



**USDA International Technology
Services
Business Service Catalog
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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 deals with top level officials in the Office of Management and Budget, other federal agencies, and appears to testify before Congressional committees.

About ITS

International 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. ITS works for USDA agencies using ITS'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** - ITS 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 ITS's customers operate in the most rural parts of the United States and its Territories, which include: Puerto Rico, Guam, U.S. Virgin Islands, Northern Mariana Islands and Pacific Basin. ITS 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. ITS 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, ITS 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. ITS has staff staged throughout the United States and its Territories to address customer service requirements that cannot be resolved remotely. ITS 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 and industry benchmarking to ensure our products and services remain competitive.

Contact ITS

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[ITS Web Site](#)

END-USER SUPPORT AND INTEGRATION SERVICES

Workstation Services



ITS Workstation Service support is the primary offering for desktop/laptop service, office automation, and access to business applications. The service covers the most modern of the Microsoft family of operating systems, Windows 7 and legacy operating system Windows XP, until it goes end of life with Microsoft. To meet the needs of customers, ITS also offers virtual Windows implementation and support through the Apple platform (Macintosh Operating System).

Service Description

The ITS Workstation Service provides client desktop implementation with network access, file and print service, client hardware and software management, incident and problem resolution, and end user service support.

What Is Included

- National Service Desk Call Center support.
- In office technical service at 3,400 locations.
- Deployment of workstations and approved peripherals for use with Windows or Apple - Macintosh Operating System operating systems (additional charges apply for use of Apple – Macintosh operating systems).
- Provision of the Microsoft Office software suite that includes MS Word, Excel, PowerPoint and full Office package. Deployment of other certified software is accomplished via automated methods or by delivery to the ITS hosted distribution portal.
- Network based file storage, backup and archive of network files.
- Secure eVirtual Private Network (VPN) support.
- The separate services of Enterprise Messaging System – Cloud Services (EMS-CS) Active Directory, Fax2Mail and Managed Print Services (MPS) are integrated with Workstation Services.
- Standard Move Support (larger office moves are supported with additional fees).
- 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.
- Maintain Security Compliance with current patches and upgrades.
- File and Print Management.
- Provision of loaner equipment during repairs.
- Procurement of hardware via Blanket Purchase Agreements (BPAs) and limited license management for software.
- Remote access support is provided.
- ITS provides workstation and peripheral equipment specifications, BPAs , and acquisition support.
- Use of Citrix and Virtual Desktop Infrastructure (VDI) is provided to customer groups based on the number of workstations acquired. Where an end user is using VDI as the only workstation, the VDI instance is counted as a workstation. VDI service supports *Bring Your Own Device* (BYOD). (For more on VDI and Citrix, see [Appendix A](#))

END-USER SUPPORT AND INTEGRATION SERVICES

How We Charge

As a bundled service, charges are based on Workstation, Active Account, and Equipment inventory. Additional charges apply for the use of Apple Macintosh operating system.

Service Activity	Units
Service Desk Requests	Active Accounts
Tier 1 Support	Active Accounts
Account Management Services	Active Accounts
File and Print Services	Active Accounts
End-User Infrastructure	Active Accounts
Deployment Management	Workstations
Hardware Management	Equipment
Facility Management Services	Active Accounts
Fleet Management/Repair	Active Accounts
Citrix Remote Access	Workstations
Virtual Workstations	Workstations

Service Level Metrics

Measure	Target SLA
New Account creations (Active Directory & Email): 1 business day	95%
Toll-Free National/Support Help Desk	45 Seconds
1st Call Resolution	40%
Mean Time to Resolve Hardware and Software Incidents	70% of all incidents resolved in 5 days
Hardware System Deployment	45 business days from delivery notification to ITS or as separately agreed

Cost Saving Tips

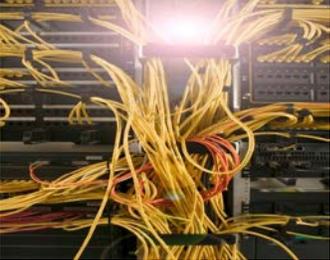
- Using Windows gives customers the best return for investment on operating cost.
- Maintain hardware platforms to a current release.
- Update/upgrade legacy customer specific software to remain compatible with current operating systems.
- Windows enables better client management and capabilities.

Additional Information

- A customer’s full and thin client workstation hardware can be purchased off of OCIO/ITS Blanket Purchase Agreements (BPAs).
- Use of this service presumes use of ITS Network Services. For those customers where other networks are utilized, custom pricing may be required.

END-USER SUPPORT AND INTEGRATION SERVICES

Network Services



Industry Standard Installations.

Service Description

Service includes installation, maintenance, and troubleshooting of wiring and network equipment items such as routers, switches, Local Area Networks (LAN), Wide Area Networks (WAN), and Wireless Access Points (WAP). This service includes the management of WAN circuits that connect the local office to the Universal Telecommunications Network (UTN). Network also covers the management, troubleshooting and maintenance of the local router and WAN Accelerator along with network capacity monitoring. This service includes access to the Internet. Secure Network Connection provides customers with the ability to access their files and other resources in a secure network connection while not having to be directly connected to the USDA backbone.

What Is Included

- Connectivity to the USDA Universal Telecommunications Network.
- Internet Access.
- Facilities wiring that meet current industry standards.
- Troubleshooting equipment and cable infrastructure.
- Installation of Network (LAN/WAN) equipment i.e. switches and routers.
- Workstation and peripherals setup and integration on the LAN/WAN.
- Access to the USDA Web Farms.
- Network security and capacity monitoring.
- Secure network connection.
- Enterprise Virtual Private Network (VPN) solution and two-factor authentication.
- WAN Optimization.

