

Service Name	Service Description	Cost	Frequency	Expense Account	Revenue Account	Additional Information	Disconnect Request
Application Development	<p>SITSO provides customized application development which includes enhancements and integration between applications. SITSO will plan, develop and implement an application solution to meet the customer's business needs, maintain or enhance their existing application, develop a new website, change an existing website, or develop their new eGovernment service. SITSO provides application solutions for Oracle Internet Developer Suite. This includes Oracle Forms, Reports and mod_gpl applications. SITSO provides web application development and support for Microsoft .NET on IIS and Java applications on Apache/Boss, Wildfly, Oracle WebLogic and IBM WebSphere. SITSO also provides website development including graphic design and content layout for existing and new websites as well as Tableau visualization development. SITSO uses an agile application development process to design and develop application solutions, electronic government (eGovernment) services, web applications, websites, reports, database structures, web services, user interfaces and mapping services. This process includes: Business Requirements Definition, Systems Analysis, Design and/or Prototyping, Code Generation, Internal and Customer Testing, Implementation (Production Release).</p>	\$155.00 per Hour	Billed Monthly	ITSD-Application-Development-621C2	525060	<p>Service Availability The UDW service is available 24 hours per day, seven days per week excluding planned outages, maintenance windows, and unavoidable events. In the event of a platform outage after hours, SITSO staff will be on standby to restore services. Application Service Support and general end user support is available Monday - Friday, 8 a.m. to 5 p.m. This level of support is not available on State government holidays, weekends, or after 5 p.m. This primarily pertains to application additions and removals from application stacks and general end user requests.</p> <p>SITSO Responsibility Maintain back end hardware up time and replacement cycle Maintain network up time Provide monthly OS patches Provide firmware and BIOS upgrades for the DELL Wyse thin client (aka Puck) Customer Responsibility Provide first level support for their end users who consume UDW Install physical thin clients (aka Puck) and/or Horizon View Clients on existing mobile devices Provide proof of ownership for any applications that require licensing that will be running within UDW Work with SITSO to configure and troubleshoot applications to be deployed through UDW Work with SITSO to identify and preserve user state information to enhance the end user experience Provide monitor(s), keyboard and mouse. Confer with SITSO to confirm and verify that peripherals are compatible. A lost or damaged puck will be billed to the agency at the replacement rate.</p>	This is purchased as needed for professional services relating to application and web development services. (Katelyn/ATSB)
LMI Services	Website Hosting/Maintenance Informer Software	\$1,347.90	Billed Monthly	ITSD-Application-Development-621C2	525060	Annual Rate \$16,174.80	Monthly charge for the states that are part of the LMI Consortium. This covers the ongoing support of their application and databases. A case must be submitted requesting the decommissioning of services. Billing will end once all pieces of the setup have been decommissioned and will cover through the end of the month. (Katelyn/ATSB)
Application Hosting .NET Initial Setup	<p>This service provides the initial setup for hosting a qualifying .NET application in the shared .NET server environments. SITSO will provide a configured application pool, website folders and access to those folders on the development, test, and production environments through the use of a revision deployment system. Direct access to the application server environments is not provided. Prerequisite(s): Application Hosting .NET Ongoing Support and Application Hosting .NET Server Environment. Tableau: This service provides one additional data source for Tableau ECM ad-hoc reporting. Prerequisite(s): Application Hosting App Server Initial Setup (for the initial data source).</p>	\$476.01 per Application	Billed One Time	ITSD-Application-Services-621B4	525061	<p>Service Availability: This service is available Monday-Friday, 8AM-5PM, on State working days. This service is not available on any State government holidays, weekends or after 5PM. Service Support: Support is available Monday-Friday, 8AM-5PM, on State working days. Support is not available on any State government holidays, weekends or after 5PM. Annual Rate \$573.47</p>	One-time charge that is billed when first building the application architecture for an agency - (Katelyn/ATSB)
Application Hosting .NET Ongoing Support	<p>This service provides Customer support for the use of the shared .NET application server environments. This service includes answering questions and solving issues regarding the .NET server environments and the hosting of applications in those environments. This service does not include debugging of application specific problems or application development or changes to Customer applications. Prerequisite(s): Application Hosting .NET - Server Environment & one-time fee Application Hosting .NET- Initial Setup.</p>	\$53.12 per Support	Billed Monthly	ITSD-Application-Services-621B4	525061	<p>Service Availability: This service is available Monday-Friday, 8AM-5PM, on State working days. Support is not available on any State government holidays, weekends or after 5PM. Annual Rate \$637.47</p>	Monthly charge for managing and maintaining an application server. A case must be submitted requesting that the application be decommissioned and provide a date/timeline for decommissioning. The recurring charge will be ended on that day, but the charge will cover through the end of the month. (Katelyn/ATSB)
Application Hosting .NET Server Environment	<p>This service provides the Customer use of shared .NET application servers. There are three server environments available: development, test, and production. Provided is the monitoring, maintenance and upgrades of the .NET application server environments used to host Customer applications. This service includes working with Customers to plan and schedule periodic updates to new versions of the environments' software and hardware. Prerequisite(s): Application Hosting .NET - Ongoing Support & one-time fee Application Hosting .NET- Initial Setup.</p>	\$103.30 per GB Served	Billed Monthly	ITSD-Application-Services-621B4	525061	<p>Service Availability: This service is available 24 hours per day seven (7) days per week excluding any planned outages, maintenance windows, or unavoidable events. Service Support: Support for this service is available Monday-Friday, 8AM-5PM, on State working days. Support is not available on any State government holidays, weekends or after 5PM.</p>	Monthly charge that is calculated based on bandwidth utilization of the application. Billing will stop when there is no longer any traffic to the application/URL. (Katelyn/ATSB)
