DISA STIG certified appliances.

- **Flexible Administration & Management Options**
  - Choice of agency administered “tenant” or a fully managed service.

**Professional Services**
Also available are Professional Services to support agencies in custom development or implementations not specifically listed above.

**How We Charge**
ICAM service rates is comprised of two different services, base services and eAuth integration services.

- For ICAM base services, a per-seat cost will be charged for all USDA staff (e.g., employees, contractors, volunteers, interns). This cost is based on an **aggregate** of all USDA staff who have an active employment relationship with USDA at any time (and for any length of time) during the invoice sampling period.

- For eAuthentication integration services, a per-application subscription cost will be charged for each application integrated in the production environment. Charges are effective the fiscal year following the integration completion. There is no upfront cost to integrate with eAuthentication.

- For other services not specifically listed above, integration and support charges will be assessed based on the complexity/scope of the integration or project.
### Table 29: ICAM Services Performance Measures

<table>
<thead>
<tr>
<th>Performance</th>
<th>Performance Measure</th>
<th>Performance Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>ICAM eAuthentication Availability</td>
<td>Actual # of operating minutes that Core Production eAuthentication is running and available to customer agency users ÷ Total Scheduled Operating Minutes. (planned outages excluded.)</td>
<td>99.9%</td>
</tr>
<tr>
<td>ICAM EEMS Availability</td>
<td>Actual # of operating minutes that Core Production EEMS is running and available to customer agency users ÷ Total Scheduled Operating Minutes. (*Planned outages excluded.)</td>
<td>99.5%</td>
</tr>
<tr>
<td>ICAM Enterprise PKI Availability</td>
<td>Actual # of operating minutes that Core Production EPKI is running and available to customer agency users ÷ Total Scheduled Operating Minutes. (*Planned outages excluded.)</td>
<td>99.9%</td>
</tr>
<tr>
<td>Measurement Tool</td>
<td>ICAM AlertSite</td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** ICAM services utilize 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

- Use of a centralized credentialing and authentication system like USDA eAuthentication provides considerable resource, infrastructure, and development cost savings while simplifying compliance.
- Include eAuthentication integration requirements early in the application design process or in the definition of acquisition requirements to ensure a smooth and cost effective integration.
- Share licensed applications across agencies to leverage the cost of the license across many users.
- Engage CTS early in the scoping phase of a new project to identify volume, geography, security requirements, etc.
- Early planning with the ICAM Program Office will reduce project length, development costs, and rework.
Additional Information

For general eAuthentication information:
https://www.eauth.usda.gov

For eAuthentication integration information:
https://integration.eauth.usda.gov

For LincPass general information:
http://hspd12.usda.gov

Visit the ICAM Community on USDA Connect (login required)

For ICAM service information, please contact:
ICAM@ocio.usda.gov
Security: Compliance, Operations, and Program Management

Service Description

CTS maintains a comprehensive security program management that provides policy management, compliance management, continuity services, and auditing services as well as security operations. Security operations include network security, incident handling, vulnerability management, data security, risk management, audit logging, and access control management.

Service is provided for customer and enterprise applications within the CTS end user Infrastructure and USDA data centers at Fort Worth, TX and Salt Lake City.

What Is Included

- **Operations Security**: Services provided include intrusion detection and prevention (IDS/IPS), content filtering, vulnerability scanning and remediation, audit logging/monitoring, risk management, and security patch management.

- **Cyber Incident Management**: Incident management and forensic collection and analysis are provided for reporting and remediation of security issues.

- **Data Security**: Services provided include encryption, media sanitization, malicious code protection, and application security support.

- **Security Program Management**: CTS provides information and assurance that CTS services comply with mandatory security controls to include:
  - Risk Management Framework for security categorization, security control selection and implementation, control assessment, information system authorization, and continuous control monitoring.
  - FISMA compliance for CTS-provided services.
  - Standards and guidelines for providing adequate information security for all agency operations and assets.

