INNOVATION DELIVERY SERVICE

USDA International Technology Services

Business Service Catalog

Fiscal Year 2013

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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 comprehensive, fee-for-service information technology, associated operations, security, and technical support services to a customer base of more than 45,000 USDA end users. We work 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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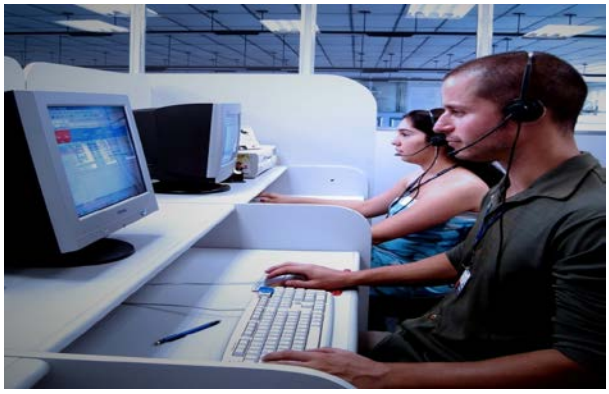
ITS Web Site

Windows 7 Platform



The Windows 7 platform is one of 4 offerings for desktop/laptop service, office automation, access to business applications, and access to the Internet. It is the most modern of the Microsoft family of operating systems supported by ITS.

Service Description

The ITS Windows 7 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

- Provision of full Local Area Network and Internet Access integration, including connectivity to email.
- Provision of secure Virtual Private Network (VPN) support with full network access.
- Management of accounts.
- Storage, backup and archive of network files.
- Provision of full service platform support, including those platforms used in Telework such as Citrix service.
- Deployment of workstations and peripherals for use with Windows 7.
- Deployment of Workstation Peripheral Devices and Standard Move Support.
- Preparation of training room/conference room facilities.
- Provision of the Microsoft Office software suit. Deployment of other certified software is accomplished via automated methods or by delivery to the ITS hosted distribution portal.
- Management of custom client software licensing and legacy software support.
- Change Release and Configuration Management Services for customer needs from Windows 7
- Test and deploy the most recent Original Equipment Manufacturer (OEM) released patches and updates for applications. Certification of hardware and software for use on the USDA network.
- Coordination and support of platforms related to full disaster recovery and Continuity of Operations Planning (COOP).
- Maintain Security Compliance with current patches and upgrades.
- Provision of loaner equipment during repairs.
- Provision of procurment services hardware BPAs and limited license management for software.
- Management/disposal of inventory.

How We Charge

As a bundled service, charges are based on several cost metrics per approved ITS budgets.

END-USER SUPPORT AND INTEGRATION SERVICES

Service Level Metrics

Measure	Target SLA
Wide Area Network Availability	99.5%
Internet Access (measured at USDA gateways)	99.9%
New Accounts in 1 business day	95%
Mean Time to Repair/Resolve Hardware and Software Incidents	70% of all incidents resolved in 5 days
Hardware System Deployment	45 business days from notification to ITS or as separately agreed

Cost Saving Tips

- Using Windows 7 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 7 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.

Windows XP Platform

The Windows XP platform is one of 4 offerings for desktop/laptop service, office automation, access to business applications, and access to the Internet. Windows XP will be offered as an option through its anticipated end of life from Microsoft on April 8, 2014.

Service Description

The ITS Windows XP 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

- Provision of full Local Area Network and Internet Access integration, including connectivity to email.
- Provision of secure Virtual Private Network (VPN) support with full network access.
- Management of accounts.
- Storage, backup and archive of network files.
- Provision of full service platform support, including those platforms used in Telework such as Citrix service.
- Deployment of workstations and peripherals for use with Windows XP.
- Deployment of Workstation Peripheral Devices and Standard Move Support.
- Preparation of training room/conference room facilities.
- Provision of the Microsoft Office software suit. Deployment of other certified software is accomplished via automated methods or by delivery to the ITS hosted distribution portal.
- Management of custom client software licensing and legacy software support.
- Change Release and Configuration Management Services for customer needs from Windows XP.
- Test and deploy the most recent Original Equipment Manufacturer (OEM) released patches and updates for applications. Certification of hardware and software for use on the USDA network.
- Coordination and support of platforms related to full disaster recovery and Continuity of Operations Planning (COOP).
- Maintain Security Compliance with current patches and upgrades.
- Provision of loaner equipment during repairs.
- Provision of procurment services hardware BPAs and limited license management for software.
- Management/disposal of inventory.

