IOT Services Catalog
(IOT's Product Code Reference Manual)

Fiscal Year 2026

July 1, 2025 – June 30, 2026

Version 8/11/25

Purpose

This document provides the Indiana Office of Technology's (IOT) Agency Partner a central place to find information about its 100+ provided services.

Note:

- A complete **four-year rate history** can be found here.

Contents

The information in this document pertains to:
1. periodic audits to validate IOT's services are provided at competitive rates
2. how this document and IOT's services are maintained
3. IOT's Service Areas
4. Data associated with each service area (code, purpose, dependencies, rate, standard, IOT responsibilities, Agency Partner responsibilities, Service Owner, service level objective, outage impact, restore priority, usage, and reports).

The document also contains information on how to:
1. request a product or service
2. request help if you have an issue with a product or service
3. escalate an active issue
4. monitor the progress of your requests
5. resolve billing issues
6. how to return a product or terminate a service.

Welcome from the Director and CIO

Greetings from the Indiana Office of Technology! It is truly an honor and privilege to serve as the Director of the Indiana Office of Technology (IOT) and as your State Chief Information Officer.

IOT is legislatively tasked with serving as the enterprise technology provider for all state government. This allows for better service delivery and resource usage to serve all state agencies better and continue taking Indiana to the Next Level. In the past, agencies operated disparate systems and duplicative technologies which they often struggled to maintain. Through consolidation starting in 2005, the state has been able to save an estimated $14M annually. This is a big win for state agencies and for Hoosier taxpayers as a whole.

Since our creation in 2005, IOT has come a long way in our operational maturity, and we are continuing to identify more ways to better service our agency partners. We now provide cloud and Cybersecurity offerings to help our enterprise keep pace with the growing industry challenges. As further validation of our delivery, the Center for Digital Government has given Indiana an A- for its digital technology delivery.

As Indiana continues to deliver next level digital government to Hoosiers, IOT is not only looking near-term on how to best assist in those efforts but also looking at the future of technology and its impending impact on government. The Indiana Office of Technology has developed four key performance indicators that the organization uses to effectively meet its business objectives. Those are: Core Service Delivery, Cost Competitiveness, Executive Branch Security Readiness and Preferred Workplace. IOT measures its KPIs monthly to evaluate its success at reaching specific goals. Thank you for considering IOT for your technology needs. Our executive leaders are aggressively focused on meeting your expectations and continuing to earn your business!

Warren Lenard, Director of the Indiana Office of Technology and State of Indiana CIO

Table of Contents

IOT Introduction

As identified in Article 13.1 of the Indiana Code, the **I**ndiana **O**ffice of **T**echnology (IOT) is required to:

1. Establish the standards for the technology infrastructure of the state.
2. Focus state information technology services to improve service levels to citizens and lower the costs of providing information technology services.
3. Bring the best and most appropriate technology solutions to bear on state technology applications.
4. Improve and expand government services provided electronically.
5. Provide for the technology and procedures for the state to do business with the greatest security possible.

Our Team: IOT is comprised of 500 highly skilled IT professionals with over 4,500 years of state experience. We are organized into over 40 distinct areas to provide the best IT services at the best rates possible. To learn more about IOT and our individual departments please visit our website and review "**What We Do**".

Quality at Competitive Rates

Approximately every three years the IOT hires a third-party company to evaluate its services and rates. The goal is to provide IOT with a comparison to other state IT organizations and private-sector businesses. Since 2006, IOT has undertaken four evaluations.

To date, the results have proven favorable for IOT. After each report, improvement areas are recommended and are evaluated by the CIO and staff to determine how to make the necessary adjustments. The final goal is to continue providing the best services at the best rates possible.

Note that all services include a portion of IOT's Overhead and Statewide Cost Allocation Plan (SWCAP).

Overhead includes: all costs not directly associated with providing a product or service (i.e., indirect costs). These costs include salary, benefits, and travel (conferences) for the executive team (CXO's), the finance team, and the administrative team. Overhead also includes costs for professional services (contractors), software/hardware expenses (Pinnacle billing system), office supplies, office furniture, CDP charges (internal IOT charges), and depreciation on equipment (copiers, software, TV's, security cameras, etc.)

SWCAP includes costs for the: Operation Division, Procurement, Dept of Personnel, Archives and records Admin, Treasurer of State, Auditor of State, Office of State Based Initiatives, Office of the Inspector General and the Attorney General.

Customer Satisfaction

Customer satisfaction is a very high priority for IOT. We monitor and measure your satisfaction in several ways.

1. When your issue/request is resolved, you will receive a brief survey (no more than one per month) asking you to tell us how we did. We would indicate if we met our Service Level Objective or not.

2. Every six months we distribute a Customer Service survey to everyone that contacts us within the past six months asking for feedback on our overall service to you.

3. When Projects are completed, the project sponsor is sent a satisfaction survey.

Your responses are reviewed, measured, reported, and acted on by the executive staff. Our objective is to achieve 95% customer satisfaction monthly (for #1) and bi-annually (for #2).

Service Catalog Maintenance

This catalog is maintained by the IOT Deputy CAO. It will be updated as services are added, updated, or removed, and annually. IOT Service Owners are responsible for creating and managing the annual budget for the Service area and thus determining the Service Level Objectives and Rates. Rates are set and posted annually and are typically unchanged for the entire fiscal year.

Service Area Contents & Definitions

The Service Areas are laid out as follows and clearly define everything a customer needs to know about the service.

1. Name — Service Name (as seen on Agency Partner's IOT bill)
2. Code — Code (same code as on the monthly Agency Partner's IOT bill).
3. Purpose — What the service does for the Agency Partner.
4. Included — A list of everything provided in the service, including **IOT Value Add items**.
5. Not Included — A list of non-included items that may commonly be expected by an Agency Partner.
6. Dependencies — Other IOT services that <u>may</u> be required/useful to make full use of the service requested.
7. Rate — Rate and Unit of Measure.
8. Standard — Identifies the current service standard(s) for the state.
9. Responsibility — List of items the **Agency Partner, Vendors and IOT** are responsible for doing/providing.
10. Service Owner — Merih Bennett Click here to send the Service Owner a Message.
11. SLO — **S**ervice **L**evel **O**bjectives – IOT's targets for Service based on resources, technology, budget.
    Request: IOT's Target Time to provide a new service.
    Availability: IOT's Target Availability of the service once provided.
    Incident: IOT's Target Time to restore service to expected service level.
12. Impact/Priority — **Impact** to the Agency Partner's business if the service is interrupted (high, medium, low).
    Priority for IOT to restart the service (high, medium, low).
13. Usage — Annual volume of service provided and growth rate (previous fiscal year).
14. Reports — List of reports IOT uses/provides to monitor/show service usage.
15. Order — Click here to **order** this service.
16. Cancel — Click here to **cancel** your existing service.

Requesting Services

IOT provides the following methods for our Agency Partners to obtain services:

1. **IOT HelpDesk** — Contact the HelpDesk at 317-234-HELP (4357) or 1-800-382-1095
2. **ASM Customer Service Portal** — Order a subset of our services, submit an Incident or Request for the IOT HelpDesk or simply find useful information regarding IOT.
3. **inwp.in.gov** — Online forms to submit Web Portal Request for Interactive applications, Enterprise Web Content Management System, Domain Name requests, redirects, Online Calendar, Web Analytics, Website Quality Assurance, Enterprise Email Marketing, online payment processing, and training.

Issue Monitoring

Agency Partners can view progress on "their" tickets by visiting the ASM Customer Service Portal (**CSP**).

Issue Resolution

IOT provides the following methods for our Agency Partners to obtain issue resolution:

1. **IOT HelpDesk** – Contact the HelpDesk at 317-234-HELP (4357) or 1-800-382-1095
2. **ASM Customer Service Portal** – Submit an Incident for the IOT HelpDesk.

Issue Escalation

Please follow this procedure should you need to escalate an active Incident.

Billing Issues

If you have questions about your monthly IOT Services bill, or require changes because you no longer need the service, please submit a ticket as soon as possible to get the issue resolved.
For IOT billing policy information, click here.
If you have a Pinnacle account, you can view the bill here.

Maintenance Windows

IOT's standard maintenance window for changes to occur are Sunday between 6 AM – 12 PM (noon).

Changes that affect workstations such as software pushes will begin Friday at 8pm and run until Sunday at 6pm unless otherwise noted. Others requested outside of these published windows will be approved on a case-by-case basis with necessary justification.

Service Level Objective

Typically, IOT provides Standard Support: 6am to 6pm Monday - Friday except on state holidays. After Hours Support is provided, but with reduced functionality and best effort. A few specific services have different business hours, which can be found in the specific service section in this document.

Each customer "Issue" has an assigned "**S**ervice **L**evel **O**bjective" (SLO), or the maximum amount of time the IOT staff must resolve the issue. These times range from one IOT Business Hour to five IOT Business Days (60 Business Hours). See the specific service section in this document for the associated SLO.

Note: When an Agency Partner reported issue is thought to be resolved by an IOT technician, the Agency Partner may receive an automated email indicating they have 60 business hours to verify the issue has been resolved. No reply signifies the issue was resolved to the Agency Partners satisfaction and the issue will be closed.

Project Related Work Requests

In some cases, a customer's work request may be considered outside the scope of the service defined in this catalog. In those cases, which will be identified by both IOT and the customer, an **IOT Project Request** (click here) will be completed for the requested work, and "consulting" fees over and above the services listed in this catalog may be required. The rate and estimated fees will be determined at the time of the engagement. The complexity and risk of the project will determine the IOT Project Management Office's involvement.

Exceptions to IOT Standard Technology

IOT has identified the standard technology used in each of its service offerings. But there may be cases where an Agency Partner has a legitimate requirement for a non-standard technology. In these cases, IOT management must review and approve the exception. An Exception Form in Archer (IOT's Standard Policy system) must be completed and signed by the agency head to acknowledge they will not be using IOT standards. IOT's service level objective for this service on non-standard technology will be "best effort".

IOT Services by Area

Below is a list of the current IOT services, organized by Service Area. You may click on a specific **Service Area** to go directly to the specific Service.

1. Application Development
   - Application Developers
   - Application Software Maintenance
2. Business Applications
   - Agency Liaison Program
   - Customer Relationship Management (CRM)
   - Geographic Information Systems (GIS)
   - Government Management Information Services (GMIS)
   - ITSM Work Management
   - ITSM Workflow Development
   - Microsoft Power BI
   - Oracle WebCenter Content (WCC)
   - Salesforce Enterprise License Agreement (SELA)
3. Collaboration
   - Web Collaboration
4. Communications
   - Mobile
   - Network
   - Telecommunication
   - Cloud Contact Center
5. Database
   - Database Hosting
   - Database Consulting
   - Database Size Overage
6. Data Exchange Services
   - GoAnywhere
7. Desktop
   - Adobe Products
   - Legacy Application Access
   - MS Office 365
   - SEAT (Desktop PC or Laptop)
   - Visio
   - Workstation Software Licenses

8. Hosting
   - Cloud Services
   - Oracle Application Hosting
   - Physical and Virtual Server Hosting and Management
   - Server Management
   - Racks and Rack Space
9. IN.Gov
10. IT Business Continuity
    - Disaster Recovery
    - Rack Hosting Services
11. Mainframe
12. Project Management
    - MS Project Online
13. Security
    - Baseline Security
    - Compliance Center of Excellence
    - Security Operations as a Service
14. Storage
    - Data Protection
    - Archive
    - Secure
    - Shared SAN Storage
    - VM Server Additional Storage
    - OpenText ECM
15. Appendix
    A. File Retention & Recovery
    B. IOT Data Center
    C. Minimizing Your IT Bill

IOT Services by Codes

Code #	Name	Code #	Name
1001	Seat Charge	1170CRMR	CRM Architect
1001L	Std. MS Office 365 User License	1175	Security - Baseline
1001LW	Web Productivity	1177A	Shared SAN Storage
1001ES	Web Productivity Enhanced	1177F	VM Server Additional Storage
1001KL	Complete Web Productivity	1177K	Standard File Storage
1001LE	Web Productivity Enh. Email	1177R	Archive/Cold Storage
1001LI	Identity Access	1177S	Secure File Storage
1001M	MFA Devices	1178x	Adobe Products
1020	Remote Access (Citrix)	1186	VaaS – IP Phone
1043	Telephone - Centrex	1187	Data Circuits - On Network
1044	Telephone - Remote	1188	Telecom Management Services
1049	Database Consulting Services	1189	Workstation Software Licenses
1050	Physical Server Hosting	1191	Oracle Application Hosting
1052	Virtual Server Hosting - Base	1193	Dynamics CRM Online
1052A	Virtual Server Hosting (+ CPU)	1193A	Dynamics 365 Accessories
1052B	Virtual Server Hosting (+ GB)	1193B	CRM Service Admin Fee
1053	Cloud Service Provider	1193L	CRM Systems Admin
1053A	Cloud Operations	1195	Server Management
1066	Jobs Scheduling	1196	Oracle WebCenter Content
1112	Data Circuits - Off Network	1199PR	MS Project Plan 5
1114	Database Hosting	1199PP	MS Project Plan 3
1114A	Database Size Overage 1GB+	1199P1	MS Project Plan 1
1114B	Exadata Hosting	1200F	IOT Rack Space - Floor
1117	Cellular Phone Service	1200R	IOT Rack Space - Rack
1120	GMIS HRMS Services	1201	Contracted Long Distance
1121	GMIS Financials/Hyperion	1202	800 # Service - Long Distance
1126	TSO/DSO & OCRs	1203	Misc. Telecom Services
1131	IN.Gov	1211	Microsoft Power BI
1137MP	DR Premium – Physical Server	1212	Indiana Security as a Service (ISOS)
1137MV	DR Premium – Virtual Server	1215	Compliance Center of Excellence
1137P	DR Traditional – Physical Server	1219	MS Visio
1137R	Rack Hosting Service	1221x	WebColl, Teams Audio & Conf.
1137V	DR Traditional – Virtual Server	1223	Server Maintenance (REMI)
1141	WAN Management Services	1224B	Data Protection
1153A	AGOL Level 1 (Viewer)	1225	Access IN ID Verification
1153C	ArcGIS Consulting	1227x	GoAnywhere Products
1153D	ArcGIS Desktop	1229	Teams Room Pro
1153E	AGOL Level 1 External	1232	OpenText ECM Site
1153O	ArcGIS Online Level 2 (Creator)	1232A	OpenText ECM Additional Users
1153P	Portal Level 2 (Creator)	1232B	OpenText Intelligent Capture
1153S	ArcGIS Server Instance	1232C	Open Text - Shared
1153T	GIS End-User Training	1233D	ITSM Workflow Development
1155	Network Access Services	1235	Mainframe Systems and Services
1170M	Appl. Development Maintenance	1236	SELA (Salesforce Enterprise)
1170S	Appl. Development - Senior	Liaison	Agency Liaison Program
1170CRMD	CRM Developer	Work-Mgt	ITSM Work Management
1170CRMA	CRM Administrator		
1170CRMR	CRM Architect		

IOT Services by Service Owner

Below is a list of the Service Owner along with their Services. You may click on a specific **Service Code** to go directly to the Service Area where it is described in detail. Or click on their email to send them a question.

Service Owner	E-mail Address	Services
Adkins, David	DAdkins@iot.in.gov	1200F, 1200R, 1223
Baxter, Todd	tbaxter@iot.IN.gov	1183, 1183A, 1183M, 1235
Cardwell, Marianne	MCardwell@iot.in.gov	1153A, 1153C, 1153D, 1153E, 1153O, 1153P, 1153S, 1153T
Davis, Heidi	HDavis1@iot.in.gov	1215
DeGraff, Tamara	tdegraff@iot.in.gov	Work-Mgt, 1233D
Evans, Patrick	PEvans@iot.in.gov	1117
Gibbons, Joel	JGibbons@iot.IN.gov	1120, 1121
Hicks, Mike	MHicks@iot.in.gov	1043, 1044, 1186, 1188, 1201, 1202, 1203, 1221x
Hogsed, Ben	bhogsed@iot.in.gov	1178x, 1189, 1219, 1229
Jain, Hemant	HJain@iot.IN.gov	1175
Jenkins, Larry	LJenkins@iot.in.gov	1193, 1193A, 1193B, 1193L, 1211, 1227, , 1170M, 1170S, 1170CRMA, 1170CRMD, 1170CRMR, 1236
Khan, Faisal	FKhan2@iot.in.gov	1049, 1114, 1114A, 1114B, 1191, 1196, 1232, 1232A, 1232B, 1232C
Knotts, Wade	WaKnotts@iot.IN.gov	Liaison
Larimer, Emily	ELarimer1@iot.IN.gov	1137MP, 1137MV, 1137P, 1137R, 1137V
Littrell, Jason	jlittrell@iot.in.gov	1001, 1001L, 1001LW, 1001ES, 1001KL, 1001LE, 1001LI 1001M, 1014
Lubsen, Graig	GLubsen@iot.in.gov	1225
Neuenschwander, Dan	DNeuenschwander@iot.in.gov	1126
Sandstrom, Kelly	ksandstrom@iot.in.gov	1199PP, 1199PR, 1199P1
Soel, Mike	msoel@iot.in.gov	1052, 1052A, 1052B, 1052D, 1177A, 1177F, 1177K, 1177R, 1177S, 1224B
Stahl, Ben	BStahl@iot.in.gov	1053, 1053A
Stipe, John	JStipe@iot.in.gov	1155
Strahl, Jeff	jstrahl@iot.IN.gov	1212
Summitt, Derek	DSummitt@iot.IN.gov	1112, 1141, 1187
Walden, Tucker	tucwalden@iot.in.gov	1020, 1050, 1195
White, Mike	MWhite1@iot.in.gov	1131

Service Responsibilities Definition

IOT has developed a RACI Matrix to help their Agency Partners, their Supplier Partners and IOT better understand their specific responsibilities for each of IOTs service offerings. Each service offering described in this document will contain the appropriate portion of that RACI Matrix. Please review that information before requesting the service to make sure you understand your specific responsibilities for the service.

RACI Codes:
The following are the Codes used to indicate specific responsibilities.

Code	Roles	Definition
R	Responsible	Person or People responsible for correct execution - getting the job done.
A	Accountable	Person who has ownership of quality and the end result. Only one person can be accountable for each activity.
S	Supportive	Person that provides additional resources to conduct the work or plays a supportive role in implementation.
C	Consulted	People who are consulted and whose opinions are sought. They have involvement through input of knowledge and information.
I	Informed	People who are kept up to date on progress. They receive information about process execution and quality.
V	Verifies	Person or group that checks whether the acceptance criteria have been met.
O	Signs Off	Person who approves the decision and authorizes the product handover.

Example:

Responsibility   R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
MS Power BI			
Creating and publishing content to Power BI service	RA		
Granting/revoking access to Power BI workspaces, content, data	RA		
Tenant-level configuration, administration, and hygiene of Power BI Service	I		RA
Gateway and workspace provisioning	R		RA
Gateway monitoring, management and administration	RA		R
Cloud Service Provider Relationship			RA
Billing Management			RA
Reactive break/fix of service features	I	RA	I
Service Health and availability		RA	

Application Development

Purpose

IOT Application Development specializes in custom application development for specific customer needs. We design and develop tailored-fit solutions to deliver maximal outcomes leveraging new technologies and adopting best practices. Our custom software development services enable robust digital transformation. Areas of specialization include Full-Stack Software Development, Mobile App Development, Cloud-Native Development, and Legacy Application Modernization.

Name	**Application Developer - Senior**
Code	1170S
Purpose	Experienced Senior Software Full-Stack Developer.
Rate	$129.00 / Hour

Name	**Application Maintenance**
Code	1170M
Purpose	Covers bug fixes and minor tweaks to the code.
Rate	$1,000 / Month

Name	**CRM Architect**
Code	1170CRMR
Purpose	Oversees the design, testing, code review, implementation, and administration of an IOT deployed CRM.
Rate	$187.50 Per Hour

Name	**CRM Administrator**
Code	1170CRMA
Purpose	This non-coding role assists in day-to-day CRM operations and in-platform customizations.
Rate	$131.25 Per Hour

Name	**CRM Developer**
Code	1170CRMD
Purpose	CRM Developers can customize and apply code changes to an IOT deployed CRM.
Rate	$156.25 Per Hour

Standard   All IOT development is done in iOS, Android, and .NET.

Responsibility   R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Gather Requirements	A		R
Develop Service Order Form (SOF) or MOU	RA		RA
Complete SOF or MOU	A		R
Approve SOF or MOU	A		R
Attend SPRINT Meetings	RA		RA
Develop Application			RA
Perform Homework	RA		
Participate in QA & UA Testing	RA		
Deploy Application into Production			RA

Service Owner   Jenkins, Larry   [Click here to send the Service Owner a Message](#)

SLO

    Request: A Project Charter is developed between IOT and the Agency Partner for each new application. The Project Charter will include a schedule for development, testing, and production implementation. Once the Project Charter has been established, the implementation plan will be provided.

    Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

    Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority   Medium / Low

Usage   Currently 42 applications in use by 16 agencies, with 20 applications in the queue.

Reports   The Project Charter will include a schedule for periodic progress reports for the Agency Partner. Once the application is in production, monthly usage reports by agency will be posted.

Order   Click here to request this service.

Cancel   Click here to cancel your existing service.

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Business Applications

This section contains information for the following services:

- CRM
- Oracle WCC
- Liaison
- Work-Mgt
- Workflow
- MS Power BI
- Salesforce Enterprise License Agreement (SELA)
- GIS
- GMIS

1. CRM, Oracle WCC, Liaison, ITSM, Power BI, SELA

Name	**Dynamics 365 CRM Online**
Code	1193
Purpose	Customer Relationship Management (CRM) software that utilizes an extended relationship management that is hosted in the Microsoft Government cloud.
Included	Dynamic CRM Online is licensed per user, per year. Enterprise Plan 1 licenses that are purchased will be passed to the Agency Partner by IOT.
Not Included	Team member licenses (must be procured by agencies).**Dependencies** Network Services
Rate	Pass Through
	MS CRM license + IOT user administration/update fee.
Standard	Dynamics 365
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Environment and portal provisioning	C		RA
Environment administration, configuration, and hygiene	RA		C
Mailbox synchronization approval	RA		R
Contract negotiation and vendor management			RA
Billing Management			RA
Development and deployment of applications and solutions	RA		
Reactive break/fix of service features	I	RA	I
Service Health and availability		RA	
User management and license assignment	RA		R
Security model and user authorization	RA		
Tenant hygiene such as underutilized & orphaned applications	I		RA
Tenant-level configuration consistent with state's Tier 1 stds	I		RA
Major incident notification and management	I	RA	S
Release management, testing, and apply upgrades	R	RA	S

Service Owner	Jenkins, Larry	[Click here to send the Service Owner a Message](#)
SLO	**Request**	Access within 3 business days
	Availability	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	650+ named users	
Reports	Statewide Monthly IOT Service Performance Reports can be found [here](#).	
Order	Click [here](#) to request this service.	
Cancel	Click [here](#) to cancel your existing service.	