Application Hosting App Server Environment	<p>This service provides the customer use of shared WebLogic (Oracle) server environments. There are two server environments available: test and production. Provided is the monitoring, maintenance and upgrades of the WebLogic (Oracle) server environments used to host customer applications. This service includes working with customers to plan and schedule periodic upgrades to new versions of the environments' software and hardware. Prerequisite(s): Application Hosting App Server - Licensing (only WebLogic), Application Hosting App Server - Ongoing Support & one-time fee Application Hosting App Server - Initial Setup.</p>	\$76.40 per GB Served	Billed Monthly	ITSD-Application-Services-621B4	525061	<p>Service Availability: This service is available 24 hours per day seven (7) days per week excluding any planned outages, maintenance windows, or unavoidable events. Service Support: Support for this service is available Monday-Friday, 8AM-5PM, on State working days. Support is not available on any State government holidays, weekends or after 5PM.</p>	Monthly charge for managing and maintaining an application server. A case must be submitted requesting that the application be decommissioned and provide a date/timeline for decommissioning. Since these are dedicated servers, the server will be powered off on the requested date and enter a 30-day decommissioning period. Billing will be ended when the server is expired after the 30-day decommissioning period. The charge will cover through the end of that month. (Katelyn/ATSB)
Application Hosting App Server Initial Setup	<p>This service provides the initial setup for hosting a qualifying application for two environments (test and production, or whatever is designated by the customer). Direct access to the application server environments is not provided to the customer, or their contractor. WebLogic (Oracle): SITSO will provide a network virtual host and configure the appropriate Internet Development Suite (Forms/Reports) servlets. This service is for applications that require the Oracle Application Server. This service does not include setup of the following: Oracle Portal, Oracle Apex, Oracle BPEL, or other Fusion Middleware. Java/Apache: SITSO will provide a network virtual host and configure the appropriate Java Enterprise Edition (JEE) application server or Apache web server. This service is for applications that run under the Tomcat servlet container, Wildfly application server, or the Apache web server. .NET: SITSO will provide a configured application pool, website folders and access to those folders through the use of a revision deployment system. This is for when the customer is purchasing a dedicated .NET environment. Tableau: SITSO will create one site for the customer where they can publish their Tableau dashboards. Please note that ECM sites must be separate from other Tableau sites and require a separate setup charge. An ECM setup includes one data source. Additional data sources may be purchased (charged using Application Hosting .NET Initial Setup). Prerequisite(s): Virtual Server, Application Hosting App Server - Server Environment, Application Hosting App Server - Licensing (only WebLogic) & Application Hosting App Server - Ongoing Support.</p>	\$2,393.19 per Application	Billed One Time	ITSD-Application-Services-621B4	525061	<p>Service Availability: This service is available 24 hours per day seven (7) days per week excluding any planned outages, maintenance windows, or unavoidable events. Service Support: Support for this service is available Monday-Friday, 8AM-5PM, on State working days. Support is not available on any State government holidays, weekends or after 5PM.</p>	This is a one-time charge that is billed when first building the application architecture for an agency.
Application Hosting App Server Ongoing Support	<p>This service provides the customer support for the hosting of qualifying applications for two environments (test and production, or whatever is designated by the customer) on the following environments: WebLogic (Oracle): Support is provided for the use of the shared WebLogic (Oracle) server environments. This service includes answering questions and solving issues regarding the hosting of applications in these environments. WebSphere: Support is provided for two WebSphere environments. This service includes answering questions and solving issues regarding the hosting of applications in a WebSphere environment. Java/Apache: Support is provided for Java Enterprise Edition (JEE) application server, or on Apache web server environments. This service includes answering questions and solving issues regarding hosted applications on JSDK, a Tomcat servlet container, Wildfly application server, or Apache web server. .NET: Support is provided for answering questions and solving issues regarding the .NET server environments and the hosting of applications in those environments. Direct access to the application server environments is not provided to the customer or their contractor. This service also includes performing customer application code deployments as requested or automated functions for deployment. This service does not include debugging of application specific problems or application development or changes to customer applications. Prerequisite(s): Virtual Server (not WebLogic), Application Hosting App Server - Shared Environment (only WebLogic), Application Hosting App Server - Licensing (only WebLogic), and one-time fee Application Hosting App Server - Initial Setup.</p>	\$185.60 per Support	Billed Monthly	ITSD-Application-Services-621B4	525061	<p>Service Availability: This service is available Monday-Friday, 8AM-5PM, on State working days. This service is not available on any State government holidays, weekends or after 5PM. Service Support: Support is available Monday-Friday, 8AM-5PM, on State working days. Support is not available on any State government holidays, weekends or after 5PM. Deployment and like services are available 24 hours per day, 7 days per week. Services requested outside of 8AM - 5PM on State work days are subject to being billed a minimum of 2 hours. Billable time will be billed to the customer at the Application Development Professional Services rate. Any requests for services that fall outside of SITSO's core business hours shall be made by entering a case with the SITSO Service Desk. The case must include a start time, anticipated ending time (if applicable), number of staff requested, and the billing client. The case needs to be entered with a minimum of two (2) state working days' notice to ensure proper staffing is available, except in emergency situations. SITSO reserves the right to refuse any service requests outside of core business hours, however, we will make every attempt to accommodate requests.</p>	Monthly charge for managing and maintaining an application server. A case must be submitted requesting that the application be decommissioned and provide a date/timeline for decommissioning. Since these are dedicated servers, the server will be powered off on the requested date and enter a 30-day decommissioning period. Billing will be ended when the server is expired after the 30-day decommissioning period. The charge will cover through the end of that month. (Katelyn/ATSB)