How We Charge

As a bundled service, charges are based on several cost metrics per approved ITS budgets.

END-USER SUPPORT AND INTEGRATION SERVICES

Service Level Metrics

Measure	Target SLA
Wide Area Network Availability	99.5%
Internet Access (measured at USDA gateways)	99.9%
New Accounts in 1 business day	95%
Mean Time to Repair/Resolve Hardware and Software Incidents	70% of all incidents resolved in 5 days
Hardware System Deployment	45 business days from notification to ITS or as separately agreed

Cost Saving Tips

- Maintain hardware platforms to a current release.
- Update/upgrade legacy customer specific software to remain compatible with current operating systems.

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.

Virtual Access Platform

The Virtual Access Platform 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.

Service Description

The ITS Virtual Access Platform Service 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. Virtual Access, including the provisioning and management of Thin Clients, re-purposed legacy hardware, the ITS PC-on-a-Stick device, and other complementary accessories, can be individually purchased with this Platform. Each device provides access to the Virtual Access Platform and other telework solutions such as Citrix, BPOS Web Access Portals (Outlook and Communicator).

What Is Included

- **Virtual Access Platform:** Includes all applicable components from the Windows 7 Platform Service.
- **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 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

END-USER SUPPORT AND INTEGRATION SERVICES

How We Charge

- As a bundled service, charges are based on several cost metrics per approved ITS budgets.
- Virtual access devices are charged distinctly by individual purchase.

Service Level Metrics

Measure	Target SLA
Virtual Access Platform	
Virtual Desktops: Availability	Internal Access 97% External Access 97%
Deployment Duration: • Virtual Desktops • Thin Client • PC-on-a-Stick • Repurposed HW	Deployment Date ≤ 30 business days from the time ITS receives completed Virtual Desktop request, equipment or as separately agreed to between the customer and ITS in writing. 95%

Cost Saving Tips

- 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.

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.

Apple Platform

To meet the needs of customers ITS offers implementation and support of the Apple platform.

Service Description

The ITS Apple Platform 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

- Provision of full Local Area Network and Internet Access integration, including connectivity to email.
- Provision of secure Virtual Private Network (VPN) support with full network access.
- Management of accounts.
- Storage, backup and archive of network files.
- Provision of full service platform support, including those platforms used in Telework such as Citrix service.
- Deployment of workstations and peripherals for use with the Apple Platform.
- Deployment of Workstation Peripheral Devices and Standard Move Support.
- Preparation of training room/conference room facilities.
- Provision of the Microsoft Office software suit. Deployment of other certified software is accomplished via automated methods or by delivery to the ITS hosted distribution portal.
- Management of custom client software licensing and legacy software support.
- Test and deploy the most recent Original Equipment Manufacturer (OEM) released patches and updates for applications. Certification of hardware and software for use on the USDA network.
- Change Release and Configuration Management Services for customer needs from Apple OS.
- Coordination and support of platforms related to full disaster recovery and Continuity of Operations Planning (COOP).
- Maintain Security Compliance with current patches and upgrades.
- Provision of loaner equipment during repairs.
- Provision of procurment services hardware BPAs and limited license management for software.
- Management/disposal of inventory.

END-USER SUPPORT AND INTEGRATION SERVICES

How We Charge

As a bundled service, charges are based on several cost metrics per approved ITS budgets.

Service Level Metrics

Measure	Target SLA
Wide Area Network Availability	99.5%
Internet Access (measured at USDA gateways)	99.9%
New Accounts in 1 business day	95%
Mean Time to Repair/Resolve Hardware and Software Incidents	70% of all incidents resolved in 5 days
Hardware System Deployment	45 business days from notification to ITS or as separately agreed

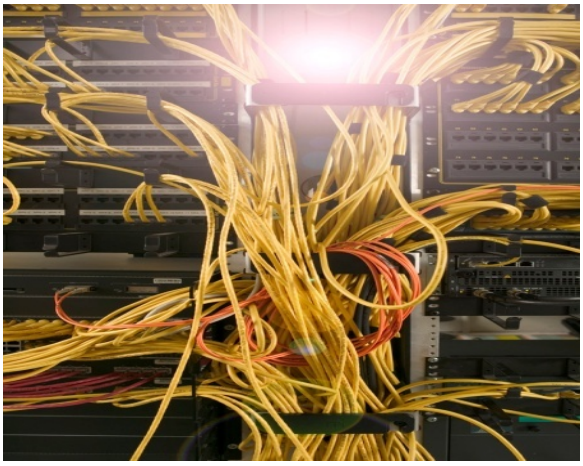
Cost Saving Tips

- Maintain hardware platforms to a current release.
- Update/upgrade legacy customer specific software to remain compatible with current operating systems.