How We Charge

Network Services are billed on a per office basis with the labor support costs for the WAN and LAN, and the WAN circuit costs, allocated on the number of end users in that office.

Service Activity	Units
Telecom Infrastructure	Active Accounts
Local Area Network (LAN)	Wired Offices
Wide Area Network (WAN) and Data Circuits	Wired Offices

END-USER SUPPORT AND INTEGRATION SERVICES

Service Level Metrics

Measure	Target SLA
Availability of logical circuits between Universal Telecommunications Network (UTN) node pairs	99.5%
Availability of ENS + ITS Internet Gateways (UTN) internet access for connected offices/end users	99.9%

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 is determined by the rolling average over the previous twelve months as reported by the network monitoring tool SolarWinds.

END-USER SUPPORT AND INTEGRATION SERVICES

Voice Services



Equipment specifications, acquisitions and management of telephone services are provided.

Service Description

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

What Is Included

- **Legacy Telephone Systems:** ITS provides support and management of legacy telephone systems. The service covers both systems that are under warranty and those for which the manufacturer warranty has expired. Legacy telephone system operation is subject to a break-fix process in which the customer funds repair or replacement. ITS provides basic support and assistance with telephone line issues and replacing handsets/hardware for these are purchased by the customer.
- **VoIP:** ITS provides equipment specifications, acquisitions and management of VoIP (Voice over Internet Protocol) telephone systems. This includes determining the size of phone system to be installed to best meet the needs of the client, setup of voice mail where required, monitoring of traffic for volume to insure proper number of voice lines, and the setup of hunt groups with roll over capability to facilitate the most efficient use of phone systems. VoIP systems are dependent on Network Services, LAN/WAN connectivity. The implementation of VoIP systems could require one-time setup fees. VoIP is available only in select locations.
- **Circuits:** Voice circuits are setup and maintained by ITS via Local Exchange Carriers (LEC) to provide local service and access to long distance lines. ITS also provides calling cards that provide long distance telephone service.
- **Emergency Voice Service:** ITS orders Government Emergency Telecommunications Service (GETS) enhanced availability of analog telephone service during times of high usage, major public system outages, or emergencies.

END-USER SUPPORT AND INTEGRATION SERVICES

How We Charge

Customer’s usage charges are based on the number of Active Accounts in the Enterprise Active Directory. Location service availability and actual vendor charge also are factors in determining charges, such as the fact that voicemail service is not available in all locations.

Service Activity	Units
Local Phone Service and Phone System Support	Active Accounts
Long Distance/Federal Calling Card	Active Accounts

Service Level Metrics

Measure	Target SLA
Out of Warranty Voice System Service Restoration	Repair ≤ 10 business days 95%
Repair time of Legacy and VoIP Phone Systems within Warranty	Repair < 5 business days 95%
Calling Card – Service Ordering Time	≤ 10 business days Order Date – Ticket Request Date 95%

Cost Saving Tips

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

END-USER SUPPORT AND INTEGRATION SERVICES

Audio Conferencing



Equipment specifications, acquisitions and management of conferencing services are provided.

Service Description

ITS provides equipment specifications, acquisitions and management of both audio conference systems and vendor provided services (such as those available through General Services Administration Network contract vehicles). Note that video teleconferencing is an emerging technology within the ITS service offerings. Video conferencing is supported if installed for specific ITS clients.

What Is Included

Voice Teleconferencing Service: Audio conferencing accounts are setup and provided to individual customers by ITS 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. Accounts may include a web conferencing option, providing desktop-based presentation capability at an additional monthly standard charge plus the standard port and minute charges.

How We Charge

Service Activity	Units
Audio Conferencing	Audio Conferencing

Service Level Metrics

Measure	Target SLA
Voice Conferencing – Account Ordering Time	≤ 45 business days Order Date – Ticket Request Date 95%

Cost Saving Tips

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

END-USER SUPPORT AND INTEGRATION SERVICES

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



Compact, mobile voice service to client; provides the most basic features.

Service Description

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

What Is Included

- This activity can involve any effort to acquire, administer, support or deactivate included devices. Cell phones, broadband cards, satellite devices, radios, and miscellaneous telecommunications devices are included. Items are available to customers after appropriate approvals from authorized customer representatives and ITS supervisors.
- Examples of acquisition support services include ordering, receiving, activating and configuring devices.
- Service includes resolving operational problems, acquiring replacement devices, applying operating system updates, maintaining associated inventory, ordering additional features, or requesting call detail records.
- ITS maintains vendor agreements and oversight for the client customer, which includes researching, analyzing and paying transmission costs.
- Also accounted for in this category are any other devices enabled for wireless communication, paid for via cell phone accounts and not covered in the other ITS wireless categories (example: some engineering equipment enabled with a SIM card for data communications).

How We Charge

Labor is charged by the number of devices supported.

Transmission charges are based on vendor service plans used by the customer.

Service Activity	Units
Support Services for Cell Phones, Broadband & Satellite, Radios and Telecom Miscellaneous	Support Cell Phones, Broadband & Satellite, Radios and Telecom Miscellaneous
Voice Plan for Cell Phones	Transmission Cell Phones
Transmission Costs for Satellite, Radios and Telecom Miscellaneous	Transmission Satellite, Radios and Telecom Miscellaneous

END-USER SUPPORT AND INTEGRATION SERVICES

Service Level Metrics

Measure	Target SLA
Deployment Plan	Deployment Date \leq 5 business days from receipt of the equipment by ITS or as separately agreed to between the customer and ITS in writing. 95%

Cost Saving Tips

- Use cell phone devices that come free with vendor plans.