Directory Services - Active Directory - Authentication Only	<p>Microsoft requires a Server Authentication Client Access License (CAL) for each user object in use by an employee or contingent worker. For employees, the CAL is covered through the Microsoft Enterprise Agreement. This catalog item is necessary to recover the CAL costs and Active Directory overhead associated with limited employee accounts as well as non-employee accounts. The following categories apply. Category: HR Self Service for SABHRS Time Entry Only, Code: 2. Category: Limited Contractors, Code: 15 Limited Employee (2) - This billing code is for employees who need to fill out electronic timesheets and make online benefits changes through the PeopleSoft portal. They cannot have a State mailbox, Skype services provided by the state, Office software provided by the state, access State SharePoint resources, or use any other Microsoft service or software covered by E3 licensing. In addition, this person cannot use a computer that has its operating system license provided by the Microsoft Enterprise Agreement. Limited Contractor (15) - This billing code is for contractors who do not need any enterprise Microsoft Services. They cannot have a State mailbox, Skype services provided by the state, Office software provided by the state, access State SharePoint resources, or use any other Microsoft service or software covered by E3 licensing. In addition, this person cannot use a computer that has its operating system license provided by the Microsoft Enterprise Agreement.</p>	\$4.81 per Account	Billed Monthly	ITSD-Application-Services-621B4	525061	Annual Rate \$57.74	ServiceNow case. This should stop billing the month after the AD object is deleted from AD via MIM (EAS/Ben)

<p>Dynamics 365 - On Premises</p>	<p>Microsoft Dynamics 365 is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Dynamics works like and with familiar Microsoft software, automating and streamlining financial, customer relationship and supply chain processes in a way that helps you drive business success. Dynamic 365 unifies customer relationship management (CRM) and enterprise resource planning (ERP) capabilities by delivering new applications to help manage specific business functions. Powerful tools allow you to tailor CRM to meet your unique business requirements. Dynamics 365 facilitates the delivery of rapid business value with an agile solution framework that can be easily tailored and configured. Microsoft is redefining the way companies think about business productivity, and building CRM capabilities so that they are seamlessly embedded into their productivity tools, including Office 365.</p>	<p>\$1,230.52 per Site</p>	<p>Billed Monthly</p>	<p>ITSD-Application-Services-62184</p>	<p>525061</p>	<p>These applications include: Dynamics 365 for Sales Dynamics 365 for Customer Service Dynamics 365 for Field Service Dynamics 365 for Project Service Automation Dynamics 365 for Operations Dynamics 365 Financials Service Level Agreement Maintaining network uptime Maintaining hardware uptime Providing server hardware with a three year replacement cycle so the virtual servers are always running on the latest hardware Provide for all hardware maintenance agreements and support contracts. Responding to network uptime and hardware issues Providing for all operating system licensing and support contracts for VMware, Windows, and Linux Providing for monthly Windows operating system patches Providing for a full system restore of the server from a nightly backup. There is an 8 day retention for system backups. Providing single file or folder restorations utilizing Microsoft's Volume Shadow Copy</p>	<p>ServiceNow Case; Billed one to two months after MIM spin down starts (EAS/Ben)</p>
<p>Dynamics 365 - Online</p>	<p>Microsoft Dynamics 365 is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Dynamics works like and with familiar Microsoft software, automating and streamlining financial, customer relationship and supply chain processes in a way that helps you drive business success. Dynamic 365 unifies customer relationship management (CRM) and enterprise resource planning (ERP) capabilities by delivering new applications to help manage specific business functions. Powerful tools allow you to tailor CRM to meet your unique business requirements. Dynamics 365 facilitates the delivery of rapid business value with an agile solution framework that can be easily tailored and configured. Microsoft is redefining the way companies think about business productivity, and building CRM capabilities so that they are seamlessly embedded into their productivity tools, including Office 365.</p>					<p>These applications include: Dynamics 365 for Sales Dynamics 365 for Customer Service Dynamics 365 for Field Service Dynamics 365 for Project Service Automation Dynamics 365 for Operations Dynamics 365 Financials</p>	
<p>Job Scheduling Distribution</p>	<p>The Scheduling catalog item uses BMC Control-M, a digital business automation solution, to automate diverse batch application workloads for both the Mainframe and Distributed (Mid-Tier) environments. Control-M helps ensure visibility and reliability, while helping you meet your service level agreements. Control-M provides a single-point automation and management of job scheduling across all state systems.</p>	<p>\$87.81 per Site</p>	<p>Billed Monthly</p>	<p>ITSD-Application-Services-62184</p>	<p>525061</p>		<p>ServiceNow Case; Billed one to two months after MIM spin down starts (EAS/Ben) Each agency that has permission to the application can add or remove as many jobs as they like. A case would need to be created to notify the account team so billing can be adjusted and a proper job count can be maintained (Gaiie/ESS)</p>
