

**SERVICE**

**DELIVERY**

**INNOVATION**



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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.

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[ITS Web Site](#)

# 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 services 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.
- WAN Optimization.

## How We Charge

Network Services are billed on a per office basis with the labor support costs for the WAN, WAN circuit costs and LAN costs.

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

## 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.

# 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. To meet the needs of customers, ITS also offers virtual Windows implementation and support through the Apple platform.

## 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 OS) 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 (eVPN) 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 Computer* (BYOC). (For more on VDI and Citrix, see [Desktop Virtualization](#))
- CommVault is the emerging solution for end-user server and field office data protection tool operated by ITS 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 6 months of remote site backups with both large scale and file level recovery available. The default data file backup schedule and recovery objectives for authorized files is as follows for sites using the CommVault solution:

### File Retention/Backup Rotation

Location	Backup	Frequency	Primary Site Retention	Alternate Site Retention
Field Office Server	Synthetic Full	Weekly	Up to three weeks	Primary Offsite – Six months
Field Office Server (using Commvault)	Synthetic Full	Weekly	Up to three weeks	Secondary Offsite – Six months
Field Office Server	Incrementals	Daily	Up to three weeks	Primary Offsite – Six months
Field Office Server (using Commvault)	Incrementals	Daily	Up to three weeks	Secondary Offsite – Six months
Field Office Server	Full	Weekly	Six weeks	Six weeks
Field Office Server (using tapes)	Full	Weekly	Six weeks	Six weeks
Field Office Server	Incrementals	Daily	one week	none
Field Office Server (using tapes)	Incrementals	Daily	one week	none
Enterprise Data Center	Synthetic Full	Weekly	Six months	Primary Offsite – Six months
Enterprise Data Center	Incremental	Daily	Six months	Primary Offsite – Six months

## How We Charge

As a bundled service, base charges are based on several inventory metrics:

Units
Active Accounts
Workstations
Equipment

### **Options (Additional charges apply)**

Premier Services – A higher level of support service is available in the St. Louis and Kansas City large offices, Washington D.C. complex (South Building, Reporter’s Building, Patriot Center), George

Washington Carver Center, and Whitten Building to meet the needs of executives or other priority customers. [Additional information for Premier Services available for Mobility Devices is located here.](#) The customer provides a list of designated premier service participants.

Elevated Privileges – Workstations 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.

Apple Workstation Service – ITS provides basic imaging of Apple Macintosh hardware and operating systems.

## Service Level Metrics

Measure	Base SLA (includes Elevated Privileges and Apple)	Premier Service SLA
<b>Toll-Free National/Support Help Desk</b> <b>Proper Contact Resolution (PCR)</b> – ((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)	PCR rate equals <b>95%</b> (Report from Contractor's or Governments system. The Government or a designated third party may audit the data.)	Same as Base SLA
<b>Speed to Answer (SA) Telephone</b> – (Measure of the time between a caller making his/her final selection in the IVR and speaking to a CSR.)	Equal to or greater than <b>90%</b> (# of calls answered by a live CSR in 40 seconds or less / total calls. Contractor reporting Automated Call Distributor (ACD) data )	Same as Base SLA
<b>Desk Side Support (if needed after Call Help Desk Support)</b>	N/A	2 Hours, 80% of the time
<b>Software Deployment</b> (must be certified or completed limited use, and licensed)	45 business days from delivery notification to ITS or as separately agreed 90% of time	24 Hours, 80% of time – Premier rate
<b>Hardware Deployment</b> (must be certified ; does not apply for deployments for more than 5 users)	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, 95% of the time. (Not applicable to large purchases) (measured by Technical Service Division internal tracking).	24 Hours, 80% of time (only for core Hardware items)
<b>New User Accounts</b>	1 Day (account only), 95% of the time	Same as Base

Measure	Base SLA (includes Elevated Privileges and Apple)	Premier Service SLA
<b>Account Change</b>	3 Days, 95% of the time	Same as Base
<b>Delete/Disable Account</b>	24 Hours (disable), 100% of the time	24 Hours (disable), 100%, of the time
<b>PC Software Incident Resolution</b>	5 Days, 70% of the time	24 hours, 80% of the time
<b>PC Hardware Incident Resolution</b>	5 Days, 70% of the time	24 hours, 80% of the time

### 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.

### Additional Information

- A customer's choice of 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.

# Desktop Virtualization



Provides office automation solution to help reduce physical hardware refresh, increase security, and ease of maintenance to reduce support cost.

## Service Description

**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, Chrome 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.

## What Is Included

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
  - Smart Card Reader with LincPass
- Using Virtual Access gives customers the option of using lower cost access methods to suit 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.

## How We Charge

VDI – Charge is based on cost per-user profile plus predefined space for each profile.