Name	**Dynamics 365 Accessories**
Code	1193A
Purpose	Accessory services or products associated with Dynamics 365 that Agency Partners can procure.
Included	Agency Partners who leverage Dynamics 365 can choose a variety of options from the Microsoft Dynamics 365.Please visit MS Dynamics 365 page (https://dynamics.microsoft.com/en-us/).
Not Included	N/A
Dependencies	Network Services
Rate	Pass Through (monthly / service or product)
Standard	
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provisioning of add-on features in tenant			RA
Administration and configuration of add-on feature	RA		
Technical Support for MS Products		RA	

Service Owner	Jenkins, Larry	Click here to send the Service Owner a Message
SLO	**Request**	Procured through vendor.
	Availability	Microsoft Dynamics 365 SLAs
	Incident	N/A
Impact/Priority	High / High	
Usage	20,000+	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**CRM Service Admin Fee**
Code	1193B
Purpose	Low Code/No Code Services Admin Fee. Ask the Salesforce Center of Excellence (CoE) or the Microsoft Power Platform CoE for more information.
Rate	$4.63/license per user
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provisioning of add-on features in tenant			RA
Administration and configuration of add-on feature	RA		
Technical Support for MS Products		RA	

Service Owner	Jenkins, Larry	Click here to send the Service Owner a Message
SLO	**Request**	Access within 3 business days

Name	**CRM Systems Administrator**
Code	1193L
Purpose	Implements changes and provides maintenance to the standard low/non-coding platforms, little to no coding required. Ask the Salesforce Center of Excellence (CoE) or the Microsoft Power Platform CoE for more information.
Rate	$135/hr

Responsibility   R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provisioning of add-on features in tenant			RA
Administration and configuration of add-on feature	RA		
Technical Support for MS Products		RA	

Service Owner	Jenkins, Larry	[Click here to send the Service Owner a Message](#)
SLO	**Request**	Access within 3 business days

Name	**Oracle WebCenter Content (WCC) –**
	This product is being deprecated. The new product is 1232 – OpenText.
Code	1196
Purpose	Oracle WebCenter Content provides agencies with a secured solution for storing, indexing, retrieving and managing content. This optionally includes document capture through Enterprise Capture, document conversion through Inbound Refinery, document retention through Universal Records Management and document routing through Business Process Management.
Included	Includes infrastructure required to host services, database storage, Oracle software licensing, and disaster recovery.
Not Included	Application-level administration and any software components required for unique agency requirements.
Dependencies	Hosting Services, Storage Services, Database Services
Rate	$1.86 Per Month Per GB
Standard	Oracle WebCenter

Responsibility   R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Design of Application Model	RA		
Daily Application-Level Administration	RA		
Unique Software Components	RA		
Infrastructure Support			RA
Infrastructure Maintenance			RA
Technical Support for Oracle Products		RA	

Service Owner	Khan, Faisal	Click here to send the Service Owner a Message
SLO	**Request**:	Project based
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	35,000 GB	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Agency BRM Program**
Code	Liaison
Purpose	The IOT Agency BRM Program, which began in Q1 2016 as the Agency Liaison Program, is a free service offered to any IOT supported agency to help improve their business relationship with IOT. A dedicated IOT Liaison meets with the participating agency contact(s) monthly to discuss topics including, but not limited to:
Included	

1. Agency Roadmap Review

2. IT Project Review (Agency and IOT projects that are inflight or upcoming)

3. IT System Changes (near-term, IOT's and agency)

4. Service Improvements (what the agency thinks IOT can do better)

5. IOT's Monthly Performance Reports (agency specific and statewide)

6. IOT's Monthly Bill (make sure the agency understands their bill, and help them minimize it)

7. Issue Escalation (help with issues not getting resolved per / standard protocol)

8. IT Security (discuss current issues and upcoming programs)

9. IOT's Services Catalog (contains information regarding IOT's 100+ services and rates)

10. IT Training Availability and Needs Review

Not Included	This service does not replace the IOT Helpdesk as the point-of-contact for issues and services.
Dependencies	NA
Rate	No Charge
Standard	NA
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provide Monthly IOT Performance Reports	I		RA
Meet Monthly	R		A
Record Meeting Notes in Salesforce			RA
Work with IOT Mgt to Resolve Any Issues	I		
Strategic Intake	I		RA

Service Owner	Knotts, Wade Click here to send the Service Owner a Message.
SLO	NA
Impact/Priority	High / High
Usage	80 agencies are currently participating in this program.
Reports	Agency Specific and Statewide Monthly IOT Service Performance Reports IOT monthly bill, IOT Change Management System (CMR Report).
Order	Click here to request this service.

Name	**ITSM Workflow Development**
Code	1233D
Purpose	ITSM Workflow Development is used in business processes to automate manual processes and create an improved and more efficient workflow.
Included	An automated business process workflow designed and supported in the IOT ITSM system.
Not Included	Documentation of the current business process.
Dependencies	NA
Rate	Due to converting to ServiceNow, pricing has not been determined
Standard	Workflow Development is dependent on customers' needs and requirements.
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Document/improve Internal Business Processes	CVO		RA
Create Partitions	CVO		RA
Establish Initial & Maintain Structure (cats, queues, etc.)	CVO		RA
Manage Accounts (add, remove, change)	CVO		RA
Create Portal Screens for User Submissions	CVO		RA
Create Agency Specific Call Screens	CVO		RA
Develop and Provide Application Training	CVO		RA
Develop and Run Metric & Usage Reports	I		RA
Perform System Management/Maintenance	I	I	RA
Interface with Alemba for Enhancements & Issues			RA
Develop Automated Interaction Process for Vendors		CVO	RA
Interface with IOT App Dev for Process Development			RA

Service Owner	**Tamara DeGraff** Click here to send the Service Owner a Message
SLO	**Request**: Respond to an Agency Partner request within 3 business days
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	Depends upon the purpose of the Workflow.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**ITSM Work Management**
Code	Work-Mgt
Purpose	ServiceNow is a work management tool that includes the following services: Incident Management, Request Management, Problem Management, Change Management, Knowledge Management, Asset Management, Inventory lifecycle, Workflow, Self-Service Portal, and Service Level Management.
Included	
Not Included	
Dependencies	A computer with state network access.
Rate	Due to converting to ServiceNow, pricing has not been determined
Standard	ASM is currently being transitioned to ServiceNow..
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Flowcharting Existing Business Process w/Integrations	R		RA
Identify Goals	R		RA
Capture Data Needed at Each Point of the Process	I		RA
Design Form to Capture Data	I		RA
Determine Ways to Automate Current Process	I		RA
Provide Environment for Testing	R		RA
Assist with Go-Live Communications	R		RA

Service Owner	Tamara DeGraff	Click here to send the Service Owner a Message
SLO	**Request**:	Initial meeting will be held by the Agency Partner and IOT Application Admin. An installation/training plan will be established after the Agency Partner determines the solution will meet their needs.
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
	Incident:	90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**MS Power BI**
Code	1211
Purpose	IOT has negotiated and holds the master accounts with our Cloud Service Providers (Microsoft Azure and Amazon Web Services as of this publication) and manages the overall account structure. Product fees are passed through to the Agency based on consumption of licenses and resources.
Included	This service is a pass through of actual CSP consumption related to the Power BI product suite.
Not Included	
Dependencies	There are no dependencies on this service, however it can be purchased in addition to any other IOT services.
Rate	Pass Through - As billed by the CSP
Standard	MS Power BI
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Creating and publishing content to Power BI service	RA		
Granting/revoking access to Power BI workspaces, content, data	RA		
Tenant-level configuration, administration, and hygiene of Power BI Service	I		RA
Gateway and workspace provisioning	R		RA
Gateway monitoring, management and administration	RA		R
Cloud Service Provider Relationship			RA
Billing Management			RA
Reactive break/fix of service features	I	RA	I
Service Health and availability		RA	

Service Owner	Jenkins, Larry	Click here to send the Service Owner a Message
SLO	**Request**	IOT will work with the agency contact to make the Power BI resources available as soon as is practicable.
	Availability	N/A
	Incident	N/A
Impact/Priority	**Impact** N/A	
	Priority N/A	
Usage	N/A – New Product	
Reports	Monthly Billing Statement.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

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Name	**Salesforce Enterprise License Agreement (SELA)**
Code	1236
Purpose	Agencies will use this code set for their Salesforce Enterprise License Agreement (SELA) annual subscription and supplemental SELA purchases – including add-on software licenses, professional services, training, and IOT & MPH Centers for Excellence (CoE) administration.

SELA subcodes:

- **1236S – Annual Subscription**
  - Description: Agencies will use this code to renew their product license subscription annually. The amount charged will be determined by the agency's product and services footprint.

- **1236L – Add-On Licenses**
  - Description: Agencies will use this code to procure new product licenses anytime throughout the year. These new add-on licenses will be included in the agency's annual subscription (1236S) during the subsequent renewal period. Add-On License costs are set forth by the SELA Add-On Rate Card. IOT and MPH CoEs will provide cost guidance to agencies.

- **1236T – Training**
  - Description: Agencies will use this code to procure product training. Training costs vary depending on product, type of course, and supporting customer success programs. IOT and MPH CoE will provide cost guidance to agencies.

- **1236P – Professional Services**
  - Description: Agencies will use this code to procure professional services (ProServ). ProServ costs vary depending on product and roles needed. ProServ costs are set forth by the SELA ProServ Rate Card. IOT and MPH CoEs will provide cost guidance to agencies.

- **1236A – Admin Fee**
  - Description: IOT/MPH to add small 2% license margin to cover SELA administration & CoE program costs

Included	The SELA includes the following four products: Salesforce Core CRM, MuleSoft API Management, Tableau Data Analytics & Reporting, and Marketing Cloud. The SELA also includes opportunities for product training, professional services, and customer success programming.
Not Included	N/A
Dependencies	Network Services, Identity Management Services, CRM Services, Data Exchange Services
Rate	Pass Through, various rates based on product license and service types
Standard	Salesforce (Core CRM, MuleSoft, Tableau, Marketing Cloud)

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Collect all required information for purchase	RA	IC	IC
Product and services Request Form submission	RA	I	I
Product and services request review	I	IC	RA
Product and services quote	I	RA	I
Review and approval of quote	RAVO	I	I
IOT Software Request Form submission	RA	I	I
Procurement Form (ProServ & Training) submission	VO	I	RA
Requisition for products and services	I	I	RA
Review and approval of requisition	RAVO	I	I
PO for products and services	IV	I	RA
Product and services delivery with notification	VO	RA	I

Service Owner	Jenkins, Larry	Click here to send the Service Owner a Message
SLO	**Request**	SELA product and services request form
	Availability	Various availability based on the product license and service types.
	Incident	Various incident response protocols and support programs based on the product license and service types
Impact/Priority	High / High	
Usage	Enterprise-wide agency users, external entity users, and constituent users	
Reports	Statewide Monthly IOT Service Performance Reports can be found here	
	Monthly Billing Statement.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

2. GIS *(Geographic Information Systems)*

General

GIS is a technology and a practice that connects computer-based maps and databases so that "where" questions can be answered to inform public policy and action. For example, GIS helps state agencies better understand:

- Where are the best sites in Indiana to accommodate a specific industrial plant?
- Where should disaster-response resources be deployed to be most effective?
- Where should "quarantine" zones be established to protect healthy livestock from diseased animals?
- Where has invasive pest activity been observed?

GIS efforts within Indiana state agencies are governed by IC 4-23-7.3, Indiana GIS Mapping Standards that created an Indiana Geographic Information Office (GIO) and assigned specific responsibilities to that office. Per statute, the GIO will "function as the chief officer for GIS matters for state agencies." This function has evolved to include managing the provision and operation of GIS server and desktop software for all state agencies.

In order to recover costs for managing the provision and operation of GIS server and desktop software, a number of ArcGIS offerings are provided.

Name	**ArcGIS Online (AGOL) Level 1 (Viewer)**
Code	1153A
Purpose	AGOL Level 1 (Viewer) grants read-only access for the following provided services: ArcGIS SaaS solution, Imagery services, GIS Data Storage, and AGOL's COTS suite of applications.
Included	One Read-Only named user of ArcGIS Online (AGOL) for one fiscal year, access to one ArcGIS Online Organization. Product support.
Not Included	N/A.
Dependencies	N/A
Rate	$10.00 Per Month Per Named User
Standard	Esri
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Develop SOF	VO		RASCI
Complete SOF	RAVO		C
Approve SOF	RAVO		CI
Configure user account for access	I	S	RAS
Support for ArcGIS Online Access		C	RA
Technical Support for Esri Products	RASC	RA	RASC

Service Owner	GIO Click here to send the Service Owner a Message
SLO	**Request**: Access within 3 business days
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	650+ named users
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Monthly IOT Billing Statement.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

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Name	**GIS Consulting**
Code	1153C
Purpose	GIS Consulting provides services to assist state agencies with creating/improving GIS capabilities specific to their agency business needs. This service also allows for pass through costs related to 3rd party vendor engagement.
Included	Consultant
Not Included	N/A
Dependencies	N/A
Rate	$100 Per Hour
Standard	ArcGIS
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Establish project scope	RAO	SC	SCV
Establish level of effort	CIVO	SC	RA
Develop SOF	VO		RASCI
Complete SOF	RAVO		C
Approve SOF	RAVO		CI
Provide solution	IVO	RAC	RASC
Plan for phased support if needed	IVO	RAC	RASC
Plan for technical support if needed	IVO	RAC	RASC

Service Owner	GIO	Click here to send the Service Owner a Message.
SLO	**Request:**	90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	3,500 users for GIS Desktop and growing slowly.	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	Open-LM for License Usage	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**ArcGIS Desktop**
Code	1153D
Purpose	ArcGIS Desktop provides the following applications: ArcGIS Pro and Imagery services, GIS Data access, GIS Data Backup and DR, ArcGIS Enterprise Datastore, and ArcGIS Client Licensing.
Included	One installation of ArcGIS Pro software for one fiscal year and the following extensions: ArcGIS 3D Analyst, ArcGIS Data Reviewer, ArcGIS Geostatistical Analyst, ArcGIS Network Analyst, ArcGIS Publisher, ArcGIS Schematics, ArcGIS Spatial Analyst and ArcGIS Workflow Manager. Also includes product support.
Not Included	N/A
Dependencies	N/A
Rate	$36.00 Per Month Per User
Standard	ArcGIS
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Develop SOF	VO		RAS
Complete SOF	RAVO		C
Approve SOF	RAVO		CI
Integration & Installation of Solution	I		RA
Support for ArcGIS Online Access (Pro)	I	C	RA
Technical Support for Esri Products	CI	RASC	RSC

Service Owner	GIO	Click here to send the Service Owner a Message.
SLO	**Request:**	90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	3,500 users for GIS Desktop and growing slowly.	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	Monthly IOT Billing Statement.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**AGOL Level 1 External (External Viewer)**
Code	1153E
Purpose	AGOL Level 1 External (External Viewer) grants read-only access for the following provided services: ArcGIS SaaS solution, Imagery services, GIS Data Storage, and AGOL's COTS suite of applications.
Included	One Read-Only named user of ArcGIS Online for one fiscal year, access to one ArcGIS Online Organization. Product support.
Not Included	N/A.
Dependencies	N/A
Rate	$10.00 Per Month Per Named User
Standard	Esri
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Develop SOF	VO		RASCI
Complete SOF	RAVO		C
Approve SOF	RAVO		CI
Configure user account for access	I	S	RAS
Support for ArcGIS Online Access		C	RA
Technical Support for Esri Products	RASC	RA	RASC

Service Owner	GIO	Click here to send the Service Owner a Message
SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	100+ named users	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	Monthly IOT Billing Statement.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**ArcGIS Online Level 2 (Creator)**
Code	1153O
Purpose	ArcGIS Online Level 2 (Creator) provides the following applications: ArcGIS SaaS solution with creator level access, Imagery services, GIS Data Storage, and AGOL's COTS suite of applications.
Included	One named user for ArcGIS Online Level 2 (Creator) for one fiscal year, access to one ArcGIS Online Organization access to the credits associated with that ArcGIS Online Organization, access to COTS solutions included in ArcGIS Online. Also includes product support.
Not Included	N/A
Dependencies	N/A
Rate	$19.00 Per Month Per User
Standard	ArcGIS
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Develop SOF	VO		RASCI
Complete SOF	RAVO		C
Approve SOF	RAVO		CI
Configure user account for access	I	S	RAS
Support for ArcGIS Online Access	I	C	RA
Technical Support for Esri Products	CI	RASC	RSC

Service Owner	GIO	Click here to send the Service Owner a Message.
SLO	**Request:**	90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	3,500 users for GIS Desktop and growing slowly.	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	Monthly IOT Billing Statement.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Portal Level 2 (Creator)**
Code	1153P
Purpose	Portal Level 2 (Creator) provides access for the following applications: ArcGIS Enterprise Portal Access, GIS Data Storage, GIS Data Backup and DR, COTS suite of solutions.
Included	One named user with creator-level privileges of ArcGIS Portal for one fiscal year, access to one ArcGIS Portal Organization. Also includes product support.
Not Included	N/A.
Dependencies	N/A
Rate	$19.00 Per Month Per Named User
Standard	Esri
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Develop SOF	VO		RASCI
Complete SOF	RAVO		C
Approve SOF	RAVO		CI
Configure user account for access	I	S	RAS
Support for ArcGIS Online Access	I	C	RA
Technical Support for Esri Products	CI	RASC	RSC

Service Owner	GIO Click here to send the Service Owner a Message
SLO	**Request**: Access within 3 business days
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	650+ named users
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Monthly IOT Billing Statement.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**ArcGIS Enterprise (Server) Instance**
Code	1153S
Purpose	ArcGIS Enterprise (Server) Instance provides ArcGIS Enterprise software and licensing for installations on the Agency GIS Infrastructure.
Included	Includes: Access to ArcGIS Server, Portal and Datastore software, and provisioning files for licensing ArcGIS Enterprise sites that are installed in agency environments outside the GIO Structure.
Not Included	N/A
Dependencies	N/A
Rate	$500.00 Per Month
Standard	Esri
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Develop SOF	VO		RASCI
Complete SOF	RAVO		C
Approve SOF	RAVO		CI
Acquisition of Server Configured for ArcGIS	RA		RAC
Coordinate Software Install w/Appropriate IOT Server	RACV	S	RACV
Support for ArcGIS Server Software Access			RA
Creation of Provisioning License File		S	RA
Technical Support for Esri Products	CI	RASC	RSC

Service Owner	GIO	Click here to send the Service Owner a Message
SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	1 server license and install per Physical or VM Server.	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	Monthly IOT Billing Statement.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**GIS End-User Training**
Code	1153T
Purpose	GIS End-User Training provides technical training to end -users to improve their GIS skills in ArcGIS Desktop, ArcGIS Pro, and more.
Included	Includes: One seat to in-person technical training with a State of Indiana- preferred GIS training partner or provider (certificate of completion provided following training).
Not Included	N/A
Dependencies	Some pre-requisite course may be recommended for the Intermediate and Advanced courses
Rate	Pass Through - Varies based on the material and duration of class.
Standard	ArcGIS
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Develop SOF	VO		RASCI
Complete SOF	RAVO		C
Approve SOF	RAVO		CI
Generate invoice (external trainees only)			RA
Process payment (external trainees only)			RA
Computer with Network Access	RA	V	V
Trainer		RA	RA
Completion Certificates and Surveys	RA	RA	CI

Service Owner	GIO	Click here to send the Service Owner a Message.
SLO	**Request:**	90.0% of Installs within 3 IOT Business Days (6am-6pm, M-F excl. Holidays)
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90.0% resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	3,500 users for GIS Desktop and growing slowly.	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	Monthly IOT Billing Statement.	
	Open-LM for License Usage	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

3. GMIS (Government Management Information Services)

General:

This is the state's ERP system. The Auditor of State (COMP) allocation for HR and Financial Services are determined at the beginning of the fiscal year for the entire year: Major changes in cost/allocation from year to year are discussed at the annual COMP/SBA Town Hall. The allocation is calculated as follows:

HR: Agency percentage of total cost = agency percentage of state employees.

Finance: Agency percentage of subset of transactions over past 12 month period from the following modules:

General Ledger, Accounts Payable, Purchasing, Inventory, Project Costing, Grants Management,

Order Management, Billing Receivables, Assets and Travel Expense.

General: These services are associated with the Oracle PeopleSoft Application. PeopleSoft is comprised of 115+ modules. Various support levels are provided for a subset of these modules.

Sponsors: The key agencies that provide direction/support are: COMP, IDOA, SBA, SBoA, SPD, IOT and TOS.

Name	**GMIS Human Resources Management**
Code	1120
Purpose	PeopleSoft HCM is the State's official data record management for all state employees' employment and payroll. This service, governed by COMP and SPD and supported by GMIS, includes labor, hardware, software, module rollouts, Agency Partner training, upgrades, issue resolution and ongoing support for the PeopleSoft HR modules. The optional UKG Pro Workforce Management (WFM) tool provides agencies with traditional timeclock features that feed data into the PeopleSoft application.
Included	IOT's GMIS (Government Management Information Systems) team provides technical and application support for business enterprise applications serving more than 180 State of Indiana agencies. The enterprise applications we support include PeopleSoft Financials, PeopleSoft Human Resources, PeopleSoft Payroll and Absence management, UKG Pro Workforce Management (WFM) and Oracle's Planning and Budgeting Cloud Service (PBSC)
Not Included	N/A
Dependencies	N/A
Rate	Monthly / Headcount
Standard	PeopleSoft from Oracle
	UKG Pro Workforce Management (WFM) from UKG

Responsibility   R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Desktop, Internet connection to access PeopleSoft	RA		SC
Compliance with State Business Process Owners Requirements	RA		SC
Use ITSM System for Issues and work / project requests	RA		SC
Perform User testing when required	RA		SCIVO
Utilize ESC for Reqmts/Customization Requests	RA		SCIVO
Agency timely mgt of user accounts and workflow access	RA		SCIVO
Engage ESC & GMIS for ERP Related Projects	RA		SCIVO
Sharing 3rd Party Vendor Costs with ESC	RA		CV
Provide/Support Infrastructure for GMIS Application			RASI
Provide/Support Infrastructure for GMIS Web Services			RASI
Provide/Support Infrastructure for GMIS Oracle Database			RASI
Provide/Maintain PeopleSoft Access			RASIV
Hardware kept current and monitored			RASCIV
Software infrastructure applications are kept current			RASIVS
PeopleSoft Update Management (PUM)- yearly			RASCIVO
SLA for problem resolution 90%			RASV
Support for Oracle Hyperion Module			RASCIVO
Support for PS HCM Module			RASCIVO
Support for PS Financial Modules			RASCIVO

Owner	Gibbons, Joel	Click here to send the Service Owner a Message.	
SLO	**Request:**	Request Dependent	
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)	
	Incident:	90.0% Resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)	
Impact/Priority	High / High		
Usage	34,517 HRMS. Consistent usage year to year.		
Reports	Statewide Monthly IOT Service Performance Reports can be found here.		
	"Dashboard" for year-end financial management		
Order	Click here to request this service.		
Cancel	Click here to cancel your existing service.		