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.

Network



Industry Standard Installations

Service Description

Service includes installation, maintenance, and troubleshooting of wiring and network equipment items such as routers, switches and Wireless Access Points (WAP). This service includes the management of WAN circuits that connect the local office to the 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.
- VPN solution and two-factor authentication.
- WAN Optimization

How We Charge

The number of wired offices per client is the basis for the direct charge to the client for LAN. WAN Services are billed on a per circuit basis with equipment being purchased by the customer from ITS. Internet access charge is the number of active directory accounts, which is the basis for charges direct to the client.

END-USER SUPPORT AND INTEGRATION SERVICES

Service Level Metrics

Measure	Target SLA
Availability of logical circuits between UTN node pairs	99.5%
Availability of ENS + ITS Internet Gateways (UTN) internet access for connected offices/end users	99.9%
ACS Server + VPN Concentrators + Internet Gateway	[Total Time – ΣTotal Outage] / Total Time 99%

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.
- These services are included in all Platform Services.

Wireless

Cell Phones / Smartphones / BlackBerrys

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

Service Description

Wireless devices are provided via wireless vendor and represent USDA agreements for these services. Wireless devices offered under the ITS service option are available to clients after appropriate approvals from line supervisors and financial officers from ITS agency clients. These accounts are maintained and administration is provided by ITS for the client agency. All wireless devices are included in this category, even those that may also have an enabled data plan. Also accounted for in this category are any other devices enabled for wireless communication, paid for under wireless device accounts and not covered in the other ITS wireless categories (example: some engineering equipment is enabled for data communication).

BlackBerry and Smartphone devices are provided by vendor accounts that ITS maintains and oversees. Voice service to BlackBerry and Smartphone devices is supplied in the same manner as standalone cell phones.

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

- Voice service.
- Email service provided by ITS via an arrangement whereby Outlook/Exchange accounts are linked via secure connection.
- Maintain account administration for the client agency.

How We Charge

Cell phone/Smartphone/BlackBerry costs are specific add-on charges per each employee who is using a wireless device.

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.

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.

Wireless

Satellite Phones

Disaster communication capability

Service Description

Satellite phone hardware is provisioned through vendor services. Satellite phones typically are used during disasters when systems are down.

What Is Included

Satellite phones are purchased/procured via the ITS Contracting Team (ITSCT).

How We Charge

Satellite phone costs are specific add-on charges per each employee using a satellite phone.

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

- Service should be turned on/off when needed.
- Service should be disconnected when not in use to save costs.
- The customer can coordinate with ITS to ensure potential cost reductions occur.

Wireless

Mobility Tablets

Enhanced tablets that are beyond the capabilities of Smartphones.

Service Description

Distinct from the "tablets" that are similar to laptops, "mobility tablets" are smaller, less functional than personal computers, but enhanced beyond the capabilities of SmartPhones. They occupy a middle ground between wireless phones and personal computers. These devices use wireless connections that include services provided by wireless service providers. ITS support includes maintenance and administration.

What Is Included

Maintain account administration for the client agency.

How We Charge

Mobility tablet costs are specific add-on charges per each employee using a mobility tablet.

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

- Consider Wi-Fi only device.
- Consider data plan for device.

Additional Information

Some mobility tablets are wireless broadband enabled via a wireless service provider. These accounts are administered by ITS for the client agency.

Voice

Voice Services

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

Service Description

ITS provides equipment specifications, acquisitions and management of telephone systems. ITS provides Government Emergency Telecommunications Service (GETS) Cards and Wireless Priority Service (WPS). These services provide enhanced availability to voice services during times of high usage, major public system outages, or emergencies. ITS also provides long distance service and Government calling cards.