Additional Information

Some customers may pay their own transmission charges.

END-USER SUPPORT AND INTEGRATION SERVICES

Mobility Devices



Compact, mobile email service to client agencies, as well as voice and other features.

Service Description

ITS provides support for mobility devices and manages the transmission costs. Hybrid voice and computer hand held devices such as BlackBerry devices, iPhones, Android phones, other smartphones, tablets, and similar wireless devices are supported by ITS.

The following kinds of transmission plans are covered:

- **Data Plans for Devices with Voice.**
- **Wireless Data Plans for Non-Voice Devices:** This includes broadband and mobility tablets.

Support service can involve 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, applying operating system updates, maintaining associated inventory, ordering additional features, or requesting call detail records. Wireless devices offered are available to end user clients after authorization from designated customer group approvers.

Transmission service for wireless devices such as smartphones is provided via the commercial wireless vendor that best serves in the customer's geography. Wireless accounts are maintained and administration is provided by ITS for the customer organization.

Email service for BlackBerry and Smartphones is provided by ITS via systems whereby Outlook/Exchange Accounts are linked via a secure connection. This provides compact, mobile e-mail service to customers, as well as voice and other features that a specific device may offer (Note: Some features may be restricted based on security or other concerns).

What Is Included

- Email service integration with Enterprise Messaging System–Cloud Services.
- Wireless devices without a data plan such as a tablet with only WiFi service.
- Overseas devices.
- Devices are managed for security.
- Enterprise Mobility Management (Next Generation Mobility) (EMM) integration (a separate USDA Enterprise Service) is provided. Future EMM enhancements are designed to include USDA Application Store support for smart devices.

END-USER SUPPORT AND INTEGRATION SERVICES

How We Charge

Labor is charged by the number of devices supported.

Transmission charges are based on vendor service plans used by the customer.

Service Activity	Units
Support Services for Managed Mobility Devices	Support Mobile Devices with Data Plans and Mobility Tablets
Wireless Data Plans for Devices with Voice	Transmission Mobile Devices with Data Plans
Wireless Data Plans for Non-Voice Devices	Transmission Broadband and Mobility Tablets with Data Plans
Enterprise Mobility Management (Next Generation Mobility)	Cost is determined by the actual instances of the following installed options: MAM + MDM+ Office Container MDM MAM+MDM Container only Wrapper (add-on to any option listed above) TouchDown SW (Android Only)
Support Services for Cell Phones, Broadband & Satellite, Radios, and Telecom Miscellaneous	Support Cell Phones, Broadband & Satellite, Radios and telecom Miscellaneous
Voice Plan for Cell Phones	Transmission Cell Phones
Transmission Costs for Satellite, Radios and Telecom Miscellaneous	Transmission Satellite, Radios and Telecom Miscellaneous

Service Level Metrics

Measure	Target SLA
Deployment Plan	Deployment Date ≤ 5 business days from receipt of the equipment by ITS or as separately agreed to between the customer and ITS in writing. 95%

Cost Saving Tips

- Bundle accounts to pool planned minutes.
- Use cell phones instead of smartphones when email is not needed.

Additional Information

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

END-USER SUPPORT AND INTEGRATION SERVICES

Enterprise Mobility Management (Next Generation Mobility)



A comprehensive offering mobility based solutions including device management, isolated containers for securing mobile applications, and hosting of internal USDA applications through a mobile application store.

Service Description

The ITS 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. ITS provides three components creating 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): Deployment of both in-house and commercially developed applications and support for the operational application lifecycle (securing, deploying, updating and removing applications).

Secure Container: Management of a secure container on each device to allow better control of government information. This feature ensures that all USDA data is secured within encrypted boundaries and synchronized with USDA servers. ITS can remove any USDA data on the device in the event of a lost, stolen or compromised device.

What Is Included

ITS Enterprise Mobility Management is offered as an infrastructure capability providing flexible mobility features allowing customer IT staff to manage mobile/tablet devices through a single management console. The following summarizes the component services included as part of the offering to the customer:

Secure Management Console (MDM) – This allows the customer to view/manage agency specific devices including provisioning, enrolling and troubleshooting.

Mobile Application Management – This allows the customer to host/manage internal IOS, Droid or Windows mobile applications through the USDA application store; and options to control who can view/download the published mobile applications.

Secure Container – This provides a secure office container consisting of an Office tool (compatible with Microsoft Word/Excel/PowerPoint and Adobe PDF); a SharePoint folder (drop-box style solution); and a Web Browser for internet/intranet browsing.

END-USER SUPPORT AND INTEGRATION SERVICES

Agency-Controller Policy Enforcement and Feature Controls – This allows the customer to manage agency specific mobile policy or features without impacting other customers in the environment.

Tier 3 Support/Escalation/Communication – The customer can access the Access Mobility Support site for FAQ/Support documentation; Tier 3 Escalation options; and alert notifications for outages or maintenance.

User Support (Self Service Portal) - In addition to standard ITS user support, this service includes access to specific training modules and manuals for everyday use of the mobile devices and self-service portal such as password reset and other first line of support items to help reduce Mean-Time-To-Repair.