Citrix – Charge is based on cost per application plus number of concurrent client connections require by the customer.

## Service Level Metrics

Service Type	Service Measure	Performance Targets
<b>Internal and External Access Virtual Desktops Availability</b>	Availability of service measured at the data center. (measurement tool: System Center Operations Manager-SCOM)	97%
<b>Deployment Duration</b>	Deployment Date $\leq$ 30 business days from the time OCIO/ITS receives completed Virtual Desktop request, equipment or as separately agreed to between the customer and OCIO/ITS in writing.	95%

## Cost Saving Tips

- Sharing of services across agencies to achieve efficiency through economies of scale.
- Reducing hardware refresh in return reducing hardware cost.
- Centralizing IT support allowing support staff to focus on other tasks.
- Addressing legacy application needs without investing large development cost to rewrite the custom legacy applications.

## Additional Information

ITS is prepared to work with each customer to understand the requirement, and providing recommendation that would meet the customer needs.

# 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 mobile devices such as 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 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, 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 Smartphones and tablets are provided by ITS via systems whereby Outlook/Exchange Accounts are linked via a secure connection. This provides compact, mobile email 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). EMM is a separate USDA Enterprise Service providing mobile device management, application store for hosting/publishing internal mobile application, and secure business suite to access internal data through mobile devices.

## 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: MDM only MDM + MAM MDM + MAM + Secure Container MAM + Secure Container MDM + MAM + Secure Container with business Suite  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	Base SLA	Premier Service SLA ( <a href="#">Premier Service defined here</a> )
Deployment Plan	Deployment Date ≤ 5 business days from receipt of the equipment by ITS (and vendor activation if applicable) or as separately agreed to between the customer and ITS in writing.  95%	Deployment of government purchased iPads is supported by an “on-hand” pool of wireless iPads. iPads can be activated within 24 hours  24 hrs, 80%

## 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.

# 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 Wireless Priority Service (WPS), Long Distance Calling Cards, and teleconference services to individuals who have received customer authorization. WPS provides enhanced availability to wireless services during times of high usage, major public system outages, or emergencies. Long distance service calling cards bill vendor long distance charges independently from the handset being used. ITS provides and maintains teleconferencing services via Networx accounts.

## What Is Included

- **Legacy Telephone Systems:** 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 Wireless Priority Service (WPS), which provides enhanced availability for service during times of high usage, major public system outages or emergencies.

## 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.

Units
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%

## Cost Saving Tips

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

# 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 (*equipment attached to phone systems*) and vendor provided services (such as those available through General Services Administration Network contract vehicles).

## 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.

## How We Charge

Units
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Audio Conferencing Accounts
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Charges are based on the number of audio conferencing accounts.

## 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.

# Enterprise Video Teleconferencing



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

## Service Description

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

## What Is Included

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

## How We Charge

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

- Fully operable and compatible VTC endpoints
- Adequate network bandwidth
- 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.

## Service Level Metrics

Measure	Target SLA
System Monitoring	24 x 7
System Availability	99.9% excluding planned downtime*
Tier 3 Support Request – Critical	Normal Business Hours – Immediate to less than one (1) hour Non-Business Hours – Immediate to less than four (4) hours
Tier 3 Support Request – High/Service Degraded	Normal Business Hours – Immediate to less than two (2) hours Non-Business Hours – Immediate to less than six (6) hours

Measure	Target SLA
Tier 3 Support Request – Medium	One business day
Tier 3 Support Request – Low	Two business days

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

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

## Cost Saving Tips

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

## Additional Information

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

# 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

## 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.

# Enterprise Mobility Management (Next Generation Mobility)



A comprehensive service for mobility based solutions that include device management, isolated containers for securing mobile application, secure business suite to access internal data, and hosting of internal USDA applications through a mobile applications store that provides the customer with mobile capability to meet their business and technology needs.

## 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 the following 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; offering of mobile application certification lifecycle to test, scan and deploy mobile application securely onto the custom apps store.

**Secure Container:** Management of a secure container on each device to provide security and control of government information. This feature ensures that all USDA data is secured within encrypted boundaries and synchronized with USDA servers. Data resides within the secure container and can be removed remotely in the event of a lost, stolen or compromised device.

## What Is Included

ITS 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.

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

**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); internal home or shared drives mapping to mobile devices; and a Web Browser for internet/intranet browsing.

**Agency-Controller Policy Enforcement and Feature Controls** – This allows each agency to manage its own specific mobile policy or features without impacting other agencies in the environment.

**Tier 3 Support/Escalation/Communication** – The customer can access the Access Mobility Support site for FAQ/Support documentation; Tier 3 Escalation for any infrastructure or device requests; and incident management for outages and maintenance notifications.