What Is Included

- **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 toll-free 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. ITS orders Wireless Priority Service (WPS) which provides enhanced availability similar to GETS, but for wireless telephone service.
- **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
- **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 setup of VoIP systems is subject to above core funding.

END-USER SUPPORT AND INTEGRATION SERVICES

How We Charge

Current Information Technology Finance Committee (ITFC) guidance calls for costs for repair or replacement of legacy telephone systems in use by multiple customers to be shared by each customer, proportionally to each customer's percentage of the system's total number of users. Voicemail service is not available in all locations.

The number of active directory accounts is the basis for charges direct to the client.

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.

Voice and Video Conferencing

Equipment specifications, acquisitions and management of telephone systems in the Field Service Center environment.

Service Description

ITS provides and maintains teleconferencing services via Networx accounts. Video teleconferencing is an emerging technology within the ITS service offerings and is being installed for ITS clients.

What Is Included

- **Voice Teleconferencing Service:** ITS provides teleconferencing services from telecommunication vendors. Teleconferencing services include telephone conference bridge numbers for multi-party telephone calls and web meetings.
- **Video Teleconferenceing (VTC) Systems:** ITS provides basic on-site support for customer standalone VTC systems to help ensure they remain operational. ITS escalates hardware issues to the customer, who is responsible for coordinating troubleshooting, vendor repair/replacement and issue resolution. ITS also provides network configuration and support for customer VTC systems. VTC systems may require the setup of additional bandwidth—ITS can arrange for additional bandwidth however additional charges may be applicable. VTC systems are dependent on Network Services, LAN/WAN connectivity.
- ITS provides basic on-site support for customer VTC systems to help ensure they remain operational. ITS escalates hardware issues to the customer, who is responsible for coordinating troubleshooting, vendor repair/replacement and issue resolution. ITS also provides network configuration and support for customer VTC systems. VTC systems may require the setup of additional bandwidth. The setup of VTC systems and bandwidth upgrades are subject to above core funding.

How We Charge

The number of active directory accounts is the basis for charges direct to the client.

Service Level Metrics

Measure	Target SLA
Voice Conferencing – Account Ordering Time	≤ 45 business days Order Date – Ticket Request Date 95%
Video Conferencing – Deployment Time	Deployment Date ≤ 60 business days from to ITS notification of equipment receipt, or as separately agreed to between the customer and ITS. 95%

Note: Deployment Time does not include the time for installation of any additional bandwidth services that may be needed for the video system. Monitoring will be via ITS/TSD Deployment Plan Information System.

Cost Saving Tips

- Utilizing voice and video services provides an alternative to travel and could reduce travel expenses.

Business Application Services

Service Description

Business Application Services operates as a customer front-end liaison providing integration services to design, pilot and implement web applications into the Enterprise Data Centers.

The service follows the ITIL service operation model to provide incident, problem management, change/release process, and fulfillment requests allowing consistent approach and response to the customer needs.

Hosting and supporting enterprise applications infrastructure servicing end-user environment such as Tivoli End-Point solution, On-Premise SharePoint, CommVault backup/restore, and Enterprise Mobility Management solution.

Service is provided for customer and enterprise applications within the end user infrastructure, 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

- **Infrastructure Integration Services:** Integrate delivery of commercial and government based solutions on behalf of the enterprise environment including infrastructure components, productivity enablers, and operation support systems. Maintenance of the database environment includes provisioning of new database servers, database clustering solution, operation and support of database servers as System DBA. Performs system backups of customer business applications by utilizing the NITC infrastructure.
- Default system backups are performed as follows:

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

What Is Included (Cont.)

- **Application Integration Services:** Service consists of working side by side with the customer development community to understand requirements, provide technology consultant services, and establish integration and customization of frontend/mid-tier/backend platforms for the customer. Service includes support to develop, test, certify and deploy applications into production environment, and moving applications into and between different environments. Service includes technical consulting on application architecture and development, as well as 3rd tier production support for incident management.
- **Operational Support Services:** Service consists of performing reoccurring maintenance, proactive monitoring, incident triage, troubleshooting and resolution for all end-user/enterprise application server infrastructure and enterprise applications. Perform event and problem management activities overseeing the needs of operating systems, COTS packages, and custom solutions. Delivering service request fulfillment, request for change processing, and release management activities. Tracking and maintaining asset inventory.
- **NITC Facility Services:** This includes the rack space, power and air for physical servers. NITC SAN storage is utilized for data services.