Device Support – The mobility solution covers a wide range of devices with the following minimum device software version requirements:

- iOS: Phones and Tablets (version 6.0 and above)
- Android: Phones and Tablets (version 3.0 and above)
- Windows 8: Smartphones (no RT Tablet)

How We Charge

ITS 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 Droid Touchdown (email software)
- Wrappers (allowing wrapping of individual mobile application securely)

Service Level Metrics

Measure	Target SLA
Infrastructure Availability	Mobility Infrastructure Availability >= 99% work

Cost Saving Tips

It is important that the customer review and understand each option instead of simply purchasing the total solutions.

Example: If the customer only needs to secure devices for accessing email, then Option 1 would be the best solution to meet their needs. If customer is looking to provide BYOD, Option 4 would be optimal to address their specific needs.

Additional Information

To ensure customer selects the best option to meet the mobility needs of the agency, ITS is prepared to work with each customer to drive requirement, recommendation and implementation 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.

END-USER SUPPORT AND INTEGRATION SERVICES

Business Application Services



Service Description

Business Application Services operates as the customer facing component of our application service line providing integration and technical planning services to help customers design, pilot and implement new web applications into the USDA Enterprise Data Centers.

The service uses the ITIL service operations model to provide consistent incident response, problem management, change/release processes, and request fulfillment enabling a solid operational approach and exceptional responsiveness to customer needs.

Business Application Services also provides services for hosting and supporting the enterprise application infrastructure that services the end-user environment including key applications such as Tivoli End-Point Management, On-Premise SharePoint, data protection services including remote CommVault backup and restore as well as log shipping and data synchronization, and the Enterprise Mobility Management (Next Generation Mobility)solution.

These services are provided for both customer and enterprise applications by using the USDA Enterprise Data Centers and remote computing sites located in St. Louis, MO; Kansas City, MO; Salt Lake City, UT; Beltsville, MD; and Fort Collins, CO.

What Is Included

- **Infrastructure Integration Services:** This service integrates the delivery of enterprise services using both commercial and government based solutions in support of the entire environment including infrastructure components, productivity enablers, and general operations support systems. Included in this service is the operation, integration and maintenance of the enterprise database environment, which includes provisioning new database servers, deploying database clustering solutions, system operation and tuning/optimization of database servers. This service includes Tier III administration on major enterprise systems including data protection and backup solutions for enterprise services using internal tools and additional service providers resources.
- **Application Integration Services:** This service integrates the delivery of customer specific applications and capabilities using both commercial and government based solutions. The process for this service includes working side-by-side with the customer development and application operations communities to understand requirements, facilitate technology consulting services, and ensure the establishment of integration and customization efforts for frontend/mid-tier/backend platforms for the customer. This service includes support to develop, test, certify and deploy applications into production environment. It also includes migration support for applications into production, as well as between different environments. The service covers technical consulting on application architecture and development, as well as third tier production support for incident management. Data protection services that are customized to the specific needs of the customer are identified through this service enabling the best business and operational model to be deployed including tape, disk based and remote site log shipping or replication. These capabilities are coordinated both internally and through additional service providers.
- **Operational Support Services:** This service consists of functioning as the primary system administration team performing reoccurring maintenance, proactive monitoring and performance

END-USER SUPPORT AND INTEGRATION SERVICES

tuning, incident triage, troubleshooting and resolution for all end-user/enterprise application server infrastructure and enterprise applications. Event detection, correlation and management are supported including problem management activities to identify recurring anomalies in support of the day-to-day needs of operating systems, commercial off-the-shelf packages, and custom coded solutions. Service request fulfillment, request for change processing, and release management activities are also covered under this service line including tracking and maintaining asset inventory.

- While customized data protection models are available, the default system backups are performed as follows:

Tape Retention/Rotation				
Location	Backup	Frequency	Onsite Retention	Offsite Retention
Enterprise Data Center	Full	Weekly	1 Year (1 st full backup of each month)	1 Year (copy of 1 st full backup of each month)
Enterprise Data Center	Incremental	Daily	2 Weeks	None

- **Enterprise Datacenter Facility and Storage Services:** This service includes the tracking, analysis and facilitation of equipment and application migration into the Enterprise Data Centers. It also covers the review and integration of new and existing applications for migration into “Infrastructure as a Service” and “Platform as a Service” offerings from our service provider. These charges are coordinated with assigned points of contact on the customer team for accountability and tracking.

How We Charge

ITS charges are based on the number of servers by customer. If there are special circumstances for enhanced ITS AOB support overtime charges may be applicable.

Cost Savings

- Coordinated incident response and rapid resolution resulting in reduced downtime.
- Timely and effective implementation of applications into the Enterprise Data Center.
- Cross technology deployment analysis identifying potential performance issues prior to deployment.
- Cost-effective account management and security administration with remediation assistance.
- Open access to enterprise and application database resources without compromising security.
- Targeted and timely recovery of lost data based on coordinated data protection models.

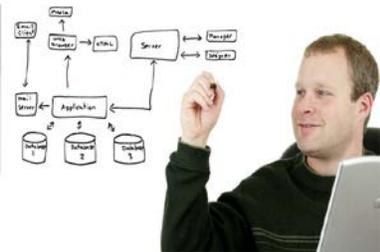
Additional Information

Core Hours of Service: The ITS Application 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.

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 and the change will be scheduled to happen with a minimum impact to the customer but as soon as possible to meet the needs of situation and risks that have been identified. This could result in maintenance as early as the immediate evening of the change identification date.