<p>Mobile Device Management</p>	<p>Mobile Device Management (MDM) is a way to ensure employees stay productive and do not breach corporate policies with their mobile devices. Many organizations control activities of their employees using MDM products/services. MDM primarily deals with corporate data segregation, securing emails, securing corporate documents on various devices, enforcing corporate policies, integrating and managing mobile devices including laptops and handhelds of various categories. A mobile device is a computer small enough to hold and operate in the hand. Typically, any handheld computer device will have an LCD or OLED touchscreen interface, providing a touchscreen interface with digital buttons and keyboard or physical buttons along with a physical keyboard. The State of Montana Mobile Device Management (MDM) solution uses AirWatch to provide a powerful enterprise-grade mobile device management, mobile application management, and mobile content management solution. The platform is designed to delegate device management to the individual agencies. In the past, MDM was provided in a limited fashion by the Exchange environment. Today each agency can enroll devices as Fully Enrolled or as BYOD and set profiles in place to meet your business and security requirements. If a device is lost, stolen, or replaced, no problem. Licensing is transferable and State Data is protected because devices undergo an immediate wipe when they are unenrolled. Customers manage their devices through a single administrative web console. End users are provided with a self-service portal that helps them fix common issues such as a forgotten passcode. Tabco File Transfer service: Used to send/receive files with SSA and other government agencies. Mostly used in tandem with Control-M workflows.</p>	<p>\$10.00 per Fixed</p>	<p>Billed Monthly</p>	<p>ITSD-Application-Services-62184</p>	<p>525061</p>	<p>Features and Benefits: There is a monthly charge for this service for the time that the device is enrolled. Allows the user to have email and calendar on their phone.</p>	<p>ServiceNow case; billed for full month (ESS/Gaiie)</p>
<p>MFT Service</p>	<p>Tabco File Transfer service: Used to send/receive files with SSA and other government agencies. Mostly used in tandem with Control-M workflows.</p>	<p>\$2.91 per Device</p>	<p>Billed Monthly</p>	<p>ITSD-Application-Services-62184</p>	<p>525061</p>		<p>ESS team creates/deletes jobs within this environment. A case is created for this to be done so it is easily tracked. (Gaiie/ESS)</p>
<p>ServiceNow - SPM /user</p>	<p>SPM – Strategic Portfolio Management (Previously ITBM – IT Business Management) The processes and tools that businesses may use to align available resources to meet strategic goals. In ServiceNow, this is a suite of applications that help align IT investments with business goals. Project Portfolio Management, Demand Management, Resource Management, Cost Transparency, Agile Development, Performance Analytics.</p>	<p>\$53.98 per User</p>	<p>Billed Monthly</p>	<p>ITSD-Application-Services-62184</p>	<p>525061</p>	<p>Annual Rate \$647.77 per User</p>	<p>Billed Full year - No Cancellation Option (SN/Justin Schedel)</p>
<p>ECM Enterprise Licensing</p>	<p>This catalog item is for the distribution of the ECM software licensing costs including maintenance and vendor support. SITS manages all software licensing required to use the enterprise ECM service. The costs for providing the software licensing are distributed among those who are receiving benefit from the service. The following describes how units are calculated for distribution of these costs: Customers on the State Network: State employees, local government employees, and contractors on the state network that access ECM for any purpose each count as one unit. The customer may be accessing ECM to scan or commit documents, initiate or approve workflows, or simply to review documents. Each of these customers counts as one unit. Customers have an alternative way they may be accessing ECM, which is by using a web application that is communicating with ECM through a web service or API. These customers also count as one unit, however, SITS will need the agency to report the total number of customers accessing ECM through this method. Public Customers: The public may access ECM through an eGovernment service. Public users do not count when calculating units.</p>	<p>\$24.36 per User</p>	<p>Billed Monthly</p>	<p>ITSD-Asset-Broker-62281</p>	<p>525062</p>	<p>Exceptions: A customer on the state network will only be counted as one unit, regardless if they are accessing multiple document classes or workflows. They should be budgeted under their primary work group. Annual Rate \$292.28</p>	<p>Monthly charge for the number of individuals using the Enterprise ECM Offering. This is billed per user. A case must be submitted requesting the discontinuation of ECM services. Billing will end once all pieces of the environment have been decommissioned and will cover through the end of the month. (Katelyn/ATSB)</p>
<p>Microsoft Enterprise Agreement</p>	<p>O365, office, one drive, dp</p>	<p>\$363.10 per Fixed</p>	<p>Billed Monthly</p>	<p>ITSD-Asset-Broker-62281</p>	<p>525062</p>		<p>N/A</p>
<p>O365 Rate</p>	<p>The Microsoft365 Rate is required for all active mailboxes in the environment. This rate covers support and engineering of all of Microsoft365 solutions. Note - If the mailbox is active during a month, it will be billed for that month. This can lead to offboarding scenarios where a mailbox is billed in a subsequent month, as data is maintained for 30 days post termination to ensure opportunities to retain information tied to the mailbox.</p>	<p>\$8.09 per Account</p>	<p>Billed Monthly</p>	<p>ITSD-Asset-Broker-62281</p>	<p>525062</p>		<p>Synced to AD (automatic), billed for full month. Depending on when an employee leaves the account could be billed for two months, as soon as someone terminates that starts a 30 day timer for the AD account to be cleaned up.</p>

<p>ServiceNow App Engine</p>	<p>The ServiceNow Service provides a modern service management solution. Applications include Customer Service Management (CSM), IT Service Management (ITSM), IT Operations Management (ITOM), Security Operations (SecOps), Policy Administration and Software Asset Management (SAM). Current out of the box configuration includes incident management, request management, change management, knowledge management and policy administration. Agencies will be able to use the Service, and security will be applied based on the user's company field in AD so that the cases are separate from other agencies' cases. Depending on the Customer's business needs, the cases can be placed in a queue for agency staff to review/resolve, or they can escalate to SITSD. Agency identified ServiceNow admins will be able to manage their own case categories and assignment groups. Costs for ServiceNow as a Service will be recovered through an enterprise rate based on an agency's FTE count. Expert Time will be billed for initial setup and for any extensive configurations unique to the customer. There is no charge for customers to submit incidents or requests.</p>	<p>\$12.78per User</p>	<p>Billed Monthly</p>	<p>ITSD-Asset-Broker-62281</p>	<p>525062</p>	<p>Annual Rate \$273.35 per User</p>	<p>Billed Full year - No Cancellation Option (SN/Justin Schedel)</p>