Name	**GMIS Financial and Hyperion**
Code	1121
Purpose	. PeopleSoft Financial is the State's official data record for all state financial transactions. Oracle Planning and Budgeting Cloud Service (PBSC) is the Budget agency's budgeting tool to prepare State Agencies Budgets.
Included	This service, provided by IOT, includes labor, hardware, software, module rollouts, Agency Partner training, upgrades, issue resolution, and ongoing support for PeopleSoft Financials. The "Core" modules are sponsored by the COMP and SBA and are mandatory for all state agencies.
	The percentage of the GMIS budget used to support these services is allocated to agencies based on the number of transactions for the previous 12 months.
	IOT's GMIS (Government Management Information Systems) team provides technical and application support for business enterprise applications serving more than 180 State of Indiana agencies. The enterprise applications we support include PeopleSoft Financials, PeopleSoft Human Resources, PeopleSoft Payroll and Absence management, UKG Pro Workforce Management (WFM) and Oracle's Planning and Budgeting Cloud Service (PBSC).
Not Included	N/A
Dependencies	N/A
Rate	COMP Allocation – Monthly / Transaction
Standard	PeopleSoft and Planning and Budgeting Cloud Services from Oracle

Responsibility   R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Desktop, Internet connection to access PeopleSoft	RA		SC
Compliance with State Business Process Owners Requirements	RA		SC
Use ITSM System for Issues and work / project requests	RA		SC
Perform User testing when required	RA		SCIVO
Utilize ESC for Reqmts/Customization Requests	RA		SCIVO
Agency timely mgt of user accounts and workflow access	RA		SCIVO
Engage ESC & GMIS for ERP Related Projects	RA		SCIVO
Sharing 3rd Party Vendor Costs with ESC	RA		CV
Provide/Support Infrastructure for GMIS Application			RASI
Provide/Support Infrastructure for GMIS Web Services			RASI
Provide/Support Infrastructure for GMIS Oracle Database			RASI
Provide/Maintain PeopleSoft Access			RASIV
Hardware kept current and monitored			RASCIV
Software infrastructure applications are kept current			RASIVS
PeopleSoft Update Management (PUM)- yearly			RASCIVO
SLA for problem resolution 90%			RASV
Support for Oracle Hyperion Module			RASCIVO
Support for PS HCM Module			RASCIVO
Support for PS Financial Modules			RASCIVO

Owner   Gibbons, Joel   Click here to send the Service Owner a Message.
SLO   **Request:**   Request Dependent
                     Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
                     Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority High / High

Reports   Statewide Monthly IOT Service Performance Reports can be found here.
                     "Dashboard" for year-end financial management
Order   Click here to request this service.
Cancel   Click here to cancel your existing service.

Collaboration

Name	**Web Collaboration**
Code	1221 (**B**asic, **E**, **V** and **Z**)
Purpose	Web Collaboration Services available via WebEx or MS Teams or ZoomGov, both of which enable virtually-hosted business meetings via the Internet using a browser or desktop client..

WebEx Basic (1221) supports a maximum of 1,000 participants with 200 using video, while **WebEx Enhanced** (1221E) supports a maximum of 3,000 participants and includes a toll-free number for joining meetings. This service is priced per user per month and includes the integrated Audio Bridge Conference service that is activated with the WebEx service. Use of the WebEx Enhanced toll-free number is priced $0.10 per user per minute.

MS Video (V) supports SIP video address dialer in Microsoft Teams which is a WebEx Video Integration with Microsoft Teams that enables calling into Microsoft Teams meetings from Cisco and SIP – capable video devices. This integration enhances the experience on video supported devices when they join Microsoft Teams meetings hosted within your organization.

ZoomGov (1221Z) supports a maximum of 1,000 participants (and 50,000 in Webinar). Includes a Toll-Free number and ZoomRoom. This service is priced per user per month and includes the integrated Audio Bridge Conference service that is activated with the ZoomGov service.

The price includes free long-distance communication during WebEx or ZoomGov meetings for all users calling into the conference from a State of Indiana Voice as a Service (SoI VaaS) phone, MSTV (Teams Voice), computer Voice over IP (VoIP), or a cellular phone.

Included	Service, Maintenance, License, Contract Negotiation, Competitive Rates, Managed Service
Not Included	Desktop or Laptop
Dependencies	Hosting Services with Storage Services
Rate	1221B - WebEx Basic $11.11 / Month / Account
	1221E - WebEx Enhanced $45.00 / Month / Account
	- WebEx Enhanced Toll-Free $0.10 / Minute / Participant
	1221V - MS Video $12.45 / Month / Account
	1221Z - ZoomGov $19.17 / Month / Account
Standard	WebEx Meeting Center (up to 1000 participants), ZoomGov (up to 1000 participants), or MS Teams (up to 250 participants); contact Service Owner for more options.
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Computer with Network Access	RAVO	I	CI
Contract Negotiations	SCI	RSCV	RASCVO
Manage Admin Portal and Sites	I	RSCV	RASCVO
Monitor Admin Portal and Sites	I	RSCV	RASCVO
Perform System Management/Maintenance	I	RSCV	RACVO
Provide Desktop Application	I	RSCV	RASCVO
Perform Desktop Application Upgrades	I	RSCV	RASCVO
Provide Technical Support	I	RSCV	RASCVO
Develop and Provide Application Training	I	RSCV	RASCVO
Provide Accurate Monthly Invoice	IV	RSCV	RASCVO
Provide Access to Service	I	RSCV	RASCVO
Submit Ticket for New Accounts and Disconnects	RAVO	I	SCIV
Audit Billing	RAVO	I	SCIV

Service Owner   Hicks, Mike   Click here to send the Service Owner a Message

SLO   **Request**:   90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)

    Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

    Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority   High / High

Usage   ~ $1556,000 annually

    230 users of Zoom Workplace, 97 users of Zoom Rooms, 327 users of ZoomGov.

Reports   Statewide Monthly IOT Service Performance Reports can be found here.

    Monthly Agency Partner Billing and Usage Reports

Order   Click here to request this service.

Cancel   Click here to cancel your existing service.

Communications

This section contains information for the following types of services:
- Mobile
- Network
- Telecommunications

Mobile

Name	**Cellular Phone Service**
Code	1117
Purpose	Account for Mobile Phone billing
Included	Contract negotiation, vendor management, billing management.
Not Included	End-user devices
Dependencies	N/A
Rate	Pass-Through - Variable depending on service purchased.
Standard	IOS/Android hardware through Verizon, AT&T, or T-Mobile.
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Enterprise Mobility Management/Mobile Device Mgt (MDM)	SI	C	RA
Enterprise Mobility Management/MDM device registration	R	CI	A
Enterprise Mobility Management/Mobile App Mgt (MAM)	CI	RC	RA
Enterprise Mobility Management/Mobile security assurance	A	C	R
Enterprise Mobility Management/Retired devices processing	RA	RI	S
Service Management/Order new lines of service	R	A	V
Service Management/Billing services	CI	S	RA
Service Management/Billing payment remittance	R	A	S
Service Management/Service provider management	I	C	RA
Service Management/Collective service rates management	CI	R	RA
Service Management/Service level agreement management	I	RA	SO
Service Management/Cellular network services	I	RA	SO
End-User Support/Mobile device usability support	CVO	S	RA
End-User Support/Enterprise application support	SC	C	RA
End-User Support/Cellular activation support	RO	RA	SV

Service Owner	Evans, Patrick Click here to send the Service Owner a Message.
SLO	**Request**: N/A
	Availability: N/A
	Incident: N/A
Impact/Priority	High / High
Usage	14,027 devices
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Network

Name	**Remote Access (Citrix)**
Code	1020
Purpose	Remote connectivity for users who are authorized to use applications on the state private network.
Included	The approved Citrix application access and Citrix client support.
Not Included	Virtual desktops. PC local application support
Dependencies	1052 (Virtual server hosting), 1177a (SAN), 1187(Data Circuits), 1155 (Network AS)
Rate	$19.62 Per Month Per Named User
Standard	Citrix XenApp Server 7.x hosting current and approved MS Windows applications.
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Computer or Tablet with Network Access	RA		
Current MS Windows OS	RA		
Citrix Client Version Approved & Supported by IOT	RA		
Reliable Network	RA		
Licensing for Published Applications	RA		
Maintain Citrix Environment			RA
Supportable Connectivity			RA
Approved/Supportable Applications			RA
Core Citrix Product Support		RA	

Service Owner	Walden, Tucker Click here to send the Service Owner a Message.
SLO	**Request**:
	New published applications are scoped by complexity, security layers and dependencies.
	Basic Apps: 98% Installed within 5 IOT Business Days (6am-6pm, M-F excl. Holidays)
	User access: 98% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
	Incident: 90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority	High / High
Usage	7,425 users, 517 applications, 180 servers. No growth
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Data Circuits - Off Network**
Code	1112
Purpose	Circuits purchased with IOT-owned contracts that are used for connectivity other than to the state backbone. Charges are billed directly to the agency and passed through IOT billing.
Included	Agency Partner defined. IOT has various contracts in place to procure services. Services can invoice and pass through IOT billing at no cost.
Not Included	Agency Partner defined.
Dependencies	Carrier availability.
Rate	Pass-Through - Per Month Per Circuit
Standard	Agency Partner defined.
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Define Requirements	RA		I
Choose carrier service	RA	CI	I
Place service order	RA	CI	I
Provide IOT with Service Order	RA	I	I
Notify IOT of any changes to service	RA	I	I
Audit Pinnacle Invoice for accuracy	RAV		
Disconnect services	RAVS	CI	SI
Contract Negotiation			
Maintains Carrier contracts		CI	RA
Negotiates competitive rates		CI	RAVS
Negotiates Service Levels		CI	RACS
Vendor Management	S	I	RA
Ensure carrier is meeting service levels	S	S	RA
Ensure carrier Day 2 support	S	S	RA
Billing Management			
Pass contracted rate through Pinnacle	S		RA
Audit carrier invoice for accuracy (Agency Partner provided SO)	S		RA
Stop billing - Disconnected services	S	CI	RAI
Meeting Agency Partner Requirements			
Provide Service Order Quote	I	RA	I
Set order completion timelines	I	RA	I
Provide NOC and escalation contacts	I	RA	I

Service Owner	Summitt, Derek Click here to send the Service Owner a Message.
SLO	**Request**: Agency Partner defined. Typically 35-45 days for copper-based, 120 days for fiber-based. Varies based on the request.
	Availability: Varies based on carrier chosen and Agency Partner requirements
	Incident: Agency Partner defined and managed
Impact/Priority	Agency Partner defined.
Usage	Agency monthly expenses pass through this product per month. The INDOT Traffic Management network is the primary user of this product.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Agency Partner defined.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**TSO/DSO/OCR (Telecom Service Order / Data Service Order / Off-Campus Request)**
Code	1126
Purpose	At the Agency Partner's request, telephone and cabling parts are purchased by IOT and billed back to the agency. Materials are purchased from an approved QPA vendor and the cost passed through at no markup.
Included	Provide a quote if requested. Upon agency approval, purchase material from an approved QPA vendor and deliver/install materials once they arrive at IOT.
Not Included	N/A
Dependencies	Dependent on type and quantity of materials, if the materials are in stock, and/or the size of the project.
Rate	Pass-Through - Materials are billed back at the QPA vendor's price, no markup.
Standard	NA
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Agency Voice Coord. Submits Ticket for Services with	RAV		SI
Site survey if required	SI		RAS
Provide quote if materials are required	CI		RA
Agency approval of work/materials	RA		I
Purchase Material		CI	RAV
Deliver Material to IOT		RA	CIV
Deliver Material to Agency	CV		RA
Install Material	CIVO		RA
Bill agency back for materials	IO		RAS

Service Owner	Neuenschwander, Dan Click here to send the Service Owner a Message.
SLO	**Request** NA
	Availability NA
	Incident NA
Impact/Priority	Low / Low
Lead Time	Dependent on type and quantity of materials, if the materials are in stock, and/or the size of the project.
Usage	NA
Reports	NA
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**WAN Management Service**
Code	1141
Purpose	Management and infrastructure in support of the Statewide Area Network.
Included	There are 4 IOT resources in support of the core network and remote office structured cabling. A monthly audit is conducted of carrier invoices and project management of remote office movements, additions and changes.
	Note: This is NOT an <u>orderable</u> service. It is a distributed cost based on the overall cost for IOT to support the core of our carrier-provided network that all remote offices use.
Not Included	Project management of remote office personnel, furniture and leases.
Dependencies	Carrier facilities at the Lifeline Data Center
Rate	$104.94 Per Month Per Circuit
Standard	Dual NNI (Network to Network Interface) / carrier network
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Project Management - Remote Office Infrastructure			
Project Manager	S		RA
Moves, Expansion & Remodels	S		RA
Coordinate all IOT resources	I		RAV
Site survey - Office builds			
New office, Expansion & Remodel	S		RA
Development of SOW - Infrastructure Cabling	S		RAVO
Competitive Bidding - IOT Cable Vendors	I	CI	RAVO
Provide quote for infrastructure build	SIVO	CI	RAVO
Approval & PO	SIVO		RA
Inspection of completed infrastructure	I	S	RA
Audit of vendor invoice & JCO	SIVO		RAVO
Submit to agency for payment	IVO		RA
WAN Support			
Network Monitoring		SCI	RA
Oversight of Everstream NOC		SI	RA
Carrier Escalation - Day 2 support		SI	RA
Capacity Planning			RA
Carrier NNI		SCI	RA
Remote office connectivity	SI	SCI	RA

Service Owner	Summitt, Derek Click here to send the Service Owner a Message.
SLO	N/A
Impact/Priority	High / High
Usage	45 Core Backbone circuits
	25 Carrier NNI (Network to Network Interface)
	10 DR Circuits; 7 Backbone Circuits; 3 Internet Egress Circuits
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	IOT Capacity Planning, Telco Utilization Report

Name	**Network Access Services**
Code	1155
Purpose	Network Access Services provides connection to the network via wired, wireless, or remote access using VPN.
Included	Physical network hardware to which connection to the network backbone may be accomplished. This may include routers, switches, wireless access points, firewalls, and any other hardware required to accomplish the connection. Includes access via wireless access point and remote access via Client VPN.
Not Included	Wireless network access is not meant to provide wall-to-wall or blanket coverage for entire sites or facilities, nor is it meant to be used as an alternative to standard wired network connections. Outdoor wireless solutions, site surveys, solution specific hardware and physical cabling infrastructure are also not included.
Dependencies	None
Rate	$317,49 Per Month Per Switch/Router/Firewall
Standard	Cisco
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Wired Network - Computer w/Physical Network Interface Card	RA		SC
Wireless - Computer with Wireless Network Interface Card	RA		SC
Domain Account for Secure Access	RA		SC
VPN - Computer with Internet Access & Approved VPN Client	RA		SC
Determine Network Requirements		SC	RA
Plan for New or Changing Network Implementations		SC	RA
Network Design		SC	RA
Procurement of all Necessary Components		SC	RAS
Install & Test the Network			RAS
Monitor the Network			RA
Manage the Network			RA
Optimize the Network			RA
Maintain the Network			RA
Audit Billing	RA		SC

Service Owner	Stipe, John	Click here to send the Service Owner a Message
SLO	**Request**:	Varies based on nature of request
	Availability:	6am-6pm, M-F excl. Holidays 99.9% - CAN (Campus Area Network) 98.9% - WAN (Wide Area Network) 99.9% - Remote Access (VPN)
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	Over 4600 routers, switches, firewalls in management – growth rate static	
	Over 3000 wireless access points in management – growth rate 25%	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Data Circuits – On Network**
Code	1187
Purpose	Data Circuits that provide network connectivity between remote State offices and the Indiana Government Center facility.
Included	Includes all carrier facilities from the minimum point of entry through the carrier network to the IOT core network.
Not Included	Any construction to extend the service from the minimum point of entry to the agency's suite.
Dependencies	Carrier availability per location.
Rate	Pass-Through – Per Month Per Circuit
Standard	100M to 1G service service for remote offices (Bandwidth is based on user count and applications being used).
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Remote Office			
Establish lease agreement	RAVO	CI	I
Provide lease term information	RAVO	CI	I
Provide onsite contacts for access and day 2 support	RA	I	I
Provide address (if new site)	RAV	I	I
Identify number of Users in the Office	RAV		I
Identify types of Applications Used	RAV		I
Provide usage projection (if possible)	RAV		I
Approvals			
Monthly Cost	RAO		I
Construction costs	RAO	SCI	I
Demarc extensioins	RAO	SCI	I
Order Management			
Place service order based on Agency Partner requirements	S	I	RAVO
Provide Agency Partner Cost Quotes			
Monthly Cost	IV	S	RAVO
Construction costs	IV	S	RAVO
Demarc extensions	IV	S	RAVO
Track Order Through Completion			
Construction	I	S	RA
Installation	I	S	RA
IOT Network turn up	I	S	RA
Contract Negotiation			
Maintains Carrier contracts	I	S	RA
Negotiates competitive rates	I	S	RA
Negotiates Service Levels	I	S	RA
Vendor Management			
Ensure carrier is meeting service levels	I	S	RAV
Ensure carrier Day 2 support	I	S	RAV
Billing Management			
Pass contracted rate through Pinnacle	IV		RAV
Audit carrier invoice for accuracy	IV		RAV
Stop billing - Disconnected services	IV	CI	RAV
Carrier Operations			
Provide Service Order Quote	I	RA	SIV
Service order tracking through completion	I	RA	SIV

Service Owner	Summitt, Derek Click here to send the Service Owner a Message
SLO	**Request**: NA
	Availability: NA
	Incident: NA
Impact/Priority	High - **Impact** to the Agency Partner's business if the service is interrupted
	High - **Priority** for IOT to restart the service
Usage	817 State office circuits
	654 Point to point circuits
	163 Encrypted Tunnels
	152 State offices have Backup/Redundant solutions
	State Office Media Types
	69.76% Fiber 2.32% Copper 19.95% Coax
	1.95% Microwave 5.99% Wireless
	95 Public Safety circuits
	119 County circuits (ISETS & Stars Partners)
	41 No Backbone Connection
	1,126 Total Remote Office Solutions
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	IOT SLA Reports (Orion), Various Carrier reports.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Telecommunication

Name	**Telephone - Centrex**
Code	1043
Purpose	Centrex service phone system for offices within the Indiana Government Center. This service is being replaced with the SOI VaaS service.
Included	Contract Negotiation, Competitive Rates, Ordering Service, Process Returns & Disconnects, and Technical Support. Telecom Management is billed in 1188.
Not Included	Phone and cable
Dependencies	Centrex phone and service.
Rate	Pass Through
	Rate includes Centrex line only.
Standard	Centrex IIN
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Desk Phone, headset (if required) and Cable	RAVO	I	SCIV
Contract Negotiation	I	RSCV	RASCVO
Vender Management	I		RASCVO
Manage Admin Portal	I	RSCV	RASCVO
Provide Accurate Monthly Invoice	IV		RASCVO
Provide Access to Service	I	RSCV	RASCVO
Submit Tickets for Moves, Adds, Changes and Disconnects	RAVO	I	SCIV
Perform System Management/Maintenance	I	RSCV	RACVO
Provide Technical Support	I	RSCV	RACVO
Pay Shipping Costs for Equipment	RAVO		SCI
Surplus Used Equipment	RAVO		SCI
Audit Billing	RAVO	CI	SCIV

Service Owner	Hicks, Mike	Click here to send the Service Owner a Message
SLO	**Request**:	90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	~ $120,000 annually	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	Monthly Agency Partner Billing and Usage Reports.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Telephone – Remote**
Code	1044
Purpose	This service covers all remote telephony communication lines and circuits for phone system service (e.g., analog phone line, PRI, Nortel PBX, CPI, etc.). This service will be phased out once all telephony services are migrated to service #1186.
Included	Contract Negotiation, Competitive Rates, Ordering Service, Process Returns & Disconnects, Technical Support, and Project Management. Telecom Management is billed in 1188.
Not Included	Phone PBX (or KTS system), PRI or analog phone lines
Dependencies	Avaya phone system and phone
Rate	Pass-Through / Vendor Contract
Standard	Avaya (formerly Nortel) PBX or KTS
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Purchase PBX or KTS Phone System	RAVO	I	RSCI
Provide PRI (or phone lines)	RVO	SC	RACV
Provide Desk Phone, headset (if required) and Cable	RAVO	I	SCIV
Manage Professional Installation Services	I	SC	RACVO
Quote T&M Support (plus travel)	ICVO	SCI	RASCV
Contract Negotiation	I	RSCV	RASCVO
Vender Management	I	S	RASCVO
Provide Accurate Monthly Invoice	IV	SCV	RASCVO
Provide Technical Support	I	RSCV	RASCVO
Submit Tickets for Moves, Adds, Changes and Disconnects	RAVO	I	SCIV
Pay Shipping Costs for Equipment	RAVO		CI
Surplus Used Equipment	RAVO	CI	SCI
Audit Billing	RASVO	CI	SCIV

Service Owner	Hicks, Mike	Click here to send the Service Owner a Message
SLO	**Request**:	90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	~ $1,572,000 annually	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	Monthly Agency Partner Billing and Usage Reports.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**TSO/DSO/OCR**
Code	1126
Purpose	**T**elecom and **D**ata **S**ervice **O**rders, and **O**ff-**C**ampus **R**equests are used for Telephone and Cabling-related equipment and parts that are purchased and passed through by IOT. **Click Here** for more details.