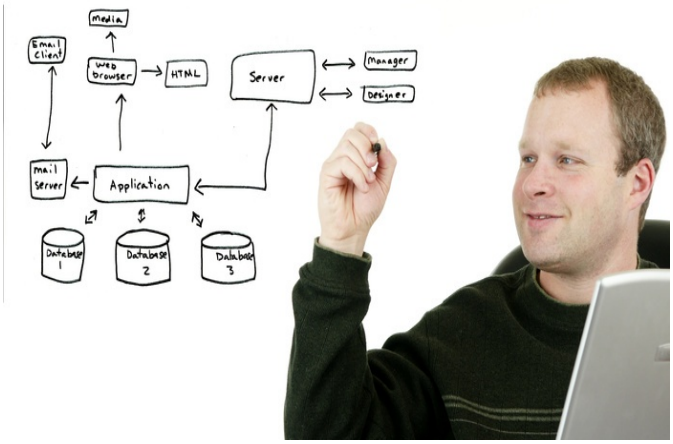
Cost Saving Tips

- Appropriate incident resolution resulting in reduced downtime.
- Timely and successful implementation of applications into the IT environment, resulting in faster uptime for new programs.
- Cost-effective security administration.
- Open access to enterprise databases without compromising security.
- Timely recovery of lost data, for customers with system backup.

Additional Information

Core Hours of Service: The ITS AOB, IOC provides 24 hour x 7 days a week monitoring and incident handling (triage) for all environments, excluding government holidays and planned maintenance hours. In some situations, changes will be necessary outside of normal maintenance hours. A 1 week notification will be provided for normal changes made outside of official maintenance hours. Emergency changes having impact to Security or production operations may also be necessary. For these, customers will be notified as soon as the needed change is identified and the change would happen at the least impacted hours such as the immediate evening of the change identification date.

On-Premise Collaboration



Allows end users to collaborate and share data online.

Service Description

These services allow end users to collaborate using MS office suite and allow them to share data online. Distinguished from EMS-CS SharePoint, this service allows anyone inside or outside of USDA with an eAuthentication account to collaborate. ITS provides full collaboration service utilizing both USDA O365 and On-Premise Collaboration solutions to ensure the customer is getting the best out of either or both solutions.

Support activities for ITS include standing up SharePoint 2010, maintenance and support of the infrastructure of SharePoint environment, and Tier 2/3 support for all SharePoint related issues or requests. Offerings include:

- **Standard Sites (O365):** ITS offers the professional service option for agencies that are looking for assistance to migrate from the previous version of SharePoint to Office365.
- **Advanced Sites:** Allow for collaboration with custom or third party templates/web art and custom look and feel.
- **Premium Sites:** Custom web application utilizing SharePoint collaboration engines, integrated with backend services such as financial system(s), Business Intelligence (BI) or reporting services for the business customer.

An additional service available through ITS is migration support to SharePoint instances offered through the EMS-CS O365. This is an optional professional service requiring additional charges.

What Is Included

Initial Setup Services: Services include initial setup covering assessment, planning, testing and migration of your site to on-premise SharePoint. ITS will work with the customer to ensure AD trust, 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 ITS on-premise SharePoint infrastructure.

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

- **SharePoint Support:** This includes Tier 3 SharePoint support, working with customer site administration to troubleshoot any issue that cannot be resolved at agency Tier 1/2 level. The service is available 24/7. The service also includes routine backup and restore requests.

- **3rd Party Software:** Includes tools such as MetaVis, SiteMinder eAuthentication, and ControlPoint to improve the features/functions of collaboration for the customer.
- **Infrastructure and Maintenance:** The service includes maintenance, monitoring, and support of SharePoint infrastructure to ensure all sites are secure and stable. ITS also provides dashboard as part of communication on any upcoming maintenance and outages of the SharePoint environment.

Cost Saving Tips

- Collaborate in real time to create and edit documents.
- Empower distributed teams through shared workspaces and business insights appropriate to their roles and work styles.
- Host standard collaboration on O365 and use On-Premise solution for custom collaboration to save costs.