END-USER SUPPORT AND INTEGRATION SERVICES

Unified Collaboration Fulfillment and Support Service Offerings



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

Service Description

ITS offers the hybrid SharePoint solution to bring the best of both Cloud and On-Premise SharePoint solutions to maintain quality of service and collaboration continuity to USDA customers.

There are 3 different SharePoint environments available to the customers: Office 365 SharePoint Standard, Office 365 SharePoint Enterprise, and SharePoint On-Premise Enterprise. The Office 365 SharePoint Standard and Enterprise are cloud offerings providing most of the collaboration needs. The SharePoint On-Premise Enterprise complements to Office 365 offering the customer who chooses to customize or add-on third party features to enhance the collaboration solution.

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

Support activities for ITS include SharePoint 2010 deployment, maintenance and infrastructure support, as well as Tier 2/3 support for SharePoint related issues or requests.

Offerings include:

- **Standard Sites (O365 Standard and Enterprise):** ITS offers a Professional Services model for agencies that are looking for assistance to migrate from previous versions of SharePoint to Office365.
- **Advanced Sites (On-Premise):** This service allows for enhanced collaboration using custom or third party templates and web parts for a customized look and feel.
- **Premium Sites (On-Premise):** Customized web applications utilizing SharePoint collaboration engines integrated with backend services such as financial system(s), Business Intelligence (BI) or reporting services for the business customer. These applications support significantly greater capabilities than a standard or advanced site.

In addition, ITS is also offering SharePoint Test Environment On-Premise allowing the customer to develop and test custom SharePoint sites before promoting it to the production environment. ITS offers a stand-alone or multi-tenants SharePoint sandbox options for the customer to choose from.

END-USER SUPPORT AND INTEGRATION SERVICES

What Is Included

Initial Assessment

The service includes gathering of requirements and providing information about features/functions from different SharePoint environments. ITS will then meet with the customers to review the findings and recommend the best collaboration option to meet business needs.

Office 365 Standard/Enterprise Option

The service includes helping the first time cloud customers to start the on-boarding process, including verification of connectivity, such as sync connection, network DNS and routing, AD authentication, and the creation of initial customer site collection. Existing customers also can request additional site collections or other Office 365 related requests through the service.

In addition, the service also offers migration help for customers who need assistance to migrate the agency’s existing On-Premise SharePoint to Office 365 environment. This is an optional Professional Service requiring additional charges.

On-Premise SharePoint Option

Initial Setup Services: This service includes the initial setup covering assessment, planning, testing and migration of the customer’s current site to On-Premise SharePoint. ITS will work with the customer to ensure AD trusts, DNS, and other dependencies are setup before a collaboration site is established. In addition, the service also includes the migration tool to help the customer who wants to migrate an existing site (or sites) to the ITS On-Premise SharePoint infrastructure.

Monthly Routine Services: The monthly charges include the following services ITS provides to the customer:

- **SharePoint Support:** This includes Tier 3 SharePoint support working with Customer Site Administrators to troubleshoot any issue that cannot be resolved at agency Tier 1/2 level. This service is available 24/7. The service also includes routine 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.
- **3rd Party Software:** Includes but is not limited to tools such as MetaVis, SiteMinder eAuthentication, and ControlPoint that can be used to improve the features/functions of collaboration for the customer.
- **Infrastructure and Maintenance:** This service includes maintenance, monitoring, and support of SharePoint infrastructure to ensure all sites are secure and stable. ITS also provides scheduling and outage dashboards to establish clear communications on any upcoming maintenance and SharePoint environment outages.

How We Charge

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

Service Activity	Units
On-Premise Collaboration Services	Collaboration Services (Gigabytes)

END-USER SUPPORT AND INTEGRATION SERVICES

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.
- Supports the hosting of both standard collaboration models using O365 and expanding the use of the ITS On-Premise solution for custom collaboration to save costs when O365 cannot support needed functionality.
- Allowing customers to choose from different price-point options when requiring a test environment for all SharePoint development efforts.

Additional Information

- Core Hours of Service: The ITS 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.
- While customized data protection models are available, the default system backups are performed as follows:

Tape Retention/Rotation				
Location	Backup	Frequency	Onsite Retention	Offsite Retention
Enterprise Data Center	Full	Weekly	1 Year (1 st full backup of each month)	1 Year (copy of 1 st full backup of each month)
Enterprise Data Center	Incremental	Daily	2 Weeks	None

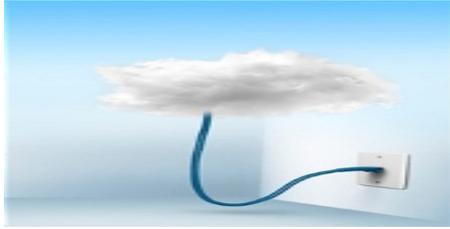
END-USER SUPPORT AND INTEGRATION SERVICES

Service Level Metrics

Unified Collaboration Fulfillment and Support Service			
Service Type	Service Measure	Measurement	Performance Target
Collaboration Site	Availability	Percentage of hours of SharePoint infrastructure server service.	90%
	Measurement Tool	HP Openview	

END-USER SUPPORT AND INTEGRATION SERVICES

Enterprise Services



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.

Service Description

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

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

Enterprise Virtual Private Network (eVPN) service provides the ability to have a secure telecommunication connection with the USDA backbone network, from the Internet. The ‘virtual network’ established for end user workstations via this service, is commonly used by teleworkers and by those with other mobility needs.