- **Continuity Services**: This service offer covers all requirements for contingency planning in accordance with the NIST SP 800-34 Contingency Planning Guide for Federal Information Systems and as specified under the Homeland Security requirements administered by FEMA. This service covers support for both Continuity of Operations Planning (COOP), Contingency Planning, and Disaster Recovery/Testing.
• **Personnel Security**: This service provides security training, awareness, and completion of security agreements.

• **Access Control Support**: User access requests, daily, quarterly, and annual access reports are provided to support access control programs.

### How We Charge

Security costs are fully integrated with CTS’ services.

### Service Level Metrics

Table 30: Security Services Performance Measures

<table>
<thead>
<tr>
<th>Performance Measure</th>
<th>Performance Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Incident Notification Time reportable to USDA/OCIO/OIS</td>
<td>Customer alert &lt;30 minutes after discovery or within Cyber Security guidelines</td>
</tr>
<tr>
<td>Incident Handling</td>
<td>Respond and assess &lt; 4 hours</td>
</tr>
<tr>
<td>Incident Resolution</td>
<td>OCIO CTS Response Time - USDA/OCIO/OIS Incident Notification Time</td>
</tr>
<tr>
<td>Incident Research</td>
<td>Review and provide assessment &lt; 3 business days</td>
</tr>
<tr>
<td>Incident Resolution</td>
<td>Duration of incident resolution OCIO/CS timeline requirement (varies per incident type)</td>
</tr>
<tr>
<td>Network Scanning</td>
<td>OCIO/CS Incident Notification Time</td>
</tr>
<tr>
<td>Microsoft® Vulnerability Remediation</td>
<td>Vulnerability Assessment - No critical vulnerability on a publicly available system -OIS green scorecard</td>
</tr>
<tr>
<td>Vulnerabilities per Endpoint</td>
<td>Vulnerability Assessment - The ratio of total vulnerabilities to the number of endpoints according to USDA's BigFix inventory – OIS green scorecard (OIS is reworking the scorecard and this metric is likely to need to change)</td>
</tr>
<tr>
<td>Measurement Tool</td>
<td>OCIO CTS Logs, OCIO CTS Scan Database Reports and OIS green scorecard</td>
</tr>
</tbody>
</table>

Reporting is subject to baseline measurements and vendor limitations.
Cost Saving Tips

- Respond to suspected threats quickly to prevent attacks from spreading.
- IT security training, awareness, and the completion of security agreements gives users the needed tools and information to protect an agency’s vital information resources.
- Prevent the loss of important information or to decrease the impact of a disaster by having both COOP, Contingency Planning, and Disaster Recovery/Testing.
- Provide a controlled configuration management facility to ensure greater uptime of IT systems.
- Protect sensitive information whether it’s stored on a desktop, laptop, smartphone, tablet, removable storage media, an email server, or even the corporate network.
Professional Services

Service Description
CTS can provide professional level services to customers to answer needs for mission areas.

Professional services are available across a broad range of information technology functions. Services are available in consultant or technical service roles. CTS professionals under this service may be highly experienced Federal and contract employee experts. Many of the professional services staff have experience providing existing CTS services and as such can be valuable standalone assets available to customers.

What Is Included

- End User Infrastructure and Office Automation Integration
- Audio Visual Systems and Installation
- 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
- 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
- Network Services
- 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 migration, custom web part implementation and portal support
- Citrix migration and per-apps application integration into Citrix environment
Mobile application security vetting and deployment into USDA custom Apps Store
Business process development and documentation
Process Improvement
Training Delivery System
GAP Analysis for Business Models
Service Desk Design and Integration
Design, Integration, and Deployment Services
Operational Security Support
On-Line Survey Services

**How We Charge**

Hourly professional services rates vary by the type of work. Travel costs are not included in the rates.

**Service Level Metrics**

Service Level Metrics for professional services are flexible and can be designed to meet the needs of the customer.

**Cost Saving Tips**

- Sharing of services across agencies to achieve efficiency through economies of scale.
- 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**

CTS is available to discuss the customization of professional service support.