**User Support (Self Service Portal)** – The service includes a self-service portal allowing end user access to common requests such as password reset and device basic information to help reduce support calls.

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

- iOS: Phones and Tablets (version 6.0 and above)
- Android: Phones and Tablets (version 4.0 and above)
- Windows 8: Smartphones and Tablets (version 8.1 and above)

## 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 Android 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

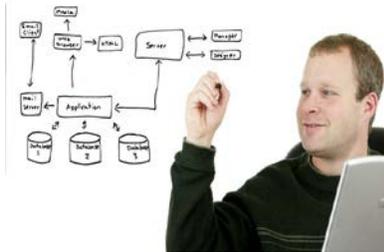
It is important that agencies review and understand each option before selecting a solution.

Example: If an agency only needs to secure devices, and accessing USDA email, then Option 1 would be the best solution to meet the needs.

## Additional Information

To ensure the agency selects the best option, ITS is prepared to work with each customer to understand the requirement, and provide a recommendation that would meet the customer needs.

# 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 2 SharePoint environments available to the customers: Office 365 SharePoint Standard/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, or required to collaborate with external entities such as other Federal Agencies, Universities or other Institutions outside of USDA via eAuthentication.

All solutions 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 2010/13 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. The professional services includes tier3 support to agency site admins on SharePoint application related issues/configuration, and sites collection issues that cannot be resolved through local site admins.
- **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. Additional charges may apply depending on the amount of customization.

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

## What Is Included

### Initial Assessment

The service includes the gathering of requirements and providing information about available 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. Other support services include Tier3 SharePoint application troubleshooting, and resolution on any site collection issues. 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.
- **3<sup>rd</sup> Party Software:** Includes but is not limited to tools such as MetaLogix, 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

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

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

## 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 supplemental to O365 allowing customers to share the SharePoint infrastructure through economy of scale driving the maintenance/support cost down for the customers.
- Allowing customers to choose from different price-point options when requiring a test environment for all SharePoint development efforts.

## Additional Information

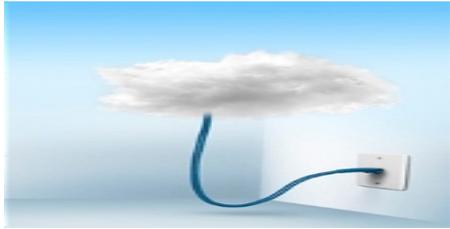
- Core Hours of Service: The ITS Applications Operations Branch, Infrastructure Operations Center (IOC) provides 24 x 7 support including monitoring and incident handling (with triage) for all Enterprise environments and direct coordination with provider service desks to ensure coordinated response. 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.

## 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	Microsoft SCOM	

# 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 (EMS-CS)** is an information technology communication service used by all USDA organizations. EMS-CS is managed by OCIO and the service is provided by Microsoft Corporation.

**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 25 GB storage per end user mailbox. Attachments up to 50mb in size are supported. Also provided is the Lync client for instant messaging and presence, archiving, spam and virus filtering, the USDA Global Address List, distribution lists, resource accounts, and test accounts (resource and 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.
- **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.
- **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.

#### 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 EMS-CS 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 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 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 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.

## Enterprise Virtual Private Network (EVPN)

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

## How We Charge

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

## Service Level Metrics

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

# 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

## Service Level Metrics

Measure	Target SLA
System Availability (24 x 7)	99.5% Excluding Planned Downtime*
Fax Delivery	≤ 15 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](#).

# 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, environmental and green computing 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 alert predictive failure notifications 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

## Service Level Metrics

Measure	Measurement	Target SLA
<b>System Availability</b>	Monitoring is 24x7 and measured by vendor systems	95% of the month (based 9 hour business days) (CONUS)
<b>Unit Deployment</b>	Measured by vendor systems	<= 30 days of the date of award order
<b>Incident Response</b>	Measured by vendor systems	<=6 business hours for noncritical devices <=2 business hours for critical devices
<b>Consumable Replacement (not paper)</b>	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](mailto:ITS-MPS@usda.gov) to set up a time to discuss how your agency can take advantage of this service.

# Identity, Credential, and Access Management Services - ICAM



## Service Description

### **eAuthentication**

The USDA eAuthentication Service protects application resources through centralized credentialing, multi-factor authentication, single sign-on and authorization services for both internet and intranet applications. The eAuthentication Service supports both internal employee-facing applications as well as external public-facing applications that service USDA customers and partners. For external customers, the service supports assurance level 1 and assurance level 2 credentials with physical identity proofing (and will soon be able to provide identity proofing services online). For internal users, the service supports both assurance level 2 credentials as well as strong PIV (LincPass) based credentials. The eAuthentication Service meets NIST and OMB standards for identity and access management.