Name	**Cloud Contact Center**
Code	1183 (1183, 1183A, 1183M)
Purpose	Is your agency looking to take your constituent engagement and customer service to the next level? Our Contact Center offering helps deliver smooth customer experiences and drive employee productivity while modernizing the way you engage with customers. Genesys Cloud powers multi-channel experiences seamlessly through Voice, Email, SMS, Chatbots, Web Messaging and more, using the latest technologies, including AI. It can be used, managed and reported on through a single browser window.
	This product group provides agencies with the full spectrum of services related to the Genesys Cloud platform, including design, implementation, support, agency integrations, policy and metric standards, best practices, security, roles, vendor and SLA management, billing support, and other key responsibilities that are required to support the State's enterprise Contact Center deployments.
Included	This Service offering consists of 3 product codes:
	1183 – Management Fee. This covers IOT costs which includes the Contact Center team to support, manage, govern, and assist agencies with meeting their Contact Center needs.
	1183A (Passthrough): Annual Minimum Commit, paid at the beginning of each fiscal year, and represents an agencies' minimum licensing seat commit. (Varies by agency)
	1183M (Passthrough): Monthly Consumption Charges, including additional users (over the minimum commit), services, and projects.
Not Included	IP Phones, Headsets, New Deployments, Project work, etc. are quoted on an as-needed basis.
Dependencies	VoIP-Capable Network Infrastructure, Azure AD, Supported Web Browser, Carrier Services, etc.
Rate	1183 - $24,44 Per Month, Per User
	1183A - (Passthrough) costs per Contract #64560 and subsequent amendments
	1183M - (Passthrough) costs per Contract #64560 and subsequent amendments.
Standard	Genesys Cloud FedRAMP
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Architecture Management	ACI	C	RCI
Application Pilot Testing	RA		SC
Best Practice & Solution Consulting	CI		RA
Billing Management	RCI		RASCI
Contract Negotiation	CI	RCI	RACI
Core Functionality/SIT Testing	RCI		RA
Implementation Management	CI	C	RAI
IP Voice Infrastructure	I	C	RASCIV
License Auditing & Validation	CI		RASC
On-Net Encryption	I	RC	RA
Product Training (Initial)	AC	RC	R
Product Training (Post Go-Live)	RA	C	C
Quoting & Procurement Support	CI	RC	RASCI
Regression Testing	RA		SC
Security & Auditing Support	RAC	C	RSCI
System & Database Integration	RCI	C	RACI
System Management & Monitoring (Kaseya)		RA	RCI
Technical Support (Tier 1-3)	C		RASCIV
Upgrade Management	CI	C	RASCI
User Acceptance Testing	RA		SC
User Administration (add/remove/change)	AC		R
Vendor Escalation	C	RC	RA
Vendor Project Management	C	RA	RCI

Service Owner	Baxter, Todd	Click here to send the Service Owner a Message
SLO	**Request**:	90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)
	Availability:	99.99% Availability 24/7/365
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	~ $9,000,000.00 annually	
Reports	Statewide Monthly IOT Service Performance Reports can be found here. Monthly Agency Partner Billing and Usage Reports and various call center reports.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Sol VaaS - IP Phone**
Code	1186
Purpose	**S**tate **o**f **I**ndiana **V**oice **as a S**ervice provides IP Telephony services. Agency Partners have the option of requesting a softphone or desk phone with the service. Upgrades are available at an additional cost; see Sol VaaS Catalog for options and rates.
Included	Service includes voicemail, caller ID, call forwarding, call transfer and many other enhanced calling features. Also includes IP Phone, MSTV (Teams Voice), Jabber, Voicemail, Contract Negotiation, Competitive Rates, Managed Service, and Chat Client. Telecom Management is billed in 1188.
Not Included	Support of Microsoft Teams and Cisco Jabber on non-State-owned devices.
Dependencies	Must be on SEAT
Rate	Pass-Through – Per Vendor Contract
	1186T – MSTV License $5.38 / Month / Account
Standard	Cisco HCS Voice over IP and G711 voice protocol. MSTV (Teams Voice) Voice over IP uses TCP ports 80 and 443 (Call Setup), and to UDP ports 3478 (STUN), 3479 (Audio), 3480 (Video), and 3481 (sharing/VBSS).
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provide Cat5 Cabling (or higher)	RAVO	SCI	RSCIV
Provide Desktop, Laptop, Headset (if required)	RAVO	I	SCIV
Provide PoE Switches Capable of QoS	RAVO	C	RSCV
Provide Adequate Bandwidth to Support VoIP	RAVO	I	RSCIV
Manage Admin Portal and Systems	I	RSCV	RASCVO
Monitor Admin Portal and Systems	I	RSCV	RASCVO
Perform System Management/Maintenance	I	RSCV	RASCVO
Provide Desktop Application	I	RSCV	RASCVO
Perform Desktop Application Upgrades	I	RSCV	RASCVO
Develop and Provide Application Training	I	RSCV	RASCVO
Provide Tier 1 Technical Support	I	SC	RASCVO
Contract Negotiation	I	RSV	RASCVO
Vendor Management	I	S	RASCVO
Provide Accurate Monthly Invoice	IV	C	RASCVO
Provide Tier 2-3 Technical Support	I	RSCV	RAVO
Submit Tickets for Moves, Adds, Changes and Disconnects with Deployment Workbook	RAVO	I	SCIV
Return Disconnected Equipment to IOT	RAVO	I	SCIV
Audit Billing	RAVO	CI	SCIV

Service Owner	Hicks, Mike	Click here to send the Service Owner a Message
SLO	**Incident:**	16 IOT Business Hours
	Request:	90.0% Installed within 120 IOT Business Hours (6am-6pm, M-F excl. Holidays);
		Requires 2 – 3 business days for up to 5 units,
		7 – 10 business days for 6 to 12 units; case-by-case for larger deployments.
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	~ $2,400,000 annually	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	IOT SLA Report, Call Detail Reports, Billing Reports	

Name	**Telecom Management Services**
Code	1188
Purpose	Provides management and support for all telephony services including:

- Cellular Phone Service (1117)
- Telephone – Centrex (1043)
- Telephone – Remote (1044)
- SoI VaaS (1186)

Included	Managed Services
Not Included	NA
Dependencies	Agency Partner must have one of the 1043, 1044, 1117, 1221 or 1186 products.
Rate	$3.22 Per Month Per Line
Standard	Please see the relevant service (1043, 1044, 1117, or 1186)
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Purchase Telephony Service	RAVO		SCIV
Provide Accurate Monthly Invoice	IV	CI	RASCVO
See Services Related to Relevant Service	RAVO		SCIV
Audit Billing	RAVO	CI	SCIV

Service Owner	Hicks, Mike	Click here to send the Service Owner a Message
SLO	**Request**:	90.0% Installed within 2 IOT Business Days (6am-6pm, M-F excl. Holidays)
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90.0% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	~ 41,000 device managed	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	OT SLA Report, Telco Utilization Report, Call Detail Reports, Billing Reports	

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Note: **This service is not purchased "directly" by the Agency Partner. This service is billed to the agency simply by size. No pre-planned purchases are required.**

Name	**Contracted Long Distance**
Code	1201
Purpose	Simple pass-through service from vendor.
Included	Contract Negotiation, Competitive Rates, Managed Service
Not Included	NA
Dependencies	Centrex, PBX, KTS or VoIP phone
Rate	Pass-Through @ $0.0000 - $0.0200 Per Minute
	Service is invoiced according to the contracted rate with each vendor and passed through IOT billing to each agency.
Standard	CBTS and CenturyLink
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Contract Negotiation	I	RSCV	RASCVO
Vendor Management	I	S	RASCVO
Perform System Management/Maintenance	I	RSCV	RASCVO
Provide Desktop Application	I	RSCV	RASCVO
Perform Desktop Application Upgrades	I	RSCV	RASCVO
Provide Technical Support	I	RSCV	RASCVO
Provide Accurate Monthly Invoice	IV	CI	RASCVO
Provide Access to Service	I	RSCV	RASCVO
Audit Billing	RAVO	CI	SCIV

Service Owner	Hicks, Mike	Click here to send the Service Owner a Message
SLO	**Request**:	NA
	Availability:	NA
	Incident:	NA
Impact/Priority	High / High	
Usage	~ $12,000 annually	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	Monthly Agency Partner Billing and Usage Reports	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**800# Service Long Distance**
Code	1202
Purpose	Simple pass-through service from vendor.
Included	Contract Negotiation, Competitive Rates, Managed Service
Not Included	NA
Dependencies	Centrex, PBX, KTS or VoIP phone
Rate	Pass-Through: $0.0080 - $0.0200 / minute
	Service is invoiced according to the contracted rate (between $0.0080 - $0.0200 Per Minute) with each vendor and passed through IOT billing to each agency.
Standard	CBTS and CenturyLink
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Contract Negotiation	I	RSCV	RASCVO
Vendor Management	I	S	RASCVO
Perform System Management/Maintenance	I	RSCV	RASCVO
Provide Desktop Application	I	RSCV	RASCVO
Perform Desktop Application Upgrades	I	RSCV	RASCVO
Provide Technical Support	I	RSCV	RASCVO
Provide Accurate Monthly Invoice	IV	CI	RASCVO
Provide Access to Service	I	RSCV	RASCVO
Audit Billing	RAVO	CI	SCIV

Service Owner	Hicks, Mike	Click here to send the Service Owner a Message
SLO	**Request**:	NA
	Availability:	NA
	Incident:	NA
Impact/Priority	High / High	
Usage	~ $888,000 annually	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	Monthly Agency Partner Billing and Usage Reports	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Misc. Telecom Services**
Code	1203 (1203C)
Purpose	Simple pass-through service from vendor.
Included	Contract Negotiation, Competitive Rates, Managed Service
Not Included	NA
Dependencies	Centrex, PBX, KTS or VoIP phone
Rate	Pass-Through : $0.0080 - $0.0200 / minute
	Service is invoiced according to the contracted rate (between - $0.0080 - $0.0200 Per Minute) with each vendor and passed through IOT billing to each agency.
Standard	CBTS and CenturyLink
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Contract Negotiation	I	RSCV	RASCVO
Vendor Management	I	S	RASCVO
Perform System Management/Maintenance	I	RSCV	RASCVO
Provide Desktop Application	I	RSCV	RASCVO
Perform Desktop Application Upgrades	I	RSCV	RASCVO
Provide Technical Support	I	RSCV	RASCVO
Provide Accurate Monthly Invoice	IV	CI	RASCVO
Provide Access to Service	I	RSCV	RASCVO
Audit Billing	RAVO	CI	SCIV

Service Owner	Hicks, Mike	Click here to send the Service Owner a Message
SLO	**Request**:	NA
	Availability:	NA
	Incident:	NA
Impact/Priority	High / High	
Usage	~ $84,000 annually	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	Monthly Agency Partner Billing and Usage Reports	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Teams Room Pro**	
Code	1229	
Purpose	Provides a Teams Room Pro license	
Included .	Teams Room ready device	
Rate	Pass Through	
Responsibility	IOT provides the license	
Service Owner	Ben Hogsed	Click here to send the Service Owner a Message

Database

Data is King and you need a safe and reliable place to keep it. IOT utilizes the power of Oracle databases and the flexibility of MS SQL database to provide solutions that will keep your data available and secure. Built on redundant infrastructure, you can rest assured that your data will be available when you need it.

Management: IOT has a team of system DBAs that manage the infrastructure for all databases (creation, backups, maintenance, patching, upgrades, migrations, decommission, monitoring, etc.) including 24/7x365 on-call DBAs. Agencies with their own DBAs are typically responsible for all application-related items (performance issues, schema changes, data manipulation, etc.). Agencies in need of assistance with application-related items may also engage our system DBA's for help (see **1049 - Database Consulting Services**).

Security: IOT adopts a "least privilege" stance when it comes to security access, and where possible utilizes Active Directory or LDAP for authentication. In shared environments this means "system admin" access is never granted unless on a temporary controlled basis and requires explicit review/approval of the Database Services Manager. In dedicated environments "system admin" may be granted on a temporary (or permanent) basis and requires review/approval. Additionally, use of the database "administrator" account(s) is restricted to the system DBAs and should not be used by any other persons or processes.

Exceptions: IOT has implemented its default processes and policies to follow industry-best-practices, with data availability and safety at the forefront. In situations that require deviation from the norm, IOT management will work with agency management to find a resolution.

Note: Agencies requesting the Oracle High-Availability/Load Balancing RAC technology for services 1114 and 1114b will be charged the standard monthly rate for those services, times the number of instances used.

Name	**Database Consulting Services**
Code	1049
Purpose	Database Consulting Service provides a Database Consultant for:

- application trouble shooting
- restoring databases to Development or Test locations for troubleshooting activities
- creating of SQL Server Integration Services (SSIS) or scripts, and creating or troubleshooting custom agency jobs

Included	Database Consultant
Not Included	N/A
Dependencies	N/A
Rate	$100.00 Per Hour
Standard	Database Consultant
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Develop Request for Services	RA		
Pay for Database Consultant			RA
Provide Qualified Consultant			RA

Service Owner	Khan, Faisal	Click here to send the Service Owner a Message
SLO	**Request**:	N/A
	Availability:	6am-6pm, M-F excl. Holidays, possible after-hours availability
	Incident:	N/A
Impact/Priority	N/A	
Usage	N/A	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Database Hosting**
Code	1114
Purpose	Database Hosting creates an empty database (SQL, Oracle, PostgreSQL) for customer use.
Included	Support employees; hardware; database licensing; operating systems and annual maintenance; data backup and recovery; installation of database software; database performance monitoring and troubleshooting on the database server; and resolution.
Not Included	Services do not include application troubleshooting, restoring databases to Dev or Test locations for troubleshooting activities, or creating SSIS or scripts. Additionally, we do not provide services for creating or troubleshooting custom agency jobs.
Dependencies	SAN Storage, Disaster Recovery, Hosting Services, Database Consulting.
Rate	$32.68 Per Database Per Month
	Types of databases that will incur these charges include, but are not limited to: Test, Development, QA, Production and Replicated databases.
Standard	SQL, Oracle, and PostgreSQL
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Computer with Network Access	RA		
Select Dedicated or Shared Database Hosting Services	RA		
Database Management Software			RA
DBA System Duties and Responsibilities			RA

Service Owner	Khan, Faisal	[Click here to send the Service Owner a Message](#)
SLO	**Request**:	3 Business Days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% resolved within 12 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority	High / High	
Usage	4,544 databases –> 3,826 SQL and 718 Oracle	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Database Size Overage**
Code	1114A
Purpose	Database Size Overage provides cover support services required for large databases. The larger the actual database, the more services are required to support it.
Included	Includes up to 1GB of database storage at no additional cost.
Not Included	N/A
Dependencies	Database Hosting, SAN Storage, Disaster Recovery, Hosting Services.
Rate	$1.61 Per Month Per GB over 1GB
	Fee based upon the size of the database. These are in addition to the Database Hosting fees.
	This fee will be measured per GB, over 1 GB.
	Databases of less than 1 GB will not be charged this fee.
Standard	N/A
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Manage Database to Minimize Cost	RA		
Measure Database Size			RA
Determine / Report Overage Cost			RA

Service Owner	Khan, Faisal	Click here to send the Service Owner a Message
SLO	**Request**:	N/A
	Availability:	N/A
	Incident:	N/A
Impact/Priority	N/A	
Usage	546,022 GB –> 174,684 SQL and 371,338 Oracle	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	

Note: **This service is not purchased "directly" by the Agency Partner. This service is billed to the agency simply by size. No pre-planned purchases are required.**

Name	**Exadata Hosting**
Code	1114B
Purpose	Exadata provides a premium Oracle Real Application Clusters (RAC) environment for use.
Included	System support employees; hardware; database licensing; operating systems and annual maintenance; data backup and recovery; installation of database software; database performance monitoring and troubleshooting on the database server; and resolution.
Not Included	N/A
Dependencies	Network, Disaster Recovery, Hosting Services
Rate	$974.36 Per Month Per Database
Standard	Oracle Premium
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Computer with Network Access	RA		
Database Management Software	RA		
DBA System Duties and Responsibilities			RA

Service Owner	Khan, Faisal	Click here to send the Service Owner a Message
SLO	**Request**:	N/A
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
	Incident:	90% Resolved within 24 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority	High / High	
Usage	20 databases (Oracle)	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Cloud Database Support**
Code	1114C
Purpose	The purpose of our cloud database support offering is to provide agencies with comprehensive management and optimization of SQL & PostgreSQL databases across Azure platforms.
Included	Service includes cloud database provisioning and setup, regular backup and recovery management, and seamless database migrations between on-premises and cloud platforms. Additionally, we offer continuous performance monitoring, patching and upgrades, troubleshooting, and disaster recovery planning to ensure high availability, data integrity, and business continuity.
Rate	Pass through - Plus 10% of the cost of the CSP Database Services consumed by the agency.
Standard	Azure: 1. SQL Server on Azure VM'S (IAAS) 2. Azure SQL DB (PAAS) 3. Azure SQL Managed Instance (PAAS)
IOT Responsibilities	-Database Management Software -DBA System Duties and Responsibilities -Provisioning and Setup -Backup and Recovery -Database Migrations -Database Monitoring

-Patching and Upgrades

-Cloud Database Troubleshooting

-Disaster Recovery Planning

Agency Responsibilities   -CSP Subscription

-Pay Associated CSP Charges

Service Owner	Khan, Faisal	[Click here to send the Service Owner a Message](#)
SLO	**Request**:	3 Business Days
	Availability:	CSP Standards
	Incident:	CSP Standards

Data Exchange Services

Name	**GoAnywhere Services**
Code	1227
Purpose	GoAnywhere Services allows agency partners to transmit files and data that are secured, controlled, and managed. Advanced system arrangements can be custom-built to facilitate more advanced file transfers for automated transfer actions.
Included	Access to "gasecuremft.in.gov" through HTTP, FTPS, and SFTP/SSH
Not Included	Development of new GoAnywhere orchestration services.
Dependencies	Network services, storage, SQL database services, and identity management.
Rate	Charges associated with GoAnywhere are captured under product codes
	1227B, 1227C, 1227D, and 1227E. See the following pages for details.
Standard	GoAnywhere
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Code	Service Owner	Service Name / Activities		Agency Partners	Supplier Partners	IOT
1227	**Jenkins**	**GoAnywhere Services**				**RAC**
1227B	**Jenkins**	**GoAnywhere Automated File Transfers - Domains**		**RA**		**RO**
1227C	**Jenkins**	**GoAnywhere Automated File Transfers - Users**		**RO**		**RA**
1227D	**Jenkins**	**GoAnywhere Automated File Transfers - Agents**		**RA**		**RO**
1227E	**Jenkins**	**GoAnywhere Automated File Transfers - Support**		**RO**		**RA**

Service Owner	Jenkins, Larry	Click here to send the Service Owner a Message
SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	16,500 users, 93 agencies, 58 Indiana counties	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**GoAnywhere Automated File Transfers - Domain**
Code	1227B
Purpose	GoAnywhere Automated File Transfers - Domain allows customers to isolate and manage their own GoAnywhere users, resources, workflows, and logs.
Included	Setup and configuration of domain in GoAnywhere and introduction to admin portal.
Not Included	Project creation services from the Data Exchange Team.
Dependencies	Customer must have an admin account tied to this user.
Rate	$2,100.00 per domain/year
Standard	GoAnywhere
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Code	Service Owner	Service Name / Activities		Agency Partners	Supplier Partners	IOT
1227	**Jenkins**	**GoAnywhere Services**				**RAC**
1227B	**Jenkins**	**GoAnywhere Automated File Transfers - Domains**		**RA**		**RO**
1227C	**Jenkins**	**GoAnywhere Automated File Transfers - Users**		**RO**		**RA**
1227D	**Jenkins**	**GoAnywhere Automated File Transfers - Agents**		**RA**		**RO**
1227E	**Jenkins**	**GoAnywhere Automated File Transfers - Support**		**RO**		**RA**

Service Owner	Jenkins, Larry	Click here to send the Service Owner a Message
SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	16,500 users, 93 agencies, 58 Indiana counties	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	Monthly Billing Statement.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name		GoAnywhere Automated File Transfers - User
Code		1227C
Purpose		GoAnywhere Automated File Transfers - Users grants a user access to GoAnywhere's Web and SFTP/SSH client interfaces for file transmissions, sharing and forms submissions.
Included		Access to "gasecuremft.in.gov" through HTTP, FTPS, and SFTP/SSH
Not Included		Agent or domain access
Dependencies		Users must have a registered account with the State's active directory
Rate		$43.01 per named user/month
Standard		GoAnywhere
Responsibility		R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Code	Service Owner	Service Name / Activities	Agency Partners	Supplier Partners	IOT
1227	**Jenkins**	**GoAnywhere Services**			**RAC**
1227B	**Jenkins**	**GoAnywhere Automated File Transfers - Domains**	**RA**		**RO**
1227C	**Jenkins**	**GoAnywhere Automated File Transfers - Users**	**RO**		**RA**
1227D	**Jenkins**	**GoAnywhere Automated File Transfers - Agents**	**RA**		**RO**
1227E	**Jenkins**	**GoAnywhere Automated File Transfers - Support**	**RO**		**RA**

Service Owner	Jenkins, Larry	Click here to send the Service Owner a Message
SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	16,500 users, 93 agencies, 58 Indiana counties **Reports** Statewide Monthly IOT Service Performance Reports can be found here. Monthly Billing Statement.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	GoAnywhere Automated File Transfers - Agent	
Code	1227D	
Purpose	GoAnywhere Automated File Transfers - Agents are lightweight applications that automate file transfers and workflows on systems that reside in the Protected Zone (PDZ/PZ) and outside of the State network. Agents facilitate the automated and secure transmission of files between the GoAnywhere Managed File Transfer (MFT) and servers that are within the Protected Zone or external to the State network, using existing global firewall rules	
Included	Includes creation and configuration of Agent installation files.	
Not Included	Agent installation on server	
Dependencies	Server Administrator will need to install agent.	
Rate	$180.00 per agent/year	
Standard	GoAnywhere	
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off	

Service Code	Service Owner	Service Name / Activities	Agency Partners	Supplier Partners	IOT
1227	**Jenkins**	**GoAnywhere Services**			**RAC**
1227B	**Jenkins**	**GoAnywhere Automated File Transfers - Domains**	**RA**		**RO**
1227C	**Jenkins**	**GoAnywhere Automated File Transfers - Users**	**RO**		**RA**
1227D	**Jenkins**	**GoAnywhere Automated File Transfers - Agents**	**RA**		**RO**
1227E	**Jenkins**	**GoAnywhere Automated File Transfers - Support**	**RO**		**RA**

Service Owner	Jenkins, Larry	Click here to send the Service Owner a Message
SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	16,500 users, 93 agencies, 58 Indiana counties	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
	Monthly Billing Statement.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**GoAnywhere Automated File Transfers - Support**
Code	1227E
Purpose	GoAnywhere Automated File Transfers - Support provides support and maintenance for users and jobs for existing automated data transfers.
Included	Data Exchange Team member assistance.
Not Included	Existing GoAnywhere service subscription (Users, Agents, Domains, Automation)
Dependencies	Existing GoAnywhere service subscription (Users, Agents, Domains, Automation)
Rates	1227F: Domain Support $1,050.00 per domain/year
	1227G: Agent Support $ 90.00 per agent/year
Standard	GoAnywhere
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Code	Service Owner	Service Name / Activities	Agency Partners	Supplier Partners	IOT
1227	**Jenkins**	**GoAnywhere Services**			**RAC**
1227B	**Jenkins**	**GoAnywhere Automated File Transfers - Domains**	**RA**		**RO**
1227C	**Jenkins**	**GoAnywhere Automated File Transfers - Users**	**RO**		**RA**
1227D	**Jenkins**	**GoAnywhere Automated File Transfers - Agents**	**RA**		**RO**
1227E	**Jenkins**	**GoAnywhere Automated File Transfers - Support**	**RO**		**RA**

Service Owner	Jenkins, Larry Click here to send the Service Owner a Message
SLO	**Request**: Access within 3 business days
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High
Usage	16,500 users, 93 agencies, 58 Indiana counties
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Monthly Billing Statement.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Desktop

Name	**Legacy Application Access (Citrix)**
Purpose	Provides remote connectivity for users who are authorized to use applications on the state private network. It is recommended that it be used with a reliable network or internet connection and an updated computer, laptop, or tablet. Agency Partners who publish applications in the Citrix environment are responsible for licensing their published applications.