What Is Included

Enterprise Messaging System – Cloud Services (EMS-CS)

- **Outlook/Exchange:** Standard email and calendar support provides 5GB storage per end user mailbox. An additional 20-GB of storage is available for an additional fee for a total storage size of 25GB. Storage is not pooled for customer groups. Attachments up to 50MB in size are supported. Also provided are Office Communication Server (OCS) or the Lync client for instant messaging and presence, archiving, spam and virus filtering, the USDA Global Address List, distribution lists, shared mailboxes, resource accounts, and test accounts (resource and test accounts may not be logged-into or they will then incur charges). Outlook Web Access (OWA) is available on internal USDA networks. Quantities are determined by reporting from Active Directory.
- **Live Communication Service:** LiveMeeting Standard Edition service provides web and video conferencing with up to 250 end users. LiveMeeting Professional is available for use by USDA and additional licenses can be procured through the USDA volume licensing agreement and this will provide web and video conferencing for up to 1,250 end users.
- **Mobile Messaging:** Access to email and other Office applications via wireless mobile devices is supported. BlackBerry Enterprise Server (BES) is supported. The server licenses are included as a part of the Microsoft Office 365 service. Customers using BES are required to provide Client Access Licenses (CALs) and must keep this licensing current.

END-USER SUPPORT AND INTEGRATION SERVICES

- **SharePoint Service:**
 - Base SharePoint Services are designed for internal USDA end users and have a 1GB per user storage limit. The use of this by individual users is already included in the Enterprise Messaging System – Cloud Services Base Service Mail Box fee.
 - Above Base SharePoint Services are available for customer application hosting and integration. These services will incur an additional fee.
- **Service Desk Support:** USDA provides a Tier 2 Service desk with 24x7 availability. In the event that the Tier 2 Service Desk is unable to resolve the customer reported problem, Microsoft provides a Tier 3 Service Desk with 24x7 availability. Both service desks provide assistance for all of the above listed services.
- **Information Discovery and Litigation Support (IDLS):** OCIO will support IDLS and other types of official requests for electronically stored information Enterprise Messaging System – Cloud Services such as searches or preservation. The Office of General Counsel will determine USDA Enterprise Messaging System – Cloud Services data retention requirements. Fulfillment of IDLS requests may require additional customer fees. IDLS support activities are only for electronically stored information. Customer organizations are responsible for any maintenance associated with their legacy data. Customer organizations are responsible for making IDLS requests through OCIO eComply and are ultimately responsible for such activities.
- **Enterprise Archive Service:** Archive/backup and restoration of data for all systems involved in this service.

Enterprise Active Directory (EAD)

- **Active Directory Infrastructure:** The server infrastructure needed to support the Enterprise Active Directory.
- **Authentication Services:** Kerberos V5 authentication services for Windows and Macintosh computers.
- **System Updates and Patches:** Maintenance of current system updates and patches to ensure the environment remains current and secure.
- **System Redundancy:** Multiple domain controllers will exist throughout the domain providing active redundancy throughout the enterprise.
- **System Backup/Restore:** Routine backup of AD configurations and data to ensure timely restore in the event of a critical system failure.
- **Internal Public Key Infrastructure (PKI) Services:** EAD provides machine, Encrypting File System (EFS), SSL and code signing certificates.
- **Tier 3 Support:** Tier 3 support is provided by the EAD staff under this agreement to agency IT staff.
- **Identity and Credential Access Management services included:** 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.

Enterprise Virtual Private Network (EVPN)

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

END-USER SUPPORT AND INTEGRATION SERVICES

How We Charge

Service Activity	Units
Enterprise Active Directory	# Mailboxes
Enterprise Messaging System - Cloud Services	# Mailboxes
Enterprise Virtual Private Network	# Mailboxes

(The costs and pricing for FY 2014 are under development for EMS)

Service Level Metrics

Measure	Target SLA
Exchange (Cloud): Percentage of hours of email infrastructure server service. This includes Mobile Messaging device connectivity.	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%
SharePoint Availability (Cloud): Percentage of hours of SharePoint infrastructure server service.	Sun-Sat, 0000-2359 99.9%
Enterprise Active Directory Service Availability	Sun-Sat, 0000-2359 99.9%

Cost Saving Tips

- 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.

END-USER SUPPORT AND INTEGRATION SERVICES

Fax2Mail



Transition from manual office fax systems to an electronic facsimile cloud service for security, productivity, cost and environmental/ green improvements.

Service Description

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 per 300 pages. The unit charge and recurring monthly charge are based on rates from current negotiated contract and are subject to update with the provisions of the contract. Customers are evaluated for the tier they fall in and provided detailed costing information for the level of service requested.

Service Activity	Units
Fax2Mail	Cost is Determined Based on Actual Usage

END-USER SUPPORT AND INTEGRATION SERVICES

Service Level Metrics

Measure	Target SLA
System Availability (24 x 7)	99.99% Excluding Planned Downtime*
Fax Delivery	< = 30 minutes
Service Deployment Porting Existing Number	In-service date – authorized for purchase date = 10 weeks
Service Deployment New Number	In-service date – authorized for purchase date = 4 Weeks

* = 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](#).

END-USER SUPPORT AND INTEGRATION SERVICES

Managed Print Services (MPS)



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

Service Description

Managed Print Services (MPS) is a vendor delivered service, which provides increased productivity, confidentiality, cost savings, and environmental/green improvements.

There is an optional provision for Office Fleet Assessments, which will help establish a baseline of current printing state. It also assists the agency with developing and optimizing print strategies by providing a future state of design for printing plans and/or right sizing.