Additional Information

- Core Hours of Service are planned for system availability 24 hours x 7 days a week, excluding maintenance hours. Requests 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.
- Default system backups are performed as follows:

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

Enterprise Messaging System – Cloud Services (EMS-CS)

EMS-CS brings integrated, intuitive communications tools to USDA for more than 120,000 people using a centralized system of collaborative technologies.

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.

What Is Included

- **Outlook/Exchange:** Standard email and calendar support provides 5 GB storage per end user mailbox. An additional 20 GB of storage is available for an additional fee for a total storage size of 25 GB. 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, 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.
- **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 Archive Service:** Archive/backup and restoration of data for all systems involved in this service.

How We Charge

The costs and pricing for FY 2013 are under development.

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 Live Meeting infrastructure server service.	Sun-Sat, 0000-2359 99.9%

Cost Saving Tips

- Streamlined, robust, and responsive infrastructure.
- Use of Live Communication Service can reduce the need for travel expenditures.
- Consistent message retention and discovery is provided at the Department level. Personal archives can help keep mailbox sizes low.
- Improved document storage and greater security.
- Enhanced client management and capabilities.

Electronic Facsimile Service-Cloud Services (EFS – CS)

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

Service Description

Electronic Facsimile Service-Cloud Services (EFS-CS) 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 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 EFS-CS mailbox charge in the 150K-1M department volume range, the unit cost is $2.85, with a $17.70 monthly unit charge per 300 pages. Customers are evaluated for the tier they fall in and provided detailed costing information for the level of service requested.

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 = 10 Weeks

Cost Saving Tips

- Share the EFS-CS 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 EFS-CS is not only cost saving for all of USDA but is a “Green” solution to the printed fax problem.

END-USER SUPPORT AND INTEGRATION SERVICES

Enterprise Active Directory (EAD)

EAD brings a consolidated secure Active Directory to USDA for more than 130,000 people providing consistent security posture and a common user environment.

Service Description

Enterprise Active Directory (EAD) is an information technology platform used by all USDA organizations. EAD is managed by OCIO for the benefit of all agencies. The core support Administration and Support are provided by ITS and several optional services are available. Optional migration software will facilitate and simplify the migration of user objects from the agency AD into the new EAD, and will likely save 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 EMS-CS (Office 365) integration that must be accomplished after migration to the EAD.

What Is Included

- **Active Directory Infrastructure:** The server infrastructure needed to support the enterprise active directory.
- **Authentication Services:** Kerberos V5 authentication services for Windows and Macintosh computers.
- **System Updates and Patches:** Maintenance of current system updates and patches to ensure the environment remains current and secure.
- **System Redundancy:** Multiple domain controllers will exist throughout the domain providing active redundancy throughout the enterprise.
- **System Backup/Restore:** Routine backup of AD configurations and data to ensure timely restore in the event of a critical system failure.
- **Internal PKI Services:** EAD provides machine, 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 EEMS is provided to allow automated provisioning and deprovisioning.
- **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.

How We Charge

The costs and pricing for FY 2013 is under development. This offering will be updated as this is prepared early in FY 2013.

END-USER SUPPORT AND INTEGRATION SERVICES

Service Level Metrics

Measure	Target SLA
Active Directory Service Availability	Sun-Sat, 0000-2359 99.9%

Cost Saving Tips

- Remove unused user objects.
- Use of Identity and Credential Access Management (ICAM) services for provisioning and deprovisioning can reduce your internal management overhead.
- Anticipated reduction in costs in FY 2014 for all EAD participating agencies.
- Reduce local domain controllers.

Managed Print Services (MPS)

ITS can provide a vendor delivered ability for confidential faxing, scanning, 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.

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 of printer, scanner 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.

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.

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 Certification and Accreditation (C&A) support for the client agency C&A process, including Security Testing and Evaluation (ST&E) efforts, and providing risk assessment, network, scanning, and hosting support during evaluations.
- **Continuity Services:** This service offer covers all requirements for contingency planning as specified under the Homeland Security requirements as 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. 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.

Professional Services

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

Service Description

Professional services are those services that customers seek in a consultant or technical service role. ITS professionals under this service may be highly experienced federal and contract employee experts. Many will have experience with existing services that ITS provides and as such can be valuable standalone assets available to customers.

What Is Included

- Application Integration
- Budget Analyst
- Information Management Services (IMS)
- 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
- SLA and 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

END-USER SUPPORT AND INTEGRATION 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.