<p>ServiceNow Enterprise Agreement</p>	<p>The ServiceNow Service provides a modern service management solution. Applications include Customer Service Management (CSM), IT Service Management (ITSM), IT Operations Management (ITOM), Security Operations (SecOps), Policy Administration and Software Asset Management (SAM). Current out of the box configuration includes incident management, request management, change management, knowledge management and policy administration. Agencies will be able to use the Service, and security will be applied based on the user's company field in AD so that the cases are separate from other agencies' cases. Depending on the Customer's business needs, the cases can be placed in a queue for agency staff to review/resolve, or they can escalate to SITSD. Agency identified ServiceNow admins will be able to manage their own case categories and assignment groups. Costs for ServiceNow as a Service will be recovered through an enterprise rate based on an agency's FTE count. Expert Time will be billed for initial setup and for any extensive configurations unique to the customer. There is no charge for customers to submit incidents or requests.</p>	<p>\$383.18</p>	<p>Billed One Time</p>	<p>ITSD-Asset-Broker-62281</p>	<p>525062</p>	<p>N/A</p>	<p>N/A</p>
<p>Tanium Enterprise Agreement</p>	<p></p>	<p>\$95.37</p>	<p>Billed Monthly</p>	<p>ITSD-Asset-Broker-62281</p>	<p>525062</p>	<p>N/A</p>	<p>N/A</p>
<p>Database Hosting - Oracle</p>	<p>Database Hosting – Oracle provides the 24x7 ongoing support and maintenance of an Oracle database running on a Redhat linux virtual machine. This service includes the basic setup/installation of the database, upgrading and patching the operating system, and monitoring performance and space utilization. This service does not include application setup/coding support, application server or web development. Any time expended by Database Administration Services on advanced security, custom database installation, setup of cron jobs and refresh/overlay/deployments requests will be billed to the customer at the Database Administration Professional Services rate (expert time billable by the hour) with after-hours time billed at a minimum of 2 hours per incident. Troubleshooting and database recovery is performed as required or as requested; however, if the issue is determined to be the fault of the customer, additional cost for the customer is incurred for time spent by Database Administration Services personnel and will be billed to the customer at the Database Administration Professional Services rate, otherwise if it is determined to be the fault of SITSD there is no additional cost to the customer.</p>	<p>\$304.67 per Database</p>	<p>Billed Monthly</p>	<p>ITSD-Database-Hosting-62189</p>	<p>525035</p>	<p>Annual Rate \$3,656.08</p>	<p>Monthly charge for the hosting of Oracle databases. A case must be submitted requesting that the database be decommissioned and provide a date/timeline for decommissioning. The databases will be taken offline for a period in preparation to be decommissioned. Upon completion of that period, the database will be removed, and billing will end. The charge will cover through the end of that month. (Katelyn/ATSB)</p>
<p>Database Hosting - SQL</p>	<p>Database Hosting – SQL provides the 24x7 ongoing support and maintenance of a SQL database. This service includes the basic setup/installation of the database, upgrading and patching the operating system, and monitoring performance, space utilization and re-org of indexes. Database Hosting – SQL also includes SQL Server Reporting Services (SSRS). SSRS hosting provides the 24x7 ongoing support, maintenance and licensing of a SSRS database. SSRS is a server-based report generation system used to deliver a variety of interactive and printed reports via a web interface. This service includes upgrading and patching the database operating system. This service does not include support for application coding, web development, report generation, advanced security, or database refresh/overlay/deployment requests. Any time expended by Database Administration Services on advanced security, custom database installation, replication, and refresh/overlay/deployments requests will be billed to the customer at the Database Administration Professional Services rate (expert time billable by the hour) with after-hours time billed at a minimum of 2 hours per incident. SITSD service hours are Monday-Friday 8:00am-5:00pm. Troubleshooting and database recovery is performed as required or as requested; however, if the issue is determined to be the fault of the customer, additional cost for the customer is incurred for time spent by Database Administration Services personnel and will be billed to the customer at the Database Administration Professional Services rate, otherwise if it is determined to be the fault of SITSD there is no additional cost to the customer.</p>	<p>\$52.92 per Database</p>	<p>Billed Monthly</p>	<p>ITSD-Database-Hosting-62189</p>	<p>525035</p>	<p>Annual Rate \$635.02</p>	<p>Monthly charge for the hosting of SQL Server databases. A case must be submitted requesting that the database be decommissioned and provide a date/timeline for decommissioning. The databases will be taken offline for a period in preparation to be decommissioned. Upon completion of that period, the database will be removed, and billing will end. The charge will cover through the end of that month. (Katelyn/ATSB)</p>
<p>Database Hosting - SQL Licensing</p>	<p>Database Hosting – SQL Licensing covers the cost of licensing the SQL database. This service is required with Database Hosting – SQL catalog item, to cover the SQL licensing. This service also offers the ability for customers wanting to host their SQL Database on SITSD's database cluster for license compliance purposes but performing their own Database Analyst work. This service does not include support for application coding, web development, report generation, advanced security, database refresh/overlay/deployment requests, or any database administration. Any time expended by Database Administration for tasks included in the catalog item Database Hosting – SQL for customers that don't purchase the catalog item will be billed the rate for Database Hosting – SQL for a minimum period of six (6) months. Any tasks outside of the Database Hosting – SQL scope will also be charged the DBA Professional Services rate (expert time billable by the hour) with after-hours time billed at a minimum of 2 hours per incident. SITSD service hours are Monday-Friday 8:00am-5:00pm.</p>	<p>\$142.46 per Server</p>	<p>Billed Monthly</p>	<p>ITSD-Database-Hosting-62189</p>	<p>525035</p>	<p>Annual Rate \$1,709.58</p>	<p>Monthly charge for the licensing of SQL Server databases. A case must be submitted requesting that the database be decommissioned and provide a date/timeline for decommissioning. The databases will be taken offline for a period in preparation to be decommissioned. Upon completion of that period, the database will be removed, and billing will end. The charge will cover through the end of that month. (Katelyn/ATSB)</p>