See Citrix for more details.

Name	**Workstation Software License**
Code	1189
Purpose	Workstation Software License processes the purchase of software for the agencies supported by the Indiana Office of Technology
Included	Includes any software that can be purchased through the Quantity Purchase Agreement (QPA) with our software reseller
Not Included	Any software that can't be purchased from the QPA
Dependencies	1001 Seat Services
Rate	Pass-Through
Standard	NA
Service Owner	Hogsed, Ben Click here to send the Service Owner a Message
SLO	**Request**: There is no defined SLO for this product, as the software purchase time can vary.
	This is a two-ticket process. The first ticket generates the purchase summary and is closed when the summary is delivered. The second ticket is generated when the software request form sent with the purchase summary is submitted; this ticket tracks the purchase and installation of the purchased software.
Impact/Priority	High / High
Usage	NA
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Agencies receive reports on the number of machines they are using and the rate they are being charged on their monthly bill.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Adobe Products**
Code	1178 x
Purpose	The State of Indiana currently has an Enterprise Term License Agreement with Adobe for the Acrobat Professional and Adobe Creative Suite Products. Taking advantage of these subscriptions allows agencies to access the latest versions of Adobe Products as soon as they are released at no additional costs. The subscription also allows access to 24/7 Adobe Enterprise support, 30-minute response time SLAs for Priority 1 issues & free online videos/learning content.
Included	All Adobe products currently offered through the Enterprise License Agreement (ETLA) between the State of Indiana and Adobe.
Not Included	Adobe products not on the ETLA.
Dependencies	Seat
Standard	Adobe Products

Code	Service Name	Unit	FY25 Rate
1178AA	Adobe Animate	Monthly per User	$45.00
1178AAE	Adobe After Effects	Monthly per User	$45.00
1178AD	Adobe Dimension	Monthly per User	$45.00
1178AF	Adobe Fresco	Monthly per User	$45.00
1178AI	Adobe Incopy	Monthly per User	$45.00
1178AP	Adobe Prelude	Monthly per User	$45.00
1178APR	Adobe Premier Rush	Monthly per User	$45.00
1178AU	Adobe Audition	Monthly per User	$45.00
1178AXD	Adobe XD	Monthly per User	$45.00
1178C	Accrobat CC Enterprise	Monthly per User	$90.00
1178D	Acrobat In Design CC	Monthly per User	$45.00
1178E	Acrobat Pro	Monthly per computer	$9.50
1178F	Adobe Captivate	Named User/Month	$46.00
1178G	Adobe Sign	Per Transaction	$2.15
1178I	Acrobat Illustrator	Monthly per user	$45.00
1178P	Adobe Photoshop	Monthly per user	$45.00
1178PP	Adobe Premier Pro	Monthly per user	$45.00
1178R	Adobe Robohelp	Monly per License	$49.00
1178S	Adobe Stock Per Credit	Per Credit	$1.05
1178W	Adobe Dreamweaver	Monthly per user	$45.00

Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Networked Computer	RA		
Installation			RA
Patching			RA
All Products Offered Through the ETLA		RA	

Service Owner	Hogsed, Ben	Click here to send the Service Owner a Message
SLO	**Request**:	The purchase of software has no SLA.
	Availability:	Software dependent.
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	Medium / Medium	
Usage	Adobe Acrobat Pro 3,363 licenses 395 avg. annual growth, running at 86 agencies.	
Reports	Agencies can view what software licenses they own through the online software mgt. portal.	

Name	**Microsoft Visio**
Code	1219
Purpose	Microsoft Visio is a diagramming and vector graphics application to create flowcharts and visual collaboration.
Included	Monthly subscription for Microsoft Visio Application
Not Included	Other Office ProPlus offerings. Agencies would request this separate from standard the Office ProPlus Applications.
Dependencies	Office ProPlus
Rate	$12.25 Per Month Per Named User
Standard	Microsoft Visio Plan 2 Subscription
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Integration	RA	S	S
Request Removal	CI		RA
Installation	CI		RA
Technical Support for MS Products	CI	RA	CI

Service Owner	Hogsed, Ben	Click here to send the Service Owner a Message
SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	Low /Low	
Usage	117+ named users	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**SEAT**
Code:	1001
Purpose	All direct labor, contracts, hardware, and other direct costs required by IOT to provide IT Service Delivery for the desktop and associated services.
Included	PC Refresh (the replacement of all state PCs on a defined four-year schedule).
	See following pages for the complete list of included items.
Not Included	Standard User License, Monitors and accessories are considered an upgrade and may result in an extra cost to the agency.
Dependencies	Standard User License (1001L), Hosted Services, Collaboration Services, Storage Services, Network Services.
Rate	$80.75 Per Month
Standard	Desktop – Dell OptiPlex MFF 70XX, Laptop – Dell Latitude 54XX
Service Owner	Littrell, Jason Click here to send the Service Owner a Message
SLO	**Request**: 90% Installed within 5 IOT Business Days (6am-6pm, M-F excl. Holidays).
	(Standard machines only, 5 max. / request)
	Availability: N/A
	Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority	High / High
Usage	23,000 laptops, 10,500 desktops. ~9,000-10,000 Refreshed annually.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
	Agencies receive reports on the number of machines they are using and the rate they are being charged on their monthly bill.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

SEAT Services are grouped into seven major categories: customer service, email, file storage, local desktop, network, server and networked printer. Account management is also included in SEAT services. The purpose of account management is to provide account support, which includes account creation, modification, and deletion. This also includes Active Directory NTFS account support (account creation, modification, and deletion).

IOT evaluates all out-of-warranty network equipment and networked printer repair issues to determine if it is more cost-effective to repair or replace the device. If the device is repaired, the cost will be covered by IOT. If the device is deemed irreparable, or it is determined it is no longer cost-effective to continue repairing the device (repairs are within 80% of the cost of a new device), the agency is responsible for the replacement cost of the device. Local and mobile printers are not cost-effective repair items and are not supported. Agencies purchasing non-networked printers are encouraged to purchase available warranties offered with the non-networked printers.

The state's local wireless access affords users wireless access on IGC campus and agency sites in conference areas, common areas and/or public areas where users would connect using wireless devices via a centrally managed and secure wireless solution. Agency Partners using a computer or mobile device with specific wireless and security capabilities can take advantage of this Active Directory integrated secure wireless solution. The wireless offering is not meant to provide wall-to-wall or blanket coverage for entire sites or facilities, nor is it meant to be used an alternative to standard wired network connections. The costs of an indoor access point and all the supporting systems, including wireless controllers, management consoles, redundant authentication servers, support and maintenance are included in the network management fee, which in most cases is included in Seat. Physical infrastructure to connect the wireless access point to the wired network may also be included depending on location and availability. IOT does not support outdoor wireless solutions, site surveys or solution specific hardware.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Customer Service			
Email and Collaboration			
Administration of Public Distribution Lists			
Webmail (Outlook Web Access)	I	RAS	CI
SharePoint Online site collections creation (1-4 per agency)	IC	S	RA
SharePoint Online site collections backups	IC	SR	CA
SharePoint Online recovery services	I	CS	RA
File Storage			
Daily backup of all HOME/project data	I	RCS	A
Automatic archival of unmodified files 6 months and older	I	SC	RAO
Data recovery services	I	SC	RA
Desktop			
Hardware support (break/fix desktops and laptops)	IC	S	RA
Hardware maintenance and repair	IC	S	RA
Warranty tracking	IC	S	RA
Sanitizing data from desktops to be surplused or released from service.	I	S	RA
Operating System (OS) support	IC	S	RA
OS installation.	IC	S	RA
OS patch management	IC	S	RA
Service packs management	IC	S	RA
Application software support	AIC	S	R
IOT "supported software" installations and updates/patch management	IC	S	RA
Provide icons on desktop for Business Application Software	IC	S	RA
Anti-virus software provided (FireEye)	IC	S	RA
Encryption of local drives on all Desktops and Laptops	IC	S	RA
Remote control software provided to assist Customer Support with issues	IC	S	RA
PC Refresh approximately every 4+ years	IC	S	RA
Remote Server			
File and Print Servers for Remote location	IC	S	RAO
Network			
Local Area Network			
Network cable (copper/fiber) diagnose & repair - State Facility	I	S	RA
Network cable (copper/fiber) diagnose & repair - Leased Facility	R	A	SC
Wired and wireless connectivity to the network (limitations)	I	S	RA
Replacement/Repair for failed network hardware and devices	I	S	RA
Cable/fiber plant upgrades (at agency's expense) - State Owned Facility	R	S	A
Cable/fiber plant upgrades (at agency's expense) - State Owned Facility	R	A	SC
New Network Systems			
Local Area Network Design & Implementation	I	SC	RA
LAN Design for new, enhanced or future network needs	I	SC	RA
Data network design consulting services	I	SC	RA
Configuration and installation of newly defined LAN switching hardware solutions (limitations)	I		RA

Responsibility   R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Network Management			
Management of existing IP enabled/manageable networking devices	I	S	RA
Support for network circuits to off-campus agency offices purchased/leased by the agency via IOT	I	RA	SC
Network monitoring and reporting upon request & availability	I		RA
Network Security			
Secure access to the internal state network	I	S	RA
Limited to capabilities of networking hardware devices in use at that location.	I	S	RA
Intrusion prevention at the campus core and edge.	I	S	RA
Network Administration Services			
Active Directory (AD) management	I	S	RA
Dynamic Host Configuration Protocol (DHCP) management	I	S	RA
Windows Internet Naming Service (WINS) management (name resolution)	I	S	RA
Printer			
Printer (Networked only)	IC	S	RA
Hardware (break/fix) support	IC	S	RA
Consumables (paper, ink cartridges, toner, etc.).	RA	S	IC
Network connectivity	I	SC	RA
Printer/queue setup and access	IC	S	RA
Print server administration, if part of supported domain	IC	S	RA
Management software to control printing to maximize cost effectiveness	IC	S	RA
Warranty tracking	I	SC	RA
Printer mgt., operations, performance monitoring, where technically feasible	IC	S	RA
Large scale multifunction office machines (scanners, copiers, fax and printers) are NOT maintained by IOT. IOT will assist with proper network connections	IC	S	RA
IOT supports printers within warranty, and outside warranty until they are determined to be no longer serviceable	IC	S	RA
Field Operations			
Develop, document distributed computing operations and workload monitoring requirements and policies, including schedules	CI		RA
Ensure procedures developed meet requirements, adhere to defined policies.	CI		RA
Manage and support test-to-production migration of desktop or remote server activities	CI	S	RA
Approve monitoring and problem resolution procedures	CI		RA
Monitor operation of distributed hardware and systems as scheduled	CI		RA
Answer and respond to inquiries and trouble resolution items (trouble tickets) and escalate in accordance with established notification procedures	CI		RA
Provide level 2 and 3 computing technical assistance for the help desk	I	SC	RA
Approve software deployment/management procedures	I	SC	RA
Manage software deployment, including use of automated tools	CI	S	RA
Issue broadcasts to announce availability of upgrades to desktop and remote server software	CI		RA
Develop and implement desktop images/builds to meet State Agency business needs	CI	S	RA
Perform all State desktop and remote server software upgrades	CI	S	RA
Install new or enhanced hardware components or peripherals to meet State Agency computing and/or processing requirements	CI	S	RA
Perform diagnostics as required to identify cause of hardware problems, and report findings	CI	S	RA
Provide direct contact with dispatch for management of warranty maintenance and support	CI	S	RA
Install manufacturer changes, firmware upgrades, and other manufacturer supplied hardware improvements	CI	S	RA
Replace defective parts on non-warranty std. hardware, but not to exceed 80% of replacement value	CI	S	RA
Ensure all hardware maintenance activities conform to configuration mgt. and change control processes	CI	S	RA
Perform tuning to maintain optimum performance across the distributed computing environment	CI		RA
Provide technical advice and support to Customer Service staff as required	I	SC	RA
Evaluate, identify and recommend configuration changes which will enhance distributed computing performance	CI		RA
Adhere to all configuration management requirements	CI	S	RA
Perform data migration from existing distributed systems to new systems	I	S	RA
Provide technical assistance during all Agency remote and local office moves	R	A	SC
Ensure all support activities adhere to defined security IOT requirements	CI	S	RA

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provide fully staffed Helpdesk during normal IOT business hours.			
Answer incoming calls from SOI Agency Partners		S	RASIV
Review and Process Tickets Received From Online Ticket Submittal System (HDA Tickets)		S	RASIV
Review and Process Tickets Received From the Online Ticketing System Portal		S	RASIV
Review and Process Tasks Received From the Online Ticketing System Portal		S	RASIV
Review and Process Requests Received from the CAA Tool		S	RASIV
Provide Account Management Support			
Manage Email Distribution lists		S	RASIV
Manage Resource Access Control Facility (RACF) – Mainframe Security		S	RASIV
Assign Phone Numbers for the Creation of RightFax Accounts		S	RASIV
Manage User Based VPN Requests		S	RASIV
Manage SiteManager Accounts		S	RASIV
Manage Active Directory		S	RASIV
Manage NT File System (NTFS) Rights		S	RASIV
Utilize Exchange Tool Kit to Perform Exchange Maintenance		S	RASI
Manage Office 365 User Maintenance		S	RASI
Manage INDOT Folder Permissions		S	RASI
Manage CAA Processing for Individual Users		S	RASI

The following is the list of standard applications that will be preloaded on all IOT PCs and Laptops:

Adobe Reader

Microsoft Edge

Microsoft Office 365 **(extra charge – 1001x)**

Cisco AnyConnect (portable only)

Microsoft SCCM Agent

Citrix Online Web Plug-in

Non-descript security software

IOT specific Logos and Backgrounds

OEM Specific Applications and Utilities

Microsoft Bitlocker Encryption

Name	Standard User License
Code	1001L
Purpose	Standard User License for Microsoft Office 365 Services
Included	Includes Exchange Online, SharePoint Online, Office 365 office applications, Windows 10 Enterprise license, and Enterprise Mobility and Security (EMS) 3 license.
Not Included	Visio, Project Online
Dependencies	Desktop Services
Rate	$51.73 Per Month Per Named User
Standard	Office 365
Responsibility	See SEAT
Service Owner	Littrell, Jason Click here to send the Service Owner a Message

SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority	High / High
Usage	35,000 + named users
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Web Productivity**
Code	1001LW
Purpose	Web Productivity User License for Microsoft Office 365 Services
Included	Exchange Online P1, SharePoint Online Kiosk, Web Based Office 365 office applications, and Security Features
Not Included	Visio, Project Online, On-Premise Office Pro-Plus
Dependencies	Desktop Services
Rate	$5.23 Per Month Per Named User
Standard	Microsoft Office 365
Responsibility	See SEAT
Service Owner	Littrell, Jason Click here to send the Service Owner a Message

SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority	High / High
Usage	New product offering no usage data available.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Web Productivity Enhanced SharePoint**
Code	1001ES
Purpose	Web Productivity User License for Microsoft Office 365 Services with enhanced SharePoint Collaboration and Teams capabilities
Included	Exchange Online P1, SharePoint Online, Web Based Office 365 office applications, Windows 10 Enterprise license, and Security Features, Teams
Not Included	Visio, Project Online, On-Premise Office Pro-Plus
Dependencies	Desktop Services
Rate	$12.68 Per Month Per Named User
Standard	Microsoft Office 365
Responsibility	See SEAT
Service Owner	Littrell, Jason Click here to send the Service Owner a Message

SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority	High / High
Usage	New product offering no usage data available.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Complete Web Productivity**
Code	1001KL
Purpose	Web Productivity User License for Microsoft Office 365 Services with enhanced SharePoint Collaboration, Teams, and Email capabilities
Included	Exchange Online, SharePoint Online, Web Based Office 365 office applications, Windows 10 Enterprise license, Teams, and EMS 3
Not Included	Visio, Project Online, Locally Installed Office Pro-Plus
Dependencies	Desktop Services
Rate	$21.34 Per Month Per Named User
Standard	Microsoft Office 365
Responsibility	See SEAT
Service Owner	Littrell, Jason Click here to send the Service Owner a Message

SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority	High / High
Usage	New product offering no usage data available.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Web Productivity Enhanced Email**
Code	1001LE
Purpose	Web Productivity User License for Microsoft Office 365 Services with enhanced email capabilities
Included	Exchange Online P2, SharePoint Online Kiosk, Web Based Office 365 office applications, Windows 10 Enterprise license, and Security Features, Teams
Not Included	Visio, Project Online, On-Premise Office Pro-Plus
Dependencies	Desktop Services
Rate	$9.33 Per Month Per Named User
Standard	Microsoft Office 365
Responsibility	See SEAT
Service Owner	Littrell, Jason Click here to send the Service Owner a Message

SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority	High / High
Usage	New product offering no usage data available.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Identity Access**
Code	1001LI
Purpose	Identity access to state network
Included .	Azure Active Directory P1
Not Included	Visio, Project Online, On-Premise Office Pro-Plus
Dependencies	Desktop Services
Rate	$4.48 Per Month Per Named User
Standard	Microsoft Office 365
Responsibility	See SEAT
Service Owner	Littrell, Jason Click here to send the Service Owner a Message

SLO	**Request**:	Access within 3 business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority	High / High
Usage	New product offering no usage data available.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**MFA Devices**
Code	1001M
Purpose	**MFA access**
Included .	YubiKey
Not Included	Identity, Office
Dependencies	Desktop Services
Rate	
Standard	Microsoft Office 365
Responsibility	See SEAT
Service Owner	**Jason Littrell**

SLO	**Request**:	Access within X business days
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)

Impact/Priority	
Usage	New product offering no usage data available.

Hosting

Name	**Physical Server Hosting and Management**
Code	1050
Purpose	The Physical Server Hosting and Management product provides agencies a location for physical server hosting in the State of Indiana data centers.
Included	Hardware, OS and application software setup, installation, and configuration, including the following services:

- Tracking of warranty and non-warranty statuses in Archer
- Performance tuning
- Monitoring alerts and reports (SCOM)
- Redundant Network connectivity (1GB and 10GB Cisco)
- Data and OS backups
- Monthly OS Patch management
- OS Software upgrades
- Enterprise Anti-Virus
- Redundant Power
- Proxy Load balancing for Web Servers

All physical servers shall be ordered from the current IDOA Hardware QPA. The Server Admin Team will work with the QPA vendor to receive a quote that should be provided to your agency's procurement department for ordering the hardware. The OS licensing will also be ordered as part of this process.

Geo-blocking and IP-Intelligence self-service features are available on the proxy for agencies to use. Please contact the operational security team for self-service portal access and training.

All information systems in the State of Indiana data centers are maintained by IOT. Servers that provide some "centralized services" at off-campus offices must be approved with a MOU before they are deployed.

This service is maintained by the Indiana Office of Technology both on and off-campus.

Not Included	Hardware not procured from IOT
Dependencies	Storage services, Backup
Rate	$695.86 Per Month Per Server
Standard	IOT-CS-ARC-001
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Configuration Guidance	CI	C	RA
Coordination of Physical Installation (Rack Space)	I		RACI
Hardware Repair & Part Replacement	I	C	RACI
Physical Server Cost Estimates and Quoting	I	C	RA
Redundant Network Connectivity (1GB and 10GB)	I		RACI
Redundant Power	I		RACI
Warranty/Non-Warranty Status Tracking (Archer)	CI	C	RACI

Service Owner	Walden, Tucker Click here to send the Service Owner a Message	
SLO	**Request**:	Installed within 5 IOT Business Days once order arrives (6am-6pm, M-F excl. Holidays)
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High	

Usage   1,200 Servers in multiple data centers

Reports   Statewide Monthly IOT Service Performance Reports can be found here.

Order   Click here to request this service.

Cancel   Click here to cancel your existing service.

Name	**Shared Server Hosting and Management**
Code	1052
Purpose	Shared hosting of Virtual Machines (VM) reflecting the varying configurations requested by Agency Partners. The base configuration includes CPU, 1 GB RAM and up to 100 GB disk space.

Included

1. High Availability: Automatic failover of VM's between hosts.
2. Snapshots: A bookmark in time to roll back all changes occurring after this bookmark. Retained for 72 hours as a hard limit.
3. See IOT Responsibility below.

Not Included

1. Windows OVA deployments. Windows prepackaged appliances. Windows VM's created outside of IOT.
2. Guest Operating Systems support/configuration: OS and applications (other than VMware Tools) within the hosted VM.