USDA eAuthentication also supports federated authentication, allowing users both within and outside of USDA to access multiple applications and data sources across other Federal Departments or other trusted partners without needing to remember multiple usernames and passwords.

### **Enterprise Entitlements Management Service**

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 and 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

## What Is Included

### eAuthentication

- **User Authentication**
  - Securely authenticate users to both web-based and mobile applications 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 for both USDA employees & contractors as well as external USDA customers and partners
- **User Authorization**
  - Role-based access control (RBAC) or course-grained authorization based on profile attributes, tailored to each application's business requirements
  - Protects web server directories against unauthorized access or modification
- **Account Registration & Management**
  - Automatic account creation for USDA employees & contractors, improving the "time to productivity"
  - Self-registration for external customers and partners for Assurance Level 1 and 2 public-facing applications
  - Identity proofing (verification) services for Assurance Level 2, providing a higher assurance in user identity
  - Identity Proofing services are supported by over 13,000 Local Registration Authorities in USDA offices across the U.S.

### Enterprise Entitlements Management Service

- **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 & 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 & Entitlement Management**
  - Role based access control (RBAC) enables dynamic authorizations based on the presence of predefined attributes
  - Workflow-based approvals and notification for granting access
  - Automated access revocation based on agency business rules
  - Integrated with the [eAuthentication Service](#) for authorization to web and mobile applications
- **Public Key Infrastructure**
  - Enterprise Public Key Infrastructure (PKI) enables LincPass (PIV) authentication to USDA Windows Active Directory domains
  - Enables department-wide trust model of internally issued PKI certificates for secure websites, web services authentication, code signing, or other uses
  - Supports issuance of PKI-based user credentials

#### 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

## How We Charge

A per seat cost will be charged for all USDA staff (e.g., employees, contractors, volunteers, interns).

Agencies wishing to integrate eAuthentication services with their business applications pay an integration fee based on the complexity of the work.

Agencies wishing to leverage EEMS services are charged an integration fee based on the complexity of system integration requirements.

## Service Level Metrics

### ICAM eAuthentication Service

Service Type	Service Measure	Measurement	Performance Target
Production Incident Response Request (PIR) Acknowledgment (During Core Business Hours)	Timeliness	Number of PIR tickets created within the allotted timeframe ÷ Total # of PIR tickets created. <u>Allotted Timeframes (customer req)</u> High - 30 minutes Medium -2 hours Low - 2 business days	90% Monday-Friday from 8 am – 8 pm ET, excluding Federal holidays
Production Incident Request (PIR) Acknowledgment (Outside Core Business Hours)	Timeliness	Number of PIR tickets created within the allotted timeframe ÷ Total # of PIR tickets created. <u>Allotted Timeframes (agency req)*</u> High - 60 minutes Medium -next business day Low - 2 business days	90% Outside of: Monday-Friday from 8 am – 8 pm ET, including Federal holidays
ICAM eAuthentication	Availability	Actual # of Operating Minutes that Core Production eAuthentication is running and available to customer agency users ÷ Total Scheduled Operating Minutes. Planned outages excluded. Reported by the ICAM monitoring tool "AlertSite".	99.9% eAuth *  * Excluding Planned Downtime
ICAM EEMS	Availability	Actual # of Operating Minutes that Core Production EEMS is running and available to customer agency users ÷ Total Scheduled Operating Minutes. Planned outages excluded. Reported by the ICAM monitoring tool "AlertSite".	99.5% EEMS *  * Excluding Planned Downtime

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.

\*Production Incident Response time definitions:

**Low** – No immediate impact to large user base.

**Medium** – Large user base is impacted, but not a full work stoppage.

**High** – Large user base is impacted and a full work stoppage

## 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 on 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 ITS 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](mailto:ICAM@ocio.usda.gov)

# 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

- End User Infrastructure and Application Integration
- Operation Support Services (server management including daily care/feeding/patching and 24/7 proactive monitoring)
- Backup/Restore Archiving utilizing Enterprise CommVault solution
- Budget Analyst
- Information Management Services (IMS)
- Information Technology Service Management (ITSM) Implementation and Production Support Services
- 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
- 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.

## 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.

# 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, access control support, and personnel security.

Service is provided for customer and enterprise applications within the ITS End User Infrastructure and USDA Data Centers at Fort Worth, TX and Salt Lake City.

## 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.
- **Access Control Support:** Daily, quarterly, and annual access reports are provided to support access control programs.

## How We Charge

Security costs are fully integrated with ITS' 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%
Microsoft Vulnerability Remediation	Vulnerabilities identified from scans each month are reviewed and appropriate actions initiated. 90%
Non-Microsoft Patches	Testing and deployment of patches that are Non-Microsoft to protect vulnerability. Tested and Ready for deployment occurs < 45 days. 90%

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.