<p>Email - Public Folder</p>	<p>This service provides for the setup and configuration of Public Folders in Microsoft Outlook. Public folders are shared mail folders that reside on the Exchange server. The user who initiates the setup of the folder can designate the user access permissions called "permissions." Public folders in Outlook can contain contacts, calendar items, messages, journal entries, and Outlook Forms.</p>	<p>\$1.60 per MB</p>	<p>Billed Monthly</p>	<p>ITSD-Email-62185</p>	<p>525063</p>	<p>Annual Rate \$19.22 per MB</p>	<p>ServiceNow Case. Billed one to two months after MIM spin down starts (EAS/Bea)</p>
<p>Data Center Rack Space - MCDC</p>	<p>This service provides for the placement of customer-owned computing assets in a rack at the State of Montana Data Center in Miles City (MDCD). Customer's equipment is housed in a secure, climate-controlled environment, where customers may have 24 x 7 access to manage their hardware upon passed background check. Office space with general purpose personal computers is available for customer use inside the data center. This service includes the rental of a whole rack. A Cabinet (600mm x 1250mm) is used, and the service includes electrical power, PDU, HVAC, fire detection and prevention, uninterruptible power supply, emergency generator, placement on 24" raised floor, secure facilities, 24 x 7 attended surveillance and environmental monitoring. Best effort escalation of incidents related to the customer's equipment is provided in accordance with procedures provided by the customer. Power distribution and network connection equipment may require up to 34 U's of space in the rack, leaving 34 U's for client equipment. SITSD will work with the customer to determine needs and may require less U space for equipment. Due to hot air exhaust at the rear of the rack, all air flow must be from front to back, and the placement of NIM (keyboard, video monitor, and mouse) components must be facilitated into the 34 U's of client space. Access to equipment from the rear of the rack enclosure is restricted. Network connection(s) are not included in this service; SITSD will work with customers to determine their connectivity needs and proper network services.</p>	<p>\$2,722.07 per Rack</p>	<p>Billed Monthly</p>	<p>ITSD-Equipment-Hosting-621C8</p>	<p>525037</p>	<p>Annual Rate \$32,664.79</p>	<p>ServiceNow case. Billing will continue until the end of the month, in which, the customer removes all equipment from the rack(s) they used.</p>

<p>Data Center Rack Space - SMDC</p>	<p>This service provides for the placement of customer-owned computing assets in a rack at the State of Montana Data Center (SMDC) in Helena. Customer's equipment is housed in a secure, climate-controlled environment, where customers may have 24 x 7 access to manage their hardware upon passed background check. Office space with general purpose personal computers is available for customer use inside the data center. This service includes the rental of a whole rack. An F-Series Terraframe Chatworth Cabinet (600mm x 1226mm) is used, and the service includes electrical power, PDU, WHAC, fire detection and prevention, uninterruptible power supply, emergency generators, placement on 24" raised floor, secure facilities, 24 x 7 attended surveillance, rack placement on ISO earthquake mitigation mounting and environmental monitoring. Best effort escalation of incidents related to the customer's equipment is provided in accordance with procedures provided by the customer. Power distribution and network connection equipment may require up to 14 U's of space in the rack, leaving 31 U's for client equipment. SITSD will work with the customer to determine needs and may require less U space for equipment. Due to hot air exhaust at the rear of the rack, all air flow must be from front to back, and the placement of KVM (keyboard, video monitor, and mouse) components must be facilitated into the 31 U's of client space. Access to equipment from the rear of the rack enclosure is restricted. Network connection(s) are not included in this service; SITSD will work with customers to determine their connectivity needs and proper network services.</p>	<p>\$1,120.16 per Rack Billed Monthly ITSD-Equipment-Hosting-621C8 525037</p>	<p>Service Level Agreement SITSD provides 24/7/365 support for the on premises AirWatch platform. Typical service requests will be addressed during normal 8-5 business hours. SITSD will provide limited AirWatch training, which includes documentation on MDM "best practices". SITSD will provide basic compliance policies to ensure authentication is required and to protect the enterprise from compromised devices. Prerequisites: Smart phone (state owned or your own), Email mailbox. Customer Responsibility Agencies / Customers will identify MDM administrator(s) for the purpose of administering the MDM from the solution admin console. Agencies will be responsible for agency owned devices in addition to agency BYOD participants. Agencies are required to have end users sign and acknowledge an end user service agreement, an example can be found here. Agencies will be responsible for storing these documents. Agencies are also responsible for ensuring their end users are aware of appropriate use policy information located at PDI-Information Security Policy - Appendix A (PL-4, PS-6, SC-28, R-6, MP-4, MP-5, MP-6). Agencies are required to follow the State Mobile Device Management policy. Additional Information FRM-State of Montana Mobile Device User Agreement Form - Agencies are required to have end users sign and acknowledge the User Agreement form. Agencies will be responsible for storing these documents.</p>