Dependencies	1177a (SAN), 1187 (Data Circuits), 1155 (Network AS), 1050 (Physical Server Hosting)
Rate	$66.47 Per /Month
Standard	Hypervisor: VMware ESXi
	Host VMs (virtual hardware layer) running IOT approved Microsoft Windows and Linux operating systems within supportable lifecycle.
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Virtual Server Hosting - Base			
Computer with Network Access	RA		
Physical Hardware Support			RA
Virtual Storage Support			RA
Virtual Networking Component Support			RA
Hardware / Software Support & Parts Replacement		RA	C
Virtual Hardware & Software Support		RA	CI

Service Owner	Soel, Mike	Click here to send the Service Owner a Message
SLO	**Request**:	90% Installed within 12 IOT Business Hours (6am-6pm, M-F excl. Holidays)
		Applies to the virtual hardware layer, base OS and base applications such as anti-virus and DPA Agent (backup/restores). Final OS configurations and application deployments determine the Agency Partner delivery schedule.
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
		Guest Windows OS or Linux OS may crash, shutdown, or not boot, but the VM can be powered on and available for troubleshooting, re-installation and Guest side resolution at 99.9% uptime/availability.
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	3,624 Virtual Servers, 19% increase over previous year.	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Virtual Server Hosting (Additional CPU)**
Code	1052A
Purpose	The Virtual Server Hosting (Additional CPU) service provides a custom core count for additional processing as needed.
Included	Core count change while powered off.
Not Included	Core count change while powered on.
Dependencies	1052 and its dependencies. Guest OS limitations and OS/Application licensing.
Rate	$5.37 Per Month Per Additional CPU
Standard	Intel
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Virtual Server (extra CPU)			
Computer with Network Access	RA		
Email	RA		
Planning and Scheduling Downtime Window	CI		RA
Validate Core Count Request Limit & Exception			RAC

Service Owner	Soel, Mike	Click here to send the Service Owner a Message
SLO	**Request**:	4 hours - with an approved downtime window of 1 hour falling within the 4-hour lead-time/schedule-notification (6am-6pm, M-F excl. Holidays)
	Availability:	Server = 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
		Example: Guest Windows OS or Linux OS may crash, shutdown, not boot, but the VM can be powered on and available for troubleshooting, re-installation and Guest side resolution at 99.9% uptime/availability.
		Downtime for increasing CPU Core count should be expected and planned for even if a hot-add can accomplish the desired count by multiplying sockets. A 20 core maximum is standard. More will require validated usage and exception.
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority	**Delivery** = Medium / Medium	
	Uptime = High / High	
Usage	9,645 extra CPU beyond the single CPU included in 1052.	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Virtual Server Hosting (Additional RAM)**
Code	1052B
Purpose	The Virtual Server Hosting (Additional RAM) service provides a custom RAM count in units of 1GB for additional memory as needed.
Included	Includes dynamically added RAM (Memory) in units of 1GB (while device is powered on).
Not Included	Support for applications/OS unable to adapt/use additional RAM/Memory. Management of virtual memory/page files impacting physical RAM/Memory access by OS.
Dependencies	NA
Rate	$3.10 Per Month Per Additional 1 GB RAM
Standard	N/A
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Virtual Server (extra GB RAM)			
Computer with Network Access	RA		
Email	RA		
Validation of Current Utilization & Need			RA
Validate RAM/Memory Count Request			RAC

Service Owner	Soel, Mike	Click here to send the Service Owner a Message
SLO	**Request**:	4 hours (6am-6pm, M-F excl. Holidays)
	Availability:	Server = 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
		Example: Guest Windows OS or Linux OS may crash, shutdown, not boot, but the VM can be powered on and available for troubleshooting, re-installation and Guest side resolution at 99.9% uptime/availability.
		RAM can be added while the VM and Guest Operating System are online, but some applications and operating systems will only tally memory at boot up. A reboot is recommended if expected gains are not realized.
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	**Delivery** = Medium / Medium	
	Uptime = High / High	
Usage	41,024 GB (41TB)	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Horizon VDI**
Code	1052D
Purpose	VMware Horizon is a virtual desktop infrastructure (VDI) solution that lets users access virtual desktops and applications remotely. **Note**: *agencies can no longer request the new use of Horizon VDI although they are able to continue to use their existing accounts.*

Name	**Cloud Service Provider (CSP)**
Code	1053
Purpose	IOT has negotiated and holds the master accounts with our Cloud Service Providers (Microsoft Azure and Amazon Web Services as of writing) and manages the overall account structure. Each Agency provides IOT with a billing code, and we create a tenant account under that master account for the agency at the appropriate CSP. As the agency turns up services at the CSP, those service charges are passed through to the agency based on consumption and as billed to IOT.
Included	This service is a pass through of actual CSP consumption.
Not Included	IOT Cloud Operations Support (1053a).
Dependencies	There are no dependencies on this service, however it can be purchased in addition to any other IOT services.
Rate	Pass-Through - As billed by the CSP
Standard	N/A
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Management of Turn Up & Turn Down Services	RA		
Pay Associated CSP Charges	RA		
Implementing Processes to Track & Use Notifications to	RA		
Overall Relationship with CSP			RA
Ingesting Usage Data in Billing System			RA
Financial Transfers			RA

Service Owner	Stahl, Ben	Click here to send the Service Owner a Message.
SLO	**Request**	IOT will work with the agency contact to make the Agency Tenant available as soon as it is practicable.
	Availability	N/A
	Incident	N/A
Impact/Priority	NA / NA	
Usage	As of 1/6/23 we have 29 Agencies using IOT as a Cloud Service Provider.	
Reports	Monthly Billing Statement. It is possible to activate "notifications" from the CSP based on spend limits to track usage and give the agency the opportunity to make changes to services over the course of the month. (This is what is currently is, so no changes needed).	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Cloud Operations**
Code	1053A
Purpose	The Cloud Operations organization within IOT provides the operational overlay between the agency and the cloud service provider (CSP). This is the same role as IOT plays between our on-premises infrastructure and the Agency Partners.
Included	This service includes the Architecture and Policy governance work to align CSP implementation with the State Security and Compliance standards. In addition, IOT provides the operational support for CSP services, including a team that is ready to respond to tickets and outages 24/7. This support is requested through the IOT ITSM tools and HelpDesk processes. Finally, this service charge covers the monitoring and management tools necessary to align services consumed from a CSP into the State Standards.
Not Included	This does not include the service costs from the CSP for compute, storage, backups, disaster recovery configurations, custom software, and other application specific items.
Dependencies	There are no dependencies on this service, however it can be purchased in addition to any other IOT services.
Rate	25% of the cost of the CSP services consumed by the agency.
Standard	Cloud Consumption / Availability Standards
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Manage Hub and Spoke Model	I	SC	RA
Manage transport between CSP and On-Premise Networks	I	SC	RA
Provide baseline compliance and security monitoring	I	SC	RA
Maintain Service Availability and Integrity	I	RA	C
Solution Design	RA	S	CI
DevOps Pipeline Setup	CI	S	RA
Testing and Tuning	RA	S	CI
Identity Management	CI	S	RA
Control Consumption Burn Rate	RA	S	CI

Service Owner	Stahl, Ben	Click here to send the Service Owner a Message.
SLO	**Request**	IOT will work with the agency contact to enable the CSP tenant infrastructure and billing information. This typically requires 1 business week once requirements are clear.
	Availability	Per the CSP standards.
	Incident	Per the CSP standards.
Impact/Priority	**Impact** will vary based on service, however IOT can work with the Agency Partner to ensure that the appropriate redundancy & resilience are architected into the solution.	
	Priority will be determined by the CSP.	
Usage	IOT provides Cloud Operational support services for 32 agencies using IOT as a cloud service provider	
Reports	Monthly billing and usage reports can be scheduled by IOT within the cloud service provider portal.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Oracle Application Hosting**
Code	1191
Purpose	Oracle Applications provides agencies with a shared WebLogic Server environment which offers a highly available and secure platform for deploying enterprise applications including Oracle Forms, Oracle Reports, Oracle Portal, Oracle Internet Directory and custom Java Apps.
Included	Infrastructure required to host these services and the Oracle WebLogic Server Suite licensing.
Not Included	Agencies are responsible for the database costs affiliated with their application as well as any licensing not covered by the IOT license. Agencies requesting a dedicated environment require the agency to be responsible for the additional licensing and server hosting fees.
Dependencies	Storage Services, Server Hosting, Database Services
Rate	$3,819.68 Per Month Per Site
Standard	Oracle WebLogic
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Day-to-Day Application Development	RA		
Application Administration	RA		
Application Deployment	RA		
Application Maintenance	RA		
Application Troubleshooting	RA		
Oracle WebLogic Infrastructure Support & Maintenance			RA
Technical Support for Oracle Products		RA	

Service Owner	Khan, Faisal	Click here to send the Service Owner a Message
SLO	**Request**	Project Based
	Availability	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays).
	Incident	90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High / High	
Usage	12 sites	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Server Management**
Code	1195
Purpose	This is a standard fee for server management for any server hosted in the State of Indiana's Data Centers.
Included	Includes troubleshooting, support and OS configuration. Recommendations for redesign and configuration of operating systems and system applications. Solutions design for new projects.
Not Included	3rd party application support. While we don't know your applications as well as you do, we will always be open to help you figure out solutions or collaborate on how to resolve the issue.
Dependencies	N/A
Rate	$127.66 Per Month Per Server

Each physical and virtually hosted server in the IOT data center that is managed by IOT will be assessed this fee on top of the monthly rate. Salaries of all IOT intermediate and Senior System Administrators that are assigned to the Server Administration team are included here along with VMware admins and data center management.

Standard — Make OS and Application-Level configuration changes and troubleshoot issues impacting operability. Collaborate with Agency Partner and vendor to analyze and provide solutions.

Responsibility — R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Active Directory & Group Policy Management	CI		RACI
Application Certificate Management	RA	C	RAC
Application Deployment	RA	S	RCI
Application Troubleshooting	RA		SC
Application Vulnerability Management	RA	C	RSCI
Build and Configuration of New Servers	CI		RACI
Certificate Management Services	CI	C	RAI
Domain Name Services	CI	C	RA
IIS web support	CI		RA
IP Intelligence & Geoblocking	RCI	C	RACI
LDAP Services			RA
Load Balancing Services	CI		RA
Mail Relay/SMTP Services			RAC
Operating System Vulnerability Management	CI	C	RASCI
Patch/Update Management	I	C	RASCI
Perf. tuning, monitoring alerts, & reports (SCOM)		C	RASI
Premier Linux support for RedHat Linux servers		C	RA
Proxy Services	CI		RA
Server Configuration Management (SCCM)	I		RACI
Server Privilege Management (EPM)	C		RA
Server/Service Architecture Management	CI	C	RA
Server/Service Implementation Management	CI	C	RA
Server/Service Troubleshooting & Identification	C	C	RA
Small Infrastructure Project Management	AC		R
SQL Reporting Services			RAC
Third Party Software Patching	RAI		RSCI
Vendor Remote Session Hosting	C	C	RA
Windows Application Firewall Services (via F5)	CI	C	RA

Service Owner   Walden, Tucker   Click here to send the Service Owner a Message

SLO   **Request**:   Not a requested service.

                     Availability: 6am-6pm, M-F excl. Holidays - 24/7 support for production.

                     Incident: N/A

Impact/Priority   High/High

Usage   5000+ Servers

Reports   Statewide Monthly IOT Service Performance Reports can be found here.

Note: This service is not purchased "directly" by the Agency Partner.

Name	**Rack Hosting (Agency Partner Provided Rack)**
Code	1200F (Floor Space Only)
Purpose	To allow state agencies or other municipalities, when not infringing on IOT's ability to deliver on its' core function, the ability to host their server racks in our data center.
Included	The Agency Partner will be provided with a minimum of 2 redundant power feeds that both have UPS and generator backed up included. Cooling. State of the art fire suppression system. A secure facility with 24/7 onsite staff to monitor the environment and video cameras throughout which are monitored and kept for a minimum of 30 days.
Not Included	Rack, servers or networking hardware required to populate the rack.
Dependencies	Network Services will be generally available to Agency Partners availing themselves of this service. However, it will need to be evaluated on a case-by-case basis. The Agency Partner must understand that IOT will maintain the right to conduct network maintenance which may periodically result in loss of connectivity. These changes will follow the standard change process so notification will be provided well in advance of any planned service.
Rate	$300.00 Per Month Per Rack.
Standard	Server Rack may not exceed 42 rack units (U) in height.
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Support for all Hardware Placed in Rack	RA		
Maintain Staffing and Facilities to Support Environment			RA

Service Owner	Adkins, David	Click here to send the Service Owner a Message
SLO	**Request**:	TBD determined at the time of the request and based on availability.
	Availability:	99.9%
	Incident:	90% Resolved within 16 Hours.
Impact/Priority	High / High	
Usage	Determined by Agency Partner	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Rack Hosting (Agency Partner Provided Rack)**
Code	1200R (IOT Provided Rack and PDU)
Purpose	To allow state agencies or other municipalities, when not infringing on IOT's ability to deliver on its' core function, the ability to host their server racks in our data center.
Included	The Agency Partner will receive a server rack and 2 (30Amp) PDU's with fully redundant power feeds that both have UPS and generator backed up included. Cooling. State of the art fire suppression system. A secure facility with 24/7 onsite staff to monitor the environment and video cameras throughout which are monitored and kept for a minimum of 30 days.
Not Included	Servers or networking hardware required to populate the rack.
Dependencies	Network Services will be generally available to Agency Partners availing themselves of this service. However, it will need to be evaluated on a case-by-case basis. The Agency Partner must understand that IOT will maintain the right to conduct network maintenance which may periodically result in loss of connectivity. These changes will follow the standard change process so notification will be provided well in advance of any planned service.
Rate	$350.00 Per Month Per Rack.
Standard	Server Rack may not exceed 42 rack units (U) in height.
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Support for all Hardware Placed in Rack	RA		
Maintain Staffing and Facilities to Support Environment			RA

Service Owner	Adkins, David Click here to send the Service Owner a Message
SLO	**Request**: TBD determined at the time of the request and based on availability.
	Availability: 99.9%
	Incident: 90% Resolved within 16 Hours.
Impact/Priority	High / High
Usage	Determined by Agency Partner
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Server Hardware Extended Maintenance (REMI)**
Code	1223
Purpose	Provides repair work to physical servers and equipment after manufacturer warranty expires.
Included	All production equipment is now automatically enrolled in REMI maintenance when manufacturer expires.
Not Included	Agency should contact IOT for Post Warranty Maintenance coverage for Q/A and Development equipment.
Dependencies	Physical server or additional components
Rate	Varies depending on equipment, schedule, and time.
Standard Responsibility	
Service Owner	Adkins, David Click here to send the Service Owner a Message
SLO	**Request**: Not a requested service
	Availability: N/A
	Incident: N/A
Impact/Priority	N/A
Usage	700+ components
Reports	N/A

Note: This service is not purchased "directly" by the Agency Partner.

IN.Gov

General

The IN.gov program consists of 3 major components: Web Portal Services, Single Sign-on and Authentication (SSO), and Payment Processing. Check out our services and let us know how we can help with your IN.gov needs!

Services provided by the IN.gov Program include:

- State Government Website Design & Development
- State Government Creative & Branding Services
- State and Local Government Payment Processing: Online, Over-the-Counter, and Mobile
- State and Local Government IN.gov Domain Registration
- State and Local Government Single Sign-On and Authentication services (Access Indiana)
- Local Government Website Hosting and DNS services

Code	1131
Service Owner	White, Mike Click here to send the Service Owner a Message

SLO	**Request**:	To be determined at the time of the request and based on availability
	Availability:	99.9%
	Incident:	90% Resolved within 16 Hours
Usage		100 state agencies and 100+ local agencies with IN.gov hosted websites. 5000 IN.gov subdomains in use statewide.
		95 State and local agencies processing $2billion+ annually. SSO via Access Indiana with over 2.5 million users accessing 120+ state applications daily.
Website		https://www.in.gov/inwp/

Name	**Access Indiana ID Verification**
Code	1225
Purpose	Provide identity verification options for agency applications.
Not Included	Agencies are responsible for authorizing customers that fail the identity verification questions.
Dependencies	Client/application integration with Access Indiana
Rate	There are a few verification services available for customers.

- Document Verification Premier w/ Selfie Bundle and Image Alert List = $0.71
- Global Watchlist Standard = $0.19
- Passive Risk-based Verification Bundle = $0.57
- Selfie re-verification = $0.22
- Device intelligence = $0.14
- Email Risk Score = $0.19
- Phone Risk Score = $0.19
- Address Risk Score = $0.19

Standard	Access Indiana
Responsibility	Customer is responsible for properly integrating their client to receive data from Access Indiana and to manage failed identify verification tests. Agencies are responsible for authorizing customers that fail the identity verification process.
Service Owner	Lubsen, Graig Click here to send the Service Owner a Message
SLO	**Request**: Response within 3 business days – client setup times vary
	Availability: 99.9% 24/7
	Incident:

Severity Level	Impact	Definition	Initial response time frame from receipt of service call	Targeted service restoration
1	Major Outage	(i) A problem has been identified that makes the continued use of one or more systems impossible; or (ii) Problem may cause loss of data and/or restrict data availability and/or cause significant impact to Customer.	30 minutes	5 hours
2	Service Disruption	(i) production system, or environment, or a major portion of the system or environment, is degraded, impeding critical business processing and/or causing disruption to normal production workflow; (ii) development is down, disrupting critical development; or (iii) a Severity 3 problem has remained unresolved for 48 hours.	2 hours	8 hours
3		(i) A problem that does not have a major effect on the Services used to support applicable business operations, (ii) A problem for which an acceptable work around exists and is available, and operations can continue in a restricted fashion.	2 hours if call is received prior to 4:30 p.m. Eastern Time	48 hours
4		(i) General user questions about usage of software or web reporting, (ii) Support issues that don't affect processing	3 business days	Next scheduled release

Impact/Priority	High / High
Usage	Usage is based on API calls made to the Socure service

- Document Verification Premier w/ Selfie Bundle and Image Alert List = 67,000
- Global Watchlist Standard = 670,000
- Passive Risk-based Verification Bundle = 670,000
- Selfie re-verification = 270,000
- Device intelligence = 1,800,000

- Email Risk Score = 1,800,000
- Phone Risk Score = 90,000
- Address Risk Score = 90,000

Reports   Statewide Monthly IOT Service Performance Reports can be found here.

Order   Click here to request this service.

Cancel   Click here to cancel your existing service.

IT Business Continuity

Disaster Recovery Premium (Formerly **MHA**) and Traditional Planning (**DRP**) are the components of IT Business Continuity Services. Please refer to standards 20.1.1 Business Continuity and 20.1.1 Disaster Recovery for more information.

It is highly recommended for the agency to work on their overall Business Continuity Plan (COOP – Continuity of Operation Plan) which is handled by the Indiana Department of Homeland Security (IDHS). Part of the Business Continuity Plan (COOP) indicates the agency is responsible to prioritize their critical systems to partner and collaborate with IOT on a plan for recovering their systems in the Secondary Data Center in case the Primary Data Center is impacted by a disaster event.

Disaster Recovery As A Service purely concentrates on the IT recovery of critical systems hosted in the IOT Data Center to the Secondary Data Center with prescribed Recovery Time Objective - Downtime / Recover Point Objective - Data Loss (RTO/RPO) timelines, provided the agency has partnered with IOT to perform a yearly DR test and have a current documented Recovery Plan.

The Disaster Recovery Plan should not be assumed as a High Availability option provided the system is architected with Multi-site High Availability which is currently in the testing phase (certain conditions and restrictions may apply).

IOT will provide consulting and operation support to agency business continuity efforts in the Primary Data Center. This document dictates day-to-day operations recoverability and business continuity of critical systems hosted in the Primary Data Center.

IOT also offers limited rack hosting services in the Secondary Data Center for vendor supported DR solutions. IOT explores all the logistics and technical requirements before offering this as a service to IOT and agencies.

What is ISI (Information System Inventory)?

ISI is an Archer based authoritative inventory of all information systems maintained by state agencies. An "information system" is broadly defined as any process, whether electronic or paper-based, that processes information for recordkeeping purposes.

https://isi.iot.in.gov/

Who updates the information in Archer (ISI – System of Records)?

All "state agencies" can update the information in Archer

Who has access to Archer (ISI – System of Records)?

All "Agency system owners" should have access to ISI to update their system information

How to request an Access to Archer (ISI – System of Records)?

Access to Archer can be requested through the ITSM ticketing tool and route it to IOT Security Group

RTO and RPO:

IOT DR team focuses on Business Continuity (Recovery Time Objective/ Recovery Point Objective) and Disaster Recovery (Recovery Time Objective/ Recovery Point Objective) in ISI ARCHER to set expectations to the agencies on their Operations Recovery Plan and the Disaster Recovery plan. This timeframe will help IOT meet service level objectives for systems that have operational production outages in the primary data center and also in a Disaster scenario where the primary data center no longer exists, triggering the DR declaration by IOT CIO upon advice from Governor.

Some of the Systems Architecture decisions will also be made based on these timeframes provided by the agencies.

Business Continuity Recovery Time Objective (Downtime):

Business Continuity - Recovery Time Objective(BC-RTO) is the targeted duration of time and a service level with in which the system must be restored after an outage at Primary Data Center (hardware, network, or software issues), during that outage agency business enacts their Business Continuity Plan to continue their operations with alternate business functions while IOT works to recover the system back on operations on the prescribed RTO timeframes agreed upon by the agency and IOT.

Business Continuity Recovery Point Objective (Data loss):

- Business Continuity - Recovery Point objective (BC-RPO) is the maximum targeted period in which data might be lost from an IT service due to issues with the servers (hardware or software related). The RPO gives the specified timeframe the agencies can recover from the data loss during the outage of hardware or software failure in the primary data center.

  IOT performs a backup of servers everyday so the RPO for most of the systems would be 24 -48 hours any reduced RPO timeframes need to be negotiated and worked on with IOT operational teams

  Ex: Database backup frequencies need to be worked on with the respective Database teams to understand what they can offer to reduce the RPO for your systems. Additional costs might incur.

Disaster Recovery Time Objective (Downtime):

- Disaster - Recovery Time Objective (DR-RTO) is the targeted duration of time and a service level within which the system must be restored after a disaster (e.g., data center catastrophe) in the secondary data center when the primary data center no longer operational upon evaluation by IDOA.

Disaster Recovery Point Objective (Data Loss):

Disaster - Recovery Point Objective (DR-RPO) is the maximum targeted period in which data might be lost from an IT service outage due to a major disaster experienced in the primary data center and the restoration triggered in the secondary data center. The RPO gives the specified timeframe the agencies can recover from the data loss during the disaster recovery situation.