What Is Included

- Detailed Monthly usage.
- Automatic replenishment of consumables and supplies when needed (paper not included).
- More access, flexibility and security with Personal Identity Verification (PIV) card or Active Directory Login access integration.
- Improved service benefits are received from real time device alerts and priority event onsite service visits.
- Increased productivity and security are provided with the use of “follow me” printing options, increased device uptimes and implementation of user authentication when retrieving a fax, scan, or print jobs.

How We Charge

ITS charges a one-time start-up fee and an annual maintenance fee after the first year for software licenses.

Pricing is based on per page image (PPI) and varies on average between 2 and 5 cents per page image based on total customer monthly page volume and printer device type.

Also pricing for other various options such as accessories are available.

Service Activity	Units
Managed Print Services	Cost is Determined Based on Actual Usage

END-USER SUPPORT AND INTEGRATION SERVICES

Service Level Metrics

Measure	Measurement	Target SLA
System Availability	Monitoring is 24x7 and measured by vendor systems	95% of the month (based 9 hour business days) (CONUS)
Unit Deployment	Measured by vendor systems	<= 30 days of the date of award order
Incident Response	Measured by vendor systems	<=6 business hours for noncritical devices <=2 business hours for critical devices
Consumable Replacement (not paper)	Measured by vendor systems	3 to 5 business days after receipt of the request.

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.

Additional Information

- Optional device options have a one time, upfront cost that is device option specific.
- Please contact the MPS Project Manager at ITS-MPS@usda.gov to set up a time to discuss how your agency can take advantage of this service.

END-USER SUPPORT AND INTEGRATION SERVICES

Security: Compliance, Operations, and Program Management



Provide intrusion prevention and detection, vulnerability scanning and remediation, audit logging/monitoring and security patch management.

Service Description

Security services provided include network security, security incident management, data security, security program management, continuity services, and personnel security.

Service is provided for customer and enterprise applications within the ITS End User Infrastructure, and Web Farms 2 and 3 hosted in the USDA Enterprise Data Centers at St. Louis, MO; Kansas City, MO; Salt Lake City, UT; Beltsville, MD; and Fort Collins, CO

What Is Included

- **Network Security:** Services provided include intrusion prevention and detection (IPS/IDS), vulnerability scanning and remediation, audit logging/monitoring and security patch management.
- **Security 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:** ITS provides information and assurance that ITS 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 ITS-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) and Disaster Response Testing/Recovery.
- **Personnel Security:** This service provides security training, awareness, and completion of security agreements.

How We Charge

Security costs are fully integrated with ITS' services.

END-USER SUPPORT AND INTEGRATION SERVICES

Service Level Metrics

Measure	Target SLA
Security Incident reportable to USDA/OCIO/ASOC	Customer Alert <30 minutes after discovery or within Cyber Security guidelines 95%
Incident Handling	< 4 hours 99%
Incident Research	< 3 business days 99%
Incident Resolution	Incident Resolution Time – OCIO/CS Incident Notification Time 99%
Network Scanning	Months in FISMA compliance ÷ 12 (Rolling Average) 98%
Vulnerability Remediation	Vulnerabilities identified from scans each month are reviewed and appropriate actions initiated. 75%

Reporting is subject to baseline measurements and vendor limitations.

Cost Saving Tips

- Respond to a detected threat by attempting to prevent it from succeeding into the environment.
- 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 and Disaster Recovery Testing/Recovery.
- Provide a controlled configuration management facility to ensure greater uptime of IT systems.
- Protect sensitive information whether it's stored on a desktop or laptop computer, a PDA, removable storage media, an email server or even the corporate network.

END-USER SUPPORT AND INTEGRATION SERVICES

Professional Services



ITS can provide professional level services to customers to answer needs for mission areas.

Service Description

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

What Is Included

- Application Integration
- Budget Analyst
- Information Management Services (IMS)
- Information Technology Service Management (ITSM) Implementation and Production Support Services
- Lean Six Sigma Process Review
- Load Runner Service Support
- Microsoft Active Directory (AD) Engineering and Architectural Services
- Microsoft AD Support Services
- Microsoft Desktop Image Engineering and Support Services
- Microsoft Systems Center Configuration Manager (SCCM) Engineering and Architectural Services
- Microsoft SCCM Support Services Project Management
- 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
- 508 Document Remediation
- SharePoint Development and Support
- Business process development and documentation
- Process Improvement
- GAP Analysis for Business Models
- Service Desk Design and Integration
- Design, Integration and Deployment Services
- 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.

END-USER SUPPORT AND INTEGRATION SERVICES

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

ITS is available to discuss the customization of Professional Service support.

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Security Authorization (C&A) Services

Service Description

ITS can provide Security Authorization Services assistance to customers integrating information security requirements into system development life cycle processes, in accordance with NIST SP 800-37 rev-1 Risk Management Framework Guide for Federal Information Systems. Customer may select either one of two options available, or select both options.

What Is Included

Option-1 Security Accreditation (SA)

Facilitation, planning, and coordination with Customer security and technical staff to:

- Identify Agency application(s) or system(s) needing Authority to Operate (ATO).
- Apply the 5-Step Risk Management Framework process as follows:
 1. Categorize the information
 2. Select and document security controls.
 3. Implement the security controls and submit for Step-3b Concurrency Review; Respond to concurrency review until approved.
 4. Assess Security Controls and submit for Step-4b Concurrency Review; Respond to concurrency review until approved.
 5. Authorize Security Controls by assembling ATO package for submission to Authorizing Official.