<p>ECM Initial Setup</p>	<p>This service provides the initial setup for Customers wanting to store documents and electronic files in SITSD's ECM system. SITSD will meet with Customer staff to determine how they want to use the ECM software. We will work with you, the Customer, to define organization structure, service levels, and training requirements. You will receive a basic security setup in Active Directory, training by ECM Support staff on your solution, and one (1) organization setup with one (1) document class (document container location). ECM support staff will initially create these items in the ECM development environment and then migrate to production (please be aware that billing will begin upon initial setup in the development environment). Any additional setup requirements such as more than one (1) document class, a workflow, existing file conversion into your document class, custom reports, and application integration is not included, but is available for an additional charge. Prerequisite(s): ECM - Ongoing Support, ECM - Server Environment, and ECM - Enterprise Licensing.</p>	<p>\$2,002.86 per Doc Class Billed One Time ITSD-Imaging-621B6 525033</p>	<p>Service Support: Support for this service is available Monday-Friday, 8AM-5PM, on State working days. Support is not available on any State government holidays, weekends or after 5PM. How Do We Charge For standard setup: This is a one-time charge of one (1) unit and includes the staff time (maximum of 20 hours) required to setup, configure, and support the initial setup of one (1) document class. For extended setups taking more than 20 hours: If your setup takes more than 20 hours, SITSD will let you know and additional billing will occur. This is a one-time charge that is billed when an agency first begins using our services. (Katelyn/ATS8)</p>
<p>ECM Ongoing Support</p>	<p>This service provides Customer support for the use of SITSD's ECM system. This service includes answering questions and solving issues regarding the ECM software. Examples are questions about viewing, errors, retrieval and viewing of documents, and issues with user interfaces. SITSD staff will perform routine changes such as adding simple indexes, making updates to existing choice lists and adding simple searches. SITSD staff will also assist in determining ECM implementation requirements for new Customer projects and schedule software installations and upgrades as appropriate.</p>	<p>\$111.58 per Support Billed Monthly ITSD-Imaging-621B6 525033</p>	<p>Service Availability: This service is available Monday-Friday, 8AM-5PM, on State working days. This service is not available on State government holidays, weekends or after 5PM. Service Support: Support is available Monday-Friday, 8AM-5PM, on State working days. Support is not available on State government holidays, weekends or after 5PM. How Do We Charge: One unit is equal to one document class. Service Availability: This service is available 24 hours per day seven (7) days per week excluding planned outages, maintenance windows, or unavoidable events. Service Support: Support is available Monday-Friday, 8AM-5PM, on State working days. Support is not available on any State government holidays, weekends or after 5PM. How Do We Charge: The unit is based upon the number of gigabytes used by the document class. Monthly charge for the ongoing maintenance and support of an agency's ECM environment. A case must be submitted requesting the discontinuation of ECM services. Billing will end once all pieces of the environment have been decommissioned and will cover through the end of the month. (Katelyn/ATS8)</p>
<p>ECM Server Environment</p>	<p>This service provides use of the ECM server environment. There are two server environments available: development and production. Provided is the monitoring, maintenance, and upgrades of the ECM server environments. This service includes working with Customers to plan and schedule periodic upgrades to new versions of the ECM software and hardware. Prerequisite(s): ECM - Enterprise Licensing, ECM - Ongoing Support, and one-time fee ECM- Initial Setup</p>	<p>\$1.15 per GB Billed Monthly ITSD-Imaging-621B6 525033</p>	<p>Monthly charge for the space utilization of an agency's ECM environment. A case must be submitted requesting the discontinuation of ECM services. Billing will end once all pieces of the environment have been decommissioned and will cover through the end of the month. (Katelyn/ATS8)</p>
<p>Firewall Administration - Advanced</p>	<p>This service provides a fully managed advanced firewall administration service with intrusion detection and intervention. This service includes: Setup, Configuration, Monitoring, Administration. Prerequisite(s): SummitNet Connected Locations</p>	<p>\$333.42 per Firewall Billed Monthly ITSD-Network-Services-623B2 525067</p>	<p>Annual Rate \$4,000.99 per Firewall ServiceNow Case (Chris/NTS8)</p>
<p>Network Access</p>	<p>The Network Access Device service provides agencies with high-speed core and aggregation network links to inter-connect remote agency circuits to SummitNet. Network Access Device service includes: Core and aggregation circuit costs, WAN equipment maintenance and equipment refresh, SITSD administration of billing activity between vendor and agencies for local loop circuit charges; on-going administration by SITSD of contractual procurement options for acquisition of SummitNet circuits; real-time monitoring services are provided for the Core, Aggregation and local loop circuits on a 24x7x365 basis.</p>	<p>\$65.72 Billed Monthly ITSD-Network-Services-623B2 525067</p>	<p>Budget Billed (Network)</p>
<p>Network Connection - Alternate Data Center 10GB or Less</p>	<p>This service provides a 10Gb local area network (LAN) connection for a single device in the State of MT alternate data center (located in Miles City). Provided is the network equipment and connectivity from the local area network (LAN) devices to the State of Montana private network (SummitNet). This service provides for the option to load balance between multiple data center connected devices. Included with this service is the network equipment maintenance and network equipment refresh for the data center network equipment and basic network cabling for data center network connectivity. Specialized network design options available at an additional charge. Prerequisite(s): Data Center rack space</p>	<p>\$165.45 per GB Billed Monthly ITSD-Network-Services-623B2 525067</p>	<p>ServiceNow Case (Chris/NTS8)</p>
<p>Network Connection - Helena Data Center 10GB or Less</p>	<p>This service provides a 10Gb local area network (LAN) connection for a single device at the Helena Data Center. Provided is the network equipment and connectivity from the local area network (LAN) devices to the State of Montana private network (SummitNet). This service provides for the option to load balance between multiple data center connected devices. Also included is the network equipment maintenance and network equipment refresh for the data center network equipment. This service includes basic network cabling for data center network connectivity. Prerequisite(s): Data Center rack space</p>	<p>\$73.46 per GB Billed Monthly ITSD-Network-Services-623B2 525067</p>	<p>ServiceNow Case (Chris/NTS8)</p>