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
3 Year Budget projection for 1137			RA
Seek approval for finalized costs for projected budget for the next fiscal year			RA
Prepare yearly contract with updated terms and support language		RA	
Review the contract and negotiate any change in reqmts (rack counts, power, costs etc.)			RA
Finalize the contract		RA	
Approve and Sign the contract			RA
Submit Procurement Request			RA
Send the PO information to IU for invoice			RA
Send Monthly Invoice		RA	
Review and approve the invoice			RA
Pay the Invoice			RA
Attend monthly projection meeting to keep the budgets in sync for 1137			RA
Develop Roadmap for the calendar year			RA
Develop Business Plan with Critical Applications & Priorities	RA		
Develop Business Continuity Plan (Alternate Business Plans) for BC RTO	RA		
Complete Archer Profile	RA		
Submit Project Request Through PSC	RA		
Submit Ticket to Disaster Recovery Queue	RA		
Participate in DR Testing	RA		
Collaborate with IOT PSC			RA
Follow IOT Standard for DR Premium/Traditional Implementation		RA	IV
Collaborate and Partner w/Agency to Initiate Planning Process			RA
Align Business Continuity/Disaster Recovery to IOT recoverability times with current/future Architecture of systems			RA
Update Archer with the recommended BC/DR RTO/RPO offered by IOT	RA		
Provide the cost estimates			RA
Review the cost estimates	RA		
Provide Service Order Form (SOF)			RA
Open a Ticket to add the servers to IOT DR plan with replication			RA
Add Servers to IOT DR plan and Replication			RA
Develop System Architecture Drawing			RA
Discovery of Inter/Intra agency and IOT Core Infrastructure dependencies			RA
Approve the scope and exclusions	RA		
Plan DR Testing			RA
Seek Buyin on schedule			RA
Approve the schedule	RA		
Develop a DR Testing Plan with all stakeholders			RA
Develop Application DR Testing Script	RA		
Coordinate with Operational Teams for the DR test			RA
Schedule a DR Test			RA
Submit Change Management Request			RA
Communication Plan for end users	RA		
Execute DR Testing			RA
Participate in the DR Testing Exercise	RA		
Conduct Lessons Learned			RA
Provided Updated DR Documentation			RA
Acknowledges the DR Documentation	RA		
Track Next DR Test Scheduling Options			RA
Inform if there are any major changes to the system	RA		
Justification why the DR test cannot be repeated every year	RA		
Develop KPI for Management and Executive Reporting			RA
Conduct Biweekly Status Meeting to keep the Operational Teams in the loop			RA
Develop and Update COOP and Emergency and Safety Preparedness Plan			RA
Conduct Biweekly Status Meetings for COOP and Emergency and Safety Preparedness			RA
Propose Continuity and Safety Improvements			RA
Communication to the teams about any policy, standards, and any Safety updates			RA
Maintain the Master Spreadsheet with Essential Staff Information with working schedule			RA
Develop roadmap for the calendar year			RA
Training Staff on Safety			RA

Name	**Disaster Recovery Premium - Physical Server**
Code	1137MP
Purpose	Only new emerging or existing systems that have upgrade plans with a possible parallel environment existence will be explored for possible support. IOT reserves the right to evaluate the system requirements and its interfaces with other systems to set expectations before offering this premium service to the agency.
	Applies to each individual **physical** server dedicated to the agency, supporting a production application environment/system with physical servers hosted (single physical server up to 4 rack units (U) of space in a rack) in the Primary and Secondary Data Center.
	The fee is applicable to servers of systems categorized in the IOT IT Business Continuity Plan as Critical - Premium (1.5 hours planned and 3.0 hours unplanned Recover Time Objective-Downtime) for operational and disaster recovery needs with hot or cold servers maintained in the Secondary Data Center with possible automatic failover capabilities to a secondary site (certain restrictions and limitations may apply).
	This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and salaries for the Director and the team that oversees the DR Premium planning and testing efforts for those critical systems bought in to this plan.
	Additional Storage fees may apply for the replicated copy of the database to the Secondary Data Center's Storage Area Network (SAN).
Included	Project Management Services for DR Premium standardization, implementation with Standards, DR testing, and DR documentation.
	Secondary Data Center Rack Space up to 4U.
Not Included	Agency Business Continuity Planning but would collaborate on IT related Services on operational recovery procedures.
	Cloud or Vendor hosted solutions.
Dependencies	Storage Services (1177a), Physical Server Hosting
Rate	$405.13Per Month Per Server
Standard	20.1.1 Business Continuity and 20.1.1 Disaster Recovery
Service Owner	Larimer, Emily Click here to send the Service Owner a Message
SLO	**Request**:
	DR Premium planning for critical system with all IOT infrastructure dependencies and clustering options to provide redundancies for the application/system environment
	Availability:
	1.5 hours Recovery Time Objective (Testing) and 3.0 hours Recovery Time Objective (Testing)
	Incident:
	Hardware or software related operational incidents impacting the physical database clusters (SQL Cluster/Oracle Fail Safe) that have DR Premium Service. Excludes monthly Operating System or scheduled database patches.
	DR incident impacted the Primary Data Center.
Impact/Priority	High / High
Usage	IOT maintains the list of agency systems with server information that are supported in DR Premium plan. The information is available upon request specific to the agency.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Disaster Recovery Premium - Virtual Server**
Code	1137MV
Purpose	Only new emerging or existing systems that have upgrade plans with a possible parallel environment existence will be explored for possible support. IOT reserves the right to evaluate the system requirements and its interfaces to inter/intra systems to set expectations before offering this premium service to the agency.
	The DR Premium service applies to each virtual (VMware) server exclusively assigned to the agency. These servers, which support the agency's production applications and systems, are virtually hosted in both the Primary and Secondary Data Centers. They utilize Pure Storage Synchronous Replication, ensuring data and processing resources are distributed across both Primary/Secondary data centers.
	The fee applies to servers of systems categorized in the IOT IT Business Continuity Plan as Critical - Premium (1.5 hours planned and 3.0 hours unplanned Recover Time Objective-Downtime) for operational and disaster recovery needs with hot or cold servers maintained in the Secondary Data Center with possible automatic failover capabilities to secondary site (certain restrictions and limitations may apply).
	This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and salaries for the Director and the team that oversees the DR Premium planning and testing efforts for those critical systems bought in to this plan.
	Virtual Server Hosting (1052), CPU (1052A), Memory (1052B) & storage fees (>100 GB – 1177Ff) may also apply if the virtual server(s) are added to IOT DR plan and replicated to Secondary Data Center. Please note this would be an addition to the Virtual Server hosting, CPU, Memory, and Storage cost that is already incurred for the production VM hosted in Indianapolis. This additional cost helps IOT to maintain a copy of the production VM for the agency in the dedicated DR VM infrastructure at Bloomington by VMware Hosting and Storage team.
Included	Project Management Services for DR Premium standardization, implementation with Standards, DR testing, and DR documentation.
Not Included	Agency Business Continuity Planning but would collaborate on IT related Services on operational recovery procedures.
	Cloud or Vendor hosted solutions.
Dependencies	Hosting Services (1052, 1052A, 1052B), Storage Services (1177F)
Rate	$132,38 Per Month Per Server
Standard	20.1.1 Business Continuity and 20.1.1 Disaster Recovery
Service Owner	Larimer, Emily Click here to send the Service Owner a Message
SLO	**Request**:
	DR Premium planning for critical system with all IOT infrastructure dependencies and clustering options to provide redundancies for the application/system environment
	Availability:
	1.5 hours Recovery Time Objective and 3.0 hours Recovery Time Objective
	Incident:
	Hardware related operational incidents impacting the VM farm (SQL, App, and Web VMs) in the primary data center. Excludes monthly Operating System or scheduled database patches.
	DR incident impacted the Primary Data Center
Impact/Priority	**High / High**
Usage	IOT maintains the list of agency systems with server information that are supported in DR Premium plan. The information is available upon request specific to the agency.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.

Name	**Disaster Recovery Traditional - Physical Server**
Code	1137P
Purpose	This service applies to each individual **physical** server dedicated to the agency, supporting a production application environment/system with physical servers hosted (single physical server up to 4 rack units (U) of space in a rack) in the Primary Data Center.

The fee applies to servers of systems categorized in the IOT DR plan as Critical – Traditional (6 hours Recover Time Objective-Downtime) for disaster recovery needs with warm or cold servers maintained in the Secondary Data Center with manual failover capabilities to Secondary site upon CIO's disaster declaration upon advice from the Governor.

This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and salaries for the Director and the team that oversees the DR and Business Continuity planning and testing efforts for those critical systems bought in to this plan.

Additional Storage fees may apply for the replicated copy of the database to the Secondary Data Center's Storage Area Network (SAN).

Included	Project Management Services for DR standardization, implementation with Standards, DR testing, and DR documentation.
	Secondary Data Center Rack Space up to 4U.
Not Included	Agency Business Continuity Planning but would collaborate on IT related services on operational recovery procedures.
	Cloud or Vendor hosted solutions.
Dependencies	Storage Services, Physical Server Hosting
Rate	$392.59 Per Month Per Server
Standard	20.1.1 Business Continuity and 20.1.1 Disaster Recovery
Service Owner	Larimer, Emily Click here to send the Service Owner a Message
SLO	**Request**:
	DR planning for critical system with all IOT infrastructure dependencies and with clustering options to provide redundancies for the application/system environment.
	Availability:
	6 hours Recovery Time Objective (post disaster recovery declaration from the IOT Chief Information Officer upon advice from the Governor)
	Incident:
	DR incident impacted the Primary Data Center
Impact/Priority	High / Medium
Usage	IOT maintains the list of agency systems with server information that are supported in DR plan. The information is available upon request specific to the agency.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Disaster Recovery Traditional - Virtual Server**
Code	1137V
Purpose	This service applies to each individual **virtual** (VMware) server dedicated to the agency, supporting a production application environment/system hosted virtually in the Primary Data Center.

The fee applies to virtual servers categorized in the IOT disaster recovery (DR) plan as Critical - Gold (6 hours Recover Time Objective-Downtime) for disaster recovery needs with warm or cold servers maintained in the Secondary Data Center with manual failover capabilities to Secondary site upon CIO's disaster declaration upon advice from the Governor.

This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in Secondary Data Center and salaries for the Director and the team that oversees the DR and Business Continuity planning and testing efforts for those critical systems bought in to this plan.

Basic Virtual Server Hosting (1052) and storage fees (>100 GB – 1177F) may also apply if the virtual server(s) are added to IOT DR plan and replicated to Secondary Data Center. These fees would be applied in addition to the Virtual Server hosting cost that is already incurred for the production VM in Indianapolis. This additional cost helps IOT to maintain a copy of the production VM for the agency in the dedicated DR VM infrastructure at Bloomington by VMware Hosting and Storage team.

Included	Project Management Services for DR standardization, implementation with Standards, DR testing, and DR documentation.
Not Included	Agency Business Continuity Planning but would collaborate on IT related services on operational recovery procedures.
	Cloud or Vendor hosted solutions.
Dependencies	Hosting Services, Storage Services
Rate	$166.16 Per Month Per Server
Standard	20.1.1 Business Continuity and 20.1.1 Disaster Recovery
Service Owner	Larimer, Emily Click here to send the Service Owner a Message
SLO	**Request**:
	DR planning for critical system with all IOT infrastructure dependencies and clustering options to provide redundancies for the application/system environment.
	Availability:
	6 hours Recovery Time Objective (post disaster recovery declaration from the IOT Chief Information Officer upon advice from the Governor)
	Incident:
	DR incident impacted the Primary Data Center
Impact/Priority	High/Medium
Usage	IOT maintains the list of agency systems with server information that are supported in DR plan. The information is available upon request specific to the agency.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Rack Hosting Service**
Code	1137R
Purpose	This service applies to a dedicated rack supporting any non-standard or vendor supported servers, appliances, storage, or tape library hosted in a Rackspace at the Secondary Data Center (currently the IU Data Center in Bloomington).
	This fee recovers those costs incurred by IOT for the space, power, cooling, and infrastructure in the Secondary Data Center.
	Note: Space is limited at Secondary Data Center. IOT may not be responsible for operational support for the hardware and software, testing and the recovery of the system hosted in those dedicated racks. The agency is expected to have a contract with the vendor with all the support expectations documented in it.
Included	Rack Space in Secondary Data Center.
Not Included	Rack, Power Outlets, CDUs, Support of hardware or application hosted on that rack.
Dependencies	None
Rate	$433.44 Per Month Per Rack Space
	Contract with the vendor stipulates the one time and monthly costs to host the rack.
Standard	NA
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Submit Project Request Through PSC	RA		
Submit Ticket to Disaster Recovery Queue	RA		
Develop Justification for Vendor Dedicated Rack(s)	RA		
Provide Availability Expectations to IOT	RA		
Provide the cost estimates			RA
Review the cost estimates	RA		
Provide Service Order Form (SOF)			RA
Provide Vendor Contact List	RA		
Validate Rack Meets Standards & Power Requirements			RA
Add Vendor to Approved Access List			RA
Coordinate the rack installation with power and network			RA
Approve the rack installation with power		RA	
Follow Secondary Data Center Standards		RA	
Install the Equipment	A	R	O

Service Owner	Larimer, Emily [Click here to send the Service Owner a Message](#)
SLO	**Request**: Seek approval from agency sponsor and have IOT Computer Operations email IOT operation for accessing the vendor supported racks in Bloomington.
	Availability: Varies with IOT and vendor provided timelines
	Incident: Hardware or Application Issues need to be directed to vendor provided phone number or email address for support
Impact/Priority	Medium/Medium
Usage	IOT maintains the list of racks maintained by IOT and the vendor.
Reports	Statewide Monthly IOT Service Performance Reports can be found here.
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Mainframe

Name	**Mainframe Systems and Services**
Code	1235

Purpose

This product is restricted to legacy mainframe customers with Applications and Services currently hosted on the State of Indiana's mainframe platform. The mainframe environment is composed of 3-key infrastructure elements - Compute (aka - "The Mainframe", Storage (aka - DASD), and Backup - (aka - Virtual Tape System). These three elements collectively make up the underlying hardware infrastructure that are included and required to provide "Mainframe Systems". I

The product includes a full line of software products supporting full stack applications, which include z/OS Suite, Broadcom CA Suite, DB2, CICS, RACF, and other miscellaneous software products that provide for niche services related to security and other functions. All these products are supported, and licensing is included. Mainframe support services are provided by Ensono. Those costs are included in the monthly rate.

IOT provides a vendor management role and still maintains several of the software licensing contracts. IOT also is responsible for billing and invoicing. Because of the legacy state of the mainframe, we have stopped billing for consumption and are now simply dividing the total annual expenses, by the number of agencies consuming these resources, by the number of months.

Product Features:

Hosting services on the mainframe platform allows agencies to host highly complex, multi-tiered applications within a single, non-distributed architecture.

Rate	Pass Through
Service Owner	Todd Baxter Click to email the Service Owner a question
IOT Responsibilities	Provide customers with a secure, resilient, disaster recovery capable platform as a service, which includes turnkey access to a robust mainframe environment. Which includes a full-featured software stack to support any application or services hosted on the platform.

Agency Responsibilities

Agencies are responsible for developing, supporting, and maintaining all aspects related to supporting all agency owned business application which they deploy on the mainframe platform.

Service Level Agreements				
SLA	**Critical Service Levels**	**Minimum Service Level**	**Measurement Window**	**Reporting Window**
Mainframe Services Environment	Solution Availablity	99.99%	7x24	Monthly
Mainframe Services Environment	Mainframe Transaction Response Time	95% <=TBD	7x24	Monthly
Incident Management	P1 Incident	90% <=15 Minutes	7x24	Monthly
Incident Management	P1 Resolution	90% <= 4 Hours	7x24	Monthly
Backup and Rentention	Backup Success	95%	Per Run Book	Monthly
Key Performance Indicatord				
Services	**KPI**	**KPI Target Metric**	**Measurement Window**	**Reporting Window**
Incident Management	P2 Incident Resolution	90% <= 8 Hours	7x24	Monthly
Incident Management	P2 Incident Response	90% <= 60 Minutes	7x24	Monthly
Incident Management	P3 Incident Resolution	90% <= 8 Business Hours	7x24	Monthly
Incident Management	P3 Incident Response	90% <= 4 Business Hours	7x24	Monthly
Incident Management	P4 Incident Resolution	90% <= 24 Business Hours	7x24	Monthly
Incident Management	P4 Incident Response	90% <= 4 Business Hours	7x24	Monthly
Client Satisfaction	CSAT	>=8 (on a scale of 10)	7x24	
Mainframe	CICS Region Availability	99.50%	7x24	Monthly
Mainframe	DB2 Availability	99.50%	7x24	Monthly
Mainframe	Non-Prod LPAR Avail.	99.50%	7x24	Monthly
Mainframe	Prod LPAR Availability	99.50%	7x24	Monthly
Cross-Functional	Root Cause Analysis	90.00%	Monthly	Monthly
Disaster Recovery	RTO	4 Hours	DR Test or Actual Disaster	Manual Report
Disaster Recovery	RPO	10 Minutes	DR Test or Actual Disaster	Manual Report
Change Management	Change Success Rate	90%	7x24	Monthly

SLO Requests:

Availability	24x7x365
Incident	Contact the IOT Helpdesk by calling (317)234-4357 or 1-800-382-109.
Impact/Priority	High/High
Reports	Monthly IOT Performance Metrics – Click here
Order	These services are limited to existing customers only. Ordering, Provisioning, and Canceling services can only be requested by those with service that are currently deployed. All that is required is to open a ticket with the IOT Helpdesk.

Project Management

Name	**MS Project Plan 5 (formerly MS Project Online Premium) License/Support**
Code	1199PR
Purpose	This provides Agency Partners with a Microsoft Project Plan 5 license and IOT Project Online administration support. The license provides portfolio-level cross-project analysis dashboards/reports in addition to project-level dashboards/reports, online project management, project sites, and the Microsoft Project Professional client software. This provides enterprise-level project management, collaboration, and resource management/time recording solutions which enables an organization to easily create and manage custom team-focused and project-focused sites based on the environment configured for each agency and managed by IOT.
Included	Microsoft Project Web App, Project Professional, Project sites, Project for the Web, and project reports.
Not Included	Initial environment setup. Initial setup as well as subsequent enhancement requires Code 1182x (Project Management resources). The setup "project" will be scoped, and the cost estimate will be provided to the Agency Partner.
Dependencies	Project Management resources to set up the Project Online environment.
Rate	$43.00 Per User Per Month
	MS Project Plan 5 license + IOT site administration/update fee*.
Standard	Microsoft Project Online (Plan 5, Plan 3, Plan 1, or Essentials) and Microsoft Project Professional.
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
A Windows 7 or Windows 10 computer with minimum 2 GB RAM, minimum 3 GB Hard Drive space, and network access	RA		
Request specific licenses	RA		I
Push license to Agency Partner machine	I		RA
Order licenses to true up		CR	RA
Maintain and support Project Online environment and related			RA
Technical support for Microsoft products		RA	CI

Service Owner	Sandstrom, Kelly	Click here to send the Service Owner a Message.
SLO	**Request**:	Licenses require 10 IOT business days to become active.
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	Low/Medium	
Usage	Currently 108 licenses, growing by 20 per quarter.	
Reports	Statewide Monthly IOT Service Performance Reports can be found here	
Dependencies	Project Management resources to set up the Project Online environment.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**MS Project Plan 3 (formerly MS Project Online Professional) License/Support**
Code	1199PP
Purpose	This provides Agency Partners with a Microsoft Project Online Professional license and IOT Project Online administration support. The license provides project-level dashboard/reports, online project management, project sites, and the Microsoft Project Professional client software. This also provides enterprise-level project management, collaboration, and resource management/time recording solutions which enables an organization to easily create and manage custom team-focused and project-focused sites based on the environment configured for each agency and managed by IOT.
Included	Microsoft Project Web App, Project Professional, Project sites, Project for the Web, and project reports.
Not Included	Initial setup as well as subsequent enhancement requires Code 1182x (Project Management resources). The setup "project" will be scoped, and the cost estimate will be provided to the Agency Partner.
Dependencies	Project Management resources to set up the Project Online environment.
Rate	$26.00 Per User Per Month
	MS Project Online Professional license + IOT site admin/update fee*.
Standard	Microsoft Project Online (Plan 5, Plan 3, Plan 1, or Essentials) and Microsoft Project Professional.
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
A Windows 7 or Windows 10 computer with minimum 2 GB RAM, minimum 3 GB Hard Drive space, and network access	RA		
Request specific licenses	RA		I
Push license to Agency Partner machine	I		RA
Order licenses to true up		CR	RA
Maintain and support Project Online environment and related			RA
Technical support for Microsoft products		RA	CI

Service Owner	Sandstrom, Kelly Click here to send the Service Owner a Message.
SLO	**Request**: Licenses require 10 IOT business days to become active
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	Low/Medium
Usage	Currently 108 licenses, growing by 20 per quarter.
Reports	Statewide Monthly IOT Service Performance Reports can be found here
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

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Name	**MS Project Plan 1 License/Support** **This Service started in 2022 and will replace 1199PE.**
Code	1199P1
Purpose	This provides Agency Partners with a Microsoft Project Plan 1 license and IOT Project for the Web administration support. The license provides project-level reports, online task updating/recording and project sites. This provides agency-level project management, updates, and collaboration which enables an organization to easily manage custom team-focused and project-focused sites based on an environment configured for each agency (as needed) and managed by IOT.
Included	Microsoft Project Web App, Project/Teams sites, Project for the Web, and project reports.
Not Included	Initial setup as well as subsequent enhancement requires Code 1182x (Project Management resources). The setup "project" will be scoped, and the cost estimate will be provided to the Agency Partner.
Dependencies	If needed, Project Management resources to set up the Project for the Web environment.
Rate	$8.50 Per User Per Month
	MS Project Plan 1 license (Project for the Web PM/Project Online resource) + IOT administration/enhancement fee*.
Standard	Microsoft Project for the Web or as a part of Microsoft Project Online (Plan 5, Plan 3, Plan 1, or Essentials) and Microsoft Project Professional.
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
A Windows 7 or Windows 10 computer with minimum 2 GB RAM, minimum 3 GB Hard Drive space, and network access	RA		
Request specific licenses	RA		I
Push license to Agency Partner machine	I		RA
Order licenses to true up		CR	RA
Maintain and support Project Online environment and related			RA
Technical support for Microsoft products		RA	CI

Service Owner	Sandstrom, Kelly Click here to send the Service Owner a Message.
SLO	**Request**: Licenses require 10 IOT business days to become active.
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90.0% resolved within 24 IOT business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	Low/Medium
Usage	Currently 5 licenses in use and 420 licenses to be transferred from 1199PE.
Reports	Statewide Monthly IOT Service Performance Reports can be found here
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Security

Name	**Security Baseline**
Code	1175
Purpose	Applies to all workers, systems, and information on the state network. This includes all direct labor, contracts, hardware, software, and other direct costs required by IOT to baseline security levels needed for the secure operation of State information resources. Baseline Security components comprise the minimum-security standards applied for the enterprise regardless of data.