Option-2 Assessment & Authorization (A&A)

Facilitation, planning, and coordination with Customer security and technical staff to:

- Identify Agency application(s) or system(s) needing annual assessment.
- Apply the USDA-OCIO Six Step Risk Management Framework Step 2: Select Security Controls process to include:
 1. Common Control Identification
 2. Security Control Selection
 3. Develop a Monitoring Strategy
 4. Prepare and present a proposed Security Plan to your Authorizing Official for his/her signature
- Apply the USDA-OCIO Six Step Risk Management Framework Step 3: Implement Security Controls process to include:
 1. Security Control Implementation
 2. Security Control Documentation
 3. Preparing the step 3b Concurrency Review package, until approved by OCD
- Apply the USDA-OCIO Six Step Risk Management Framework Step 4: Assess security Controls process, to include:
 1. Assessment Preparation
 2. Security Control Assessment [to include FY-14 Dept. Selected continuous monitoring controls, Dept. Key controls and A-123 selected controls]
 3. Security Assessment Report
 4. Remediation Actions
- Apply the USDA-OCIO Six Step Risk Management Framework Step 5 Authorize Information System process, to include:
 1. Draft Plans of Action and Milestones for O-T-S findings
 2. Review and document system changes and submit for Concurrency Review
 3. Prepare a Risk Determination Recommendation
- Assemble A&A package for submission to Authorizing Official for adjudication.

END-USER SUPPORT AND INTEGRATION SERVICES

Appendix – Citrix and Virtual Desktop Infrastructure

Virtual Desktop Infrastructure (VDI) is an alternative service allowing access to office automation, access to business applications, and access to the Internet. This service provides a virtual Windows 7 desktop, which can be accessed by a variety of devices while on the internal ITS network and while working remotely. This platform is intended as a replacement to a traditional physical computing platform or as a complementary telework solution. It is made available in limited quantities only to consumer groups that use ITS' Workstation Services.

VDI provides a virtual desktop implementation with network access, file and print service, client hardware and software management, incident and problem resolution, and end user service support.

Citrix virtualization technology allows for virtualization of an application rather than whole desktop environments. Virtualized applications might include basic office automation software tools such as Microsoft Word, Outlook and common Internet browsers such as Internet Explorer and Firefox. Virtualized applications may also include custom business applications on a case-by-case basis. Citrix is available as a service in addition and within Virtual Desktop Platform. The service is used with applications that are older versions, current versions, newly released versions, or beta versions.

Citrix and VDI, including the provisioning and management of Thin Clients, re-purposed legacy hardware, the ITS PC-on-a-Stick device, and other complementary accessories are available as options. Each device is able to provide access to a virtual desktop, virtual applications and/or other telework solutions such as Business Productivity Online Standard Suite (BPOS) Web Access Portals (Outlook and Lync).

- **Virtual Desktop Platform:** Virtual Desktop Services provides secure internal and remote access to full desktop environments that are hosted in USDA data centers. Access may be achieved on a variety of devices, including Thin Client hardware, non-GFE computing platforms, mobility devices, and re-provisioned physical devices. Virtual Desktops are intended to replace or supplement traditional workstations in scenarios where the full feature set of the operating system is required; for example, in end user situations where there is a need for local resource access to storage and peripherals, in situations where there is a need for personalized software installation, and in situations where there is a need for full persistence (the ability to retain individual end user personal preferences) across different usage sessions.
- **Virtual Application Platform:** Virtual Application Services provides secure internal and remote access to individual applications that are hosted in USDA data centers. Access may be achieved on a variety of devices, including Thin Client hardware, non-GFE computing platforms, mobility devices, and re-provisioned physical devices. Virtual Applications are intended to replace or supplement traditional workstations in scenarios where only access to the published app portfolio is required; for example, standard office automation software (Microsoft Office and other COTS applications).
- **Virtual Access Devices:** The following devices are available:
 - Thin/Zero Client Hardware
 - Repurposed legacy hardware as Thin Clients
 - ITS PC-on-a-Stick
 - Mobility Tablets (iPad/Android)
- Complementary security devices are used in combination with the above to secure virtual access. These devices provide a 2-factor authentication mechanism through either:
 - RSA tokens

END-USER SUPPORT AND INTEGRATION SERVICES

- Smart Card Reader with LincPass
- Using Virtual Access gives customers the option of using lower cost access methods to suite their needs.
- Maintain access to current software packages and customer software via remote methods while using customer provided hardware platforms.
- When a Virtual Access Device is combined with the Virtual Access Platform, computing can be performed using older, end-of-life computers. Instead of having to update these computers with a full hardware refresh, a user can use it as a way to access their new virtual desktop.
- A Virtual Access Device may also allow a machine that is not capable of natively running a new operating system (such as Windows 7) to be used as an "access portal" to a Windows 7 Virtual Desktop, allowing the user to take advantage of the new features of that operating system without requiring a costly upgrade.
- With a Thin Client device, a user's current desktop or laptop can be replaced with a low-cost alternative that will offer a computing experience virtually identical to your existing desktop.
- Teleworkers with PC-on-a-Stick can use personally owned computers while working away from the office.
- Users will be able to access shared and personal home drive data from any location that they can access the Virtual Desktop from. And given the number of different access methods available, users will have vastly improved access to data.
- A customer's full and Thin Client workstation hardware can be purchased off of OCIO/ITS Blanket Purchase Agreements (BPAs).
- Use of this service presumes use of ITS Network Services. For those customers where other networks are utilized, custom pricing may be required.