Included

- Web Filtering
- Server Protections
- Incident/Event Management
- Vulnerability Scanning
- Training & Awareness
- Endpoint Protection
- Network Protection
- Security Information and Event Management (SIEM)
- Security Operation Center
- Data Visibility & Security
- Policies
- Governance, Risk and Compliance Tooling
- Endpoint privilege management
- User Password Management
- IT/OT Visibility
- E-Mail security
- Threat Intelligence
- NIST/CIS Hardening
- Application code scanning
- Penetration Testing

Not Included	Security services related to the network protected zone.
Dependencies	NA
Rate	$47.77 Per Month Per Server and SEAT service
Standard	NA
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Foster an environment of security policy compliance, encouraging staff to play their role in the securing of citizen data.	RA		
Work with IOT to complete required security initiatives and	RA		
The functionality of the tools, policies and procedures and related protections are applied to all workstations and servers in the executive branch as a standard component of IOT services			RA
IN-ISAC			
Provide monthly cybersecurity trainings for all state agencies.	RA		RA
Provide quarterly phishing simulations for all state agencies, more frequently if requested by specific agencies. Provide KPI	RA		RA
Perform outreach efforts to locals as requested. Consulting,	RA		
Provide threat information as appropriate, filtered from data sources, to locals and state agencies	RA		
Create and deliver a unique cybersecurity awareness weekly	RA		
Maintain the cybersecurity training environment in	RA		RA
Establish QPA contracts for locals to buy from leveraging state economies of scale - MediaPro, KnowBe4?	RA		

Service Owner	Jain, Hemant	Click here to send the Service Owner a Message.
SLO	**Request**:	No request required; services applied automatically to all servers/workstations.
	Availability:	This rate is comprised of multiple services for which availability may vary.
	Incident:	This rate is comprised of multiple security services where redundancy levels and overall resiliency will vary per component.

Impact/Priority	High / High
Usage	IOT captures multiple usage statistics for the services incorporated into the 1175 rate. These statistics are available on request.
Reports	IOT captures multiple usage statistics for the services incorporated into the 1175 rate. These statistics are available on request.
Order	NA
Cancel	NA

Name	**Indiana Security as a Service (ISOS)**
Code	1212
Purpose	Agencies often have the need for a highly qualified cybersecurity resource that can assist in acting on reports from cybersecurity tools, assessing cybersecurity maturity and readiness, and implementing good cybersecurity processes in place to better secure applications and systems. This product is designed to consume an IOT resource to fulfill the needs described.
Included	IOT resource assigned to the agency to complete daily cybersecurity tasks and provide guidance on cybersecurity practices. The resource will dedicate as much time as required to achieve defined goals.
Not Included	Agencies are accountable for security decisions, IOT will serve as an advisor.
Dependencies	Minimum 1-year commitment
Rate	$5000 Per Month Per Agency
Standard	N/A
Cust Responsibility	Customer is responsible for cybersecurity decisions.
IOT Responsibility	Provide a satisfactory and competent resource that can execute against the agreed upon roles and responsibilities of the Security Engineer.
Ven Responsibility	N/A
Service Owner	Strahl, Jeff Click here to send the Service Owner a Message
SLO	**Request**: N/A
	Availability: N/A – 1 day per week/unit
	Incident: N/A
Impact/Priority	N/A
Usage	5 named agencies.
Reports	N/A
Order	Click here to request this service.
Cancel	Click here to cancel your existing service.

Name	**Compliance Center of Excellence (CCoE)**
Code	1215
Purpose	Applies to agencies seeking support for Federal and State audits, risk and compliance assessments, and any other compliance-related requests. Agencies must submit requests through the Compliance and Audit Request option in the ASM Self Service application.

Included

- Audits related to security and technology frameworks
- POA&Ms and remediation of findings
- New system certifications
- Third-party assessments
- Cybersecurity insurance applications
- Risk-assessment questionnaires
- Compliance evidence from all IOT operational teams

Not Included	No management of State agencies, only IOT.
Dependencies	MOU agreement with 2-year commitment
	OR
Rate	$100 Per Hour
Standard	N/A

IOT Responsibilities

- Document Enterprise-wide and IOT-specific policies, standards, and procedures
- Provide evidence of compliance and remediation
- Prep IOT operational teams for audits
- Demonstrate knowledge of numerous compliance frameworks
- Manage and track remediation processes
- Provide efficient communication between State agencies and IOT operational teams

Agency Responsibilities

- Direct communication with auditing entities
- Documentation of systems and applications not managed or supported by IOT

Service Owner	Davis, Heidi	Click here to send the Service Owner a Message
SLO	**Request**:	N/A
	Availability:	N/A
	Incident:	N/A
Impact/Priority	N/A	
Usage	4-8 named agencies	
Reports	N/A	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Storage

Name	**Shared SAN Storage**
Code	1177A
Purpose	

      1.   Replaces or adds storage beyond the internal disks of a physical server.
      2.   Provides recover point features for DR under services **1137P** & **1137V.**
      3.   Provides stretched storage for Multi-Site-High-Availability under services **1137MP** & **1137MV.**

Included	All flash SAN storage.
Not Included	Replication, File/Data Retention, versioning, snapshots. IOT is not responsible for retention of electronic documents. Raw Device Mapping to VM.
Dependencies	There are no service dependencies for the default offering of 1177a, however the features provided to 1137* depends on site-to-site physical connections. Physical server or Hypervisor (VM Host).
Rate	$0.2700 Per Month Per GB
Standard	Provision high performance enterprise-shared storage at scale and on demand.
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provide a server with compatible HBA hardware, Software and Operating System in IOT's data centers/sites.	RA		C
Provide service uptime 24/7/365 measured from 6am to 6pm business days.			RA
Provide Hardware/software support and parts replacement.		RA	C

Service Owner	Soel, Mike	Click here to send the Service Owner a Message
SLO	**Request**:	90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays) with approved change or downtime window of 1 hour falling within the 4 hour lead-time/schedule notification
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority	High / High	
Usage	Shared SAN Storage – 106,837 GB (20% growth / year)	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

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Name	**VM Server Additional Storage**
Code	1177F
Purpose	Additional virtual server (VM) disk beyond the 100 GB base.
Included	All flash SAN storage as with base hosting in 1052.
Not Included	Raw Device Mapping to VM
Dependencies	There are no service dependencies for the default offering of 1177a, however the features provided to 1137* depends on site-to-site physical connections.
Rate	$0.22 Per Month Per GB over 100 GB
Standard	Storage Hot-add in increments of 1GB (while the VM and Guest OS are online). Once added, the server administrator must access the OS and expand the OS disk before recognizing the additional space.
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provide a computer with network access and State of Indiana Email.	RA		
Provide service uptime 24/7/365 measured from 6am to 6pm business days			RA
Provide Hardware/software support and parts replacement		RA	C

Service Owner	Soel, Mike	[Click here to send the Service Owner a Message](#)
SLO	**Request**:	90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority	High/Medium	
Usage	401,236GB 20% growth over previous year	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Standard File Storage**
Code	1177K
Purpose	To accommodate shared and application file storage needs.
Included	Data Protection (30-day retention of Snapshot backups; Replication/DR)
Not Included	User access, account, and permission management.
Dependencies	1187 (Data Circuits) and 1155 (Network AS)
Rate	$0.15 Per Month Per GB
Standard	Provide enterprise shared file.
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provide a computer with network access and State of Indiana Email.	RA		
Provide service uptime 24/7/365 measured from 6am to 6pm business days			RA
Provide Hardware/software support and parts replacement		RA	C

Service Owner	Soel, Mike	Click here to send the Service Owner a Message
SLO	**Request**:	90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
		For additional non-standard shares.
		Home folders are accessible to standard user accounts.
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority	High / High	
Usage	1PB Indy Data Center and 1PB replication data at the Bloomington Data Center	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Secure File Storage**
Code	1177S
Purpose	To accommodate shared and application file storage needs that have PII, FTI, or any other confidential data requirement.
Included	Data Protection (30-day retention of Snapshot backups; Replication/DR)
Not Included	User access, account, and permission management.
Dependencies	1187 (Data Circuits) and 1155 (Network AS)
Rate	$0.17 Per Month Per GB
Standard	Provide enterprise shared file.
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provide a computer with network access and State of Indiana Email.	RA		
Provide service uptime 24/7/365 measured from 6am to 6pm business days			RA
Provide Hardware/software support and parts replacement		RA	C

Service Owner	Soel, Mike	Click here to send the Service Owner a Message
SLO	**Request**:	90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
		For additional non-standard shares.
		Home folders are accessible to standard user accounts.
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority	High / High	
Usage	1PB Indy Data Center and 1PB replication data at the Bloomington Data Center	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name	**Archive Cold Storage**
Code	1177R
Purpose	To accommodate archive per cold storage needs. Can accommodate PII, FTI, or any other confidential data requirements as requested. Meant for archiving purposes only and requires the submission of a ticket to the Enterprise Storage team for data retrieval.
Included	Data Protection (30-day Snapshot backups and retention; Replication/DR)
Not Included	User access, account, and permission management.
Dependencies	1187 (Data Circuits) and 1155 (Network AS)
Rate	$0.03 Per Month Per GB
Standard	Provide enterprise shared file.
Responsibility	R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Provide a computer with network access and State of Indiana Email.	RA		
Provide service uptime 24/7/365 measured from 6am to 6pm business days			RA
Provide Hardware/software support and parts replacement		RA	C

Service Owner	Soel, Mike	Click here to send the Service Owner a Message
SLO	**Request**:	90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)
		For additional non-standard shares.
		Home folders are accessible to standard user accounts.
	Availability:	99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident:	90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).
Impact/Priority	High / High	
Usage	1PB Indy Data Center and 1PB replication data at the Bloomington Data Center	
Reports	Statewide Monthly IOT Service Performance Reports can be found here.	
Order	Click here to request this service.	
Cancel	Click here to cancel your existing service.	

Name   **Data Protection**

Code   1224B

Purpose: To provide business continuity by protecting state data from disaster or accidental deletion. Agency Partner is charged for each gigabyte of data per server that exists on the backup media at the point in time when billing is collected monthly.

Included: 11 backup cycles are kept for a month. Backup cycles are defined as points in time where data can be restored from. The original data and all daily incremental changes during that time are kept.

Not Included: TBD

Dependencies: Avamar, File Storage (1177K, 1177S, 1177R), VM (1052), Physical Servers (1050)

Rate: $0.31 Per Month Per GB

Standard: Base = 11 Backup cycles

Responsibility   R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name / Activities	Agency Partners	Supplier Partners	IOT
Data Retention Policy	RA		
Backup 11 Cycles of Data			RA
Technical Support from Dell/EMC		RA	CI

Service Owner   Soel, Mike   Click here to send the Service Owner a Message

SLO   **Request**:   90% Installed within 4 IOT Business Hours (6am-6pm, M-F excl. Holidays)

                        Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)

                        Incident: 90% Resolved within 40 IOT Business Hours (6am-6pm, M-F excl. Holidays).

Impact/Priority   ….

Usage   ….

Reports   Statewide Monthly IOT Service Performance Reports can be found here.

Order   Click here to request this service.

Cancel   Click here to cancel your existing service.

Name	**OpenText Extended ECM Site**
Code	1232
Purpose	OpenText Extended ECM (Enterprise Content Management) provides agencies with a content management solution for storing, indexing, tracking, and protecting digital content. This includes an application interface for user requests (Representational State Transfer Application Programming Interface (REST API)) and advanced features like business process workflows and records management.
Included	The service includes OpenText Extended ECM licensing for up to 25 users (1232A for additional users) as well as environment set up and installation, support, troubleshooting, maintenance, monitoring, and basic training.
Not Included	Agencies are responsible for the infrastructure cost (server hosting, database hosting, and storage services) required to host the OpenText Extended ECM application. Agencies are responsible for the design of the application model (security, metadata, rules, categories, etc), application-level administration, and any additional components required for unique agency requirements.
Dependencies	Hosting Services, Storage Services, Database Services
Rate	$589.76 Per Month Per Site
Standard	OpenText Extended ECM

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name/Activities	Agency Partners	Supplier Partners	IOT
Design of Application Model	RA		
Daily Application-Level Administration	RA		
Unique Software Components	RA		
Infrastructure Support			RA
Infrastructure Maintenance			RA
Technical Support for OpenText Software		RA	

Service Owner	Khan, Faisal Click here to send the Service Owner a Message
SLO	**Request:** Project based
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High/High

Name	**OpenText Extended ECM Additional Users**
Code	1232A
Purpose	This product is utilized when there are more than 25 users for the OpenText Extended ECM Site.
Included	Includes access to the application for user counts above the 25 users included in 1232. All other services included in 1232 are also included in 1232A.
Not Included	All services not included in 1232 are also not included in 1232A.
Dependencies	OpenText Extended ECM Site
Rate	$25.39 Per Month Per User
Standard	N/A

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name/Activities	Agency Partners	Supplier Partners	IOT
Design of Application Model	RA		
Daily Application-Level Administration	RA		
Unique Software Components	RA		
Infrastructure Support			RA
Infrastructure Maintenance			RA
Technical Support for OpenText Software		RA	

Service Owner	Khan, Faisal Click here to send the Service Owner a Message
SLO	**Request:** Project based
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High/High

Name	**OpenText Intelligent Capture Usage**
Code	1232B
Purpose	OpenText Intelligent Capture can be used to scan documents, import content, and auto-classify it with machine learning before committing it to a location to be saved.
Included	The service includes OpenText Intelligent Capture licensing as well as environmental support, troubleshooting, maintenance, monitoring, and basic training.
Not Included	OpenText Intelligent Capture does not include any final storage location for the scanned documents. Agencies are responsible for providing a content management system, database, or storage location to commit the scanned documents. Agencies are responsible for the design of the application model (security, fields, workflow, templates, etc.), department-level administration, and any additional components required for unique agency requirements.
Dependencies	N/A
Rate	$0.0622 Per Page Imported
Standard	N/A

Responsibility R=Responsible, A=Accountable, S=Supportive, C=Consulted, I=Inform, V=Verifies, O=Sign-Off

Service Name/Activities	Agency Partners	Supplier Partners	IOT
Design of Application Model	RA		
Daily Application-Level Administration	RA		
Unique Software Components	RA		
Infrastructure Support			RA
Infrastructure Maintenance			RA
Technical Support for OpenText Software		RA	

Service Owner	Khan, Faisal Click here to send the Service Owner a Message
SLO	**Request:** Project based
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High/High

Name	**OpenText Extended ECM (Shared Site)**
Code	1232C
Purpose	The OpenText Extended ECM shared site provides agencies with a content management solution for storing, indexing, tracking, and protecting digital content. This includes a REST API and advanced features like business process workflows, and records management.
Included	The service includes access to the xECM shared site for up to 25 users (1232a for additional users). Support, troubleshooting, maintenance, monitoring, and basic training are included. Hosting and database services for the environment are provided.
Rate	$1366.59 Per Month Per Site
Standard	OpenText Extended ECM

IOT Responsibilities-Infrastructure support
-Infrastructure maintenance
Agency Responsibilities -Design of application model
-Daily application-level administration
-Unique software components

Service Owner	Khan, Faisal Click here to send the Service Owner a Message
SLO	**Request:** Project based
	Availability: 99.9% within IOT Business Hours (6am-6pm, M-F excl. Holidays)
	Incident: 90% Resolved within 16 IOT Business Hours (6am-6pm, M-F excl. Holidays)
Impact/Priority	High/High

Appendix A - File Retention & Recovery

Agencies are responsible for managing their electronic mail (email). Like all government records, email is subject to the state's Access to Public Records Act (APRA) requests and litigations. Agencies are responsible for adhering to their agency specific retention schedule on electronic documents. Not adhering to these retention schedules could be a violation of Indiana Code. Please direct all questions about retention schedules to the Indiana Archive and Records Administration. Agency specific retention schedules can be found here, IARA: Overview on Records Retention Schedules (in.gov).

Email retention schedules are set by the Indiana Archives and Records Administration (IARA). Each message must be evaluated for content and purpose to determine the length of time it must be retained according to the proper retention schedule. Each department or agency should adopt a policy that notifies employees about their responsibilities for retaining official email and identifies how email should be stored. IOT is not responsible for retention of emails; this is the responsibility of agencies.

IOT Email Recovery

Mailboxes hosted in Microsoft 365 (Exchange Online) have a 90-day deleted item retention as Microsoft no longer provides traditional backup methods. Email content is managed by the agency and should follow their respective retention schedules as dictated by IARA.

IOT Home and Shared Files Retention

Agencies are responsible for managing their electronic documents. Like all government records, electronic documents are subject to the state's Access to Public Records Act (APRA) requests and litigations. Agencies can be held liable if electronic documents are kept too long, if they are not properly destroyed, or if they are destroyed too soon.

File retention schedules are set by the Indiana Archives and Records Administration. Each department or agency should adopt a policy that notifies employees about their responsibilities for retaining official electronic documents and identifies how email should be stored. IOT is not responsible for retention of electronic documents; this is the responsibility of agencies.

IOT Shared Files Retention / Recovery

All IOT-hosted systems are configured to feature regular backup. These backups are to be used to protect from system failures, unintentional deletions, or tampering. These backup procedures are for emergency recovery purposes, however, and do not constitute a long-term record-keeping solution for electronic documents. IOT protects File Shares by keeping 30 days of file changes.

IOT OneDrive Retention

OneDrive hosted in Microsoft 365 has a 90-day deleted item retention. Deleted item retention is for emergency recovery purposes and does not constitute a long-term record-keeping solution for electronic documents. Agencies are responsible for managing their electronic documents. Like all government records, electronic documents are subject to the state's Access to Public Records Act (APRA) requests and litigations. Agencies can be held liable if electronic documents are kept too long, if they are not properly destroyed, or if they are destroyed too soon.

File retention schedules are set by the Indiana Archives and Records Administration. Each department or agency should adopt a policy that notifies employees about their responsibilities for retaining official electronic documents and identifies how they should be stored. IOT is not responsible for retention of electronic documents; this is the responsibility of agencies.

Jason Littrell

Appendix B - IOT Data Center

Many IOT services are dependent on the data center. Below is a description of the data center and of some of the ways IOT maintains a 99.9% uptime.

The IOT data center covers more than 26,000 square feet and supports servers, storage, network, and other peripherals. It is protected with a FM125 fire suppression system, and there are two legs of power running into the room. Additionally, if there is a loss of power, three UPS's and three generators provide quick return to operation. The 24/7-staffed data center is protected by cameras and requires badge access, which is restricted only to Data Center staff. Prior to entering the temperature- and humidity-monitored facility, visitors are required to sign in.

Housed within the IOT data center are two mainframes supporting Indiana State Government, the City of Indianapolis and Ball State University. More than 4,000 Windows/UNIX/AIX virtual and physical servers support hundreds of applications and 4,000 databases for 28,000 state employees. There is 650,000 GB of online, near-line and archived storage being managed across multiple storage platforms using high-speed networks.

The VMware virtual environment is backed by encrypted all-flash storage arrays, a space-efficient blade center and highly available fabrics along with scripted/automated processes. These solutions allow quick deployment, resizing, protection and migration of virtual machines, virtual networks and virtual storage between clusters and data centers.

Physical servers maintain the flexibility of multiple storage solutions ranging from flash technology to high density along with encrypted platforms. Additionally, the global site selector allows optional planning for high availability and load balancing between data centers.

The storage networks include flash storage arrays, tiered disk arrays, synchronous data, and asynchronous replication between data centers to provide fast storage, dense storage or a combination of both.

The data center network provides full redundancy at the aggregation and access layer utilizing Cisco Nexus virtualization technologies. The network is seamlessly extended to multiple geographic locations via Cisco OTV providing multi-site high availability and clustering services between disparate data centers.

Todd Baxter

Appendix C - Minimizing Your IT Bill

Listed below are a few suggestions that may help you reduce your monthly IT bill. You may also review the billing dashboard.

1. **Run a Report**

   While on the state network, run a detailed report of your IOT billing using the IOT Billing Dashboard. Audit your charges by starting with the areas where your charges are greatest. If you don't need all the resources, place a ticket to have the service reduced or disconnected. If you need access to the IOT Dashboard, please have your security coordinator submit a ticket.

2. **Database**

   View your detailed database charges and verify with your internal app support groups that they are all still needed. Many times, databases are no longer needed and IOT isn't notified, so we continue to host and charge for it.

3. **Desktop**

   a. Look at the detailed report and verify the workstation count aligns with the number of employees and contractors in your agency.

   b. There is an associated user with each desktop to help you audit your bill. This is the user we have on record as having logged in last, it may or may not be the primary user. IOT produces monthly reports to ensure up-to-date accounts.

4. **Physical Server Hosting**

   a. Are you still using the servers?

   b. Can you move your application to a virtual machine? Virtual servers can now run most applications and are less expensive than a physical server.

5. **Virtual Server Hosting**

   a. View your detailed billing, does your app need all the allocated CPUs and RAM, or will it run on less? IOT can provide tools and reports upon request for agencies' application development teams to review.

   b. Are you using all the virtual machines on your bill?

6. **Telecom**

   We recently completed moves for all the campus and many remote office telephones to a new IP based voice system, SoI VaaS (State of Indiana Voice as a Service). During that project we validated billed lines used. We highly recommend you continue auditing your SoI VaaS charges (Product 1186). Additionally, if you have remote office telephones that have not been migrated to SoI VaaS, you should audit other telecom services found in Product 1044. Potential savings could be achieved with increased functionality by replacing older telecom services with SoI VaaS.

7. **Cell Phones**

   Audit your detailed bill and make sure all phones you are paying for are in use. Verify the assigned person still needs to have a state-issued cell phone.

8. **Adobe Software**

   Adobe software is billed monthly per assigned user. Audit the bill and ensure all assigned users still need Adobe software for their job.

9. **File Storage**

   a. Storage is generally associated with a server so if the server is not needed you will also save on storage.

   b. IOT charges for allocated space, not used space. What this means is if you tell us that you need a terabyte, and only use a gigabyte, you are still paying for the other 999 gigabytes that you aren't using. Submit a ticket with the server's name and IOT can run a report to compare allocated versus used storage.

Ron Rogers