<p>RDP</p>	<p>This service provides secure, remote access to Windows-based systems using the Remote Desktop Protocol (RDP). Access is delivered through an IT-managed gateway, allowing users to connect to authorized computers from off-network locations without needing a VPN. Ideal for remote work or after-hours support.</p>	<p>\$3.01 per User Billed Monthly ITSD-Network-Services-623B2 525067</p>	<p>Annual Rate \$36.15 per User</p>
<p>VPN Client</p>	<p>This service provides a client Virtual Private Network (VPN) connection for the Customer. This service allows access to everything the Customer is authorized to use on the State network, including e-mail, applications on Citrix, mainframe applications, agency systems, and data on agency servers. Prerequisite(s): Active Directory account on the State network</p>	<p>\$1.80 per User Billed Monthly ITSD-Network-Services-623B2 525067</p>	<p>Customer Responsibility Supply necessary input of application purpose, operating procedures and usage. The definition of proper operations is the responsibility of the customer. Act as first level helpdesk for the customers users of the service Designate a central point of contact for SITSD to communicate with for this service Maintain developed solutions or work with a developer to maintain and publish solutions from one environment to the production environment. Provide staff to test systems as necessary Provide Disaster Recovery requirements and business continuity requirements Provide billing and contact information To better assist you, please report service issues to the Service Desk. Additional Information https://mainframe.mt.gov/</p>
<p>Service Desk as a Service</p>	<p>Agency customers will be able to Utilize the SITSD Service Desk for their agency. Agency customers will call into the SITSD Service Desk 444-2000 line, or use the Customer Portal to open their incidents and Service Requests. The Service Desk is available 8:00-5:00 on State work days. Typical Service Desk support includes: Email, Active Directory, SharePoint, FTS, MDM, RSA, New/Termed user, TIGMS, and Zoom. 24x7x365 support will be available for password resets, MDM support and RSA support. Additional support may be available for an additional charge. The Service Desk will resolve any cases, communicate with the customer for troubleshooting, or escalate to other groups in SITSD, depending on the business needs of the customer. Cost will be based on the number of FTE within the agency requesting the service. An estimated number of hours per FTE will be billed to the agency on a monthly basis, regardless of the number of calls that are placed to the Service Desk.</p>	<p>\$43.39 per User Billed Monthly ITSD-Operations-Support-621B8 525068</p>	<p>Need to submit a VPN termination form. In ServiceNow choose "Request for Service", then choose "Remove VPN Access". Billing runs on 8am on the 25th of every month, they will not get billed for prior month if done before 25th. (NOSC/Kelby Stevenson)</p>

Splunk Services	Splunk is a security and business analytics tool for analyzing and correlating data. Splunk is a repository for your spreadsheet, log and database data. The data is presented through searchable dashboards with graphs, charts and reports from a wide perspective to a very granular approach that is downloadable into Excel. Splunk can also generate alerts. Have you ever had to look in a spreadsheet for data in one system and then use that data to search a database in another system? Splunk can correlate this data for you. Splunk Services is a sharing of SITSO Splunk licensing in 1 GB daily amounts. SITSO will index your machine or business analytics data and display the results in dashboards. There will be several expert time hours of setting up Splunk forwarders, indexing and dashboards. This is a one-time charge. SITSO servers are used at no cost unless you wish to purchase your own server (see catalog item "Virtual Server") which would allow you to create your own dashboards. Splunk offers free beginning training with labs to get you going with your dashboards.						Service Level Agreement Responding to and resolving Customer issues as expeditiously as possible Notification of planned outages and changes Installing, configuring, tuning, upgrading, patching, monitoring, and maintaining the infrastructure Perform and monitor daily backups of servers (standard retention of 14 days) Perform and monitor backups of shares on behalf of customers with requested retention Perform basic security support and maintenance Execute routine security compliance scans and mitigation Deploying application code to the environment(s) at the Customer's request through a Service Desk case or automated process, if available Configure and monitor VPS and WAF policies Configure DNS names Customer Responsibility Testing environment upgrades Purchasing and maintaining SSL certificates Application development, support and maintenance Testing of the application in the test environment prior to moving the application to the production environment Using the SITSO provided tools to move application changes from test to production All requests for support under this service will be submitted through the SITSO Service Desk	
Data Warehousing	Data Warehousing is professional services specifically related to Snowflake, FiveTran, [eventually] Alation, and [eventually] ThoughtSpot.	\$164.43 per GB	Billed Monthly	ITSD-Operations-Support-62188	525068			ESS - budget billed This is purchased as needed to support Snowflake, so could be related to maintenance activities and/or onboarding new agencies. A case must be submitted requesting the discontinuation of use of Snowflake. Billing will stop upon the discontinuation of services and would cover through the end of that month. (Katelyn/ATS8)
DBA Professional Services	This service provides expert database administration support for SQL Server and Oracle at an hourly rate as requested by the customer. This service is available for hosted and non-hosted customers of SITSO. Prerequisites: None	\$155.00 per Hour	Billed Monthly	ITSD-Professional-Services-621C6	525104			N/A
Expert Time - AHS	Application Hosting Services expert time	\$155.00 per Hour	Billed Monthly	ITSD-Professional-Services-621C6	525104			N/A
Expert Time - Contract and Vendor Management	Contract/Vendor Management expert time	\$155.00 per Hour	Billed Monthly	ITSD-Professional-Services-621C6	525104			N/A
Expert Time - Data Center/Remote Hands	The Data Center Facility Technicians offer a Remote Hands Service. Data Center Technicians will assist you with small tasks pertaining to your equipment that resides at either the SMDC or MDC. Data Center Technicians can assist you with replacing a hard drive, racking or de-racking equipment from a cabinet, adding memory, swapping out a cable, etc. Data Center Technicians are available to assist you 8:00 – 5:00, Monday – Friday, excluding state holidays. This is a scheduled service and is not meant to be an emergency response, on call, or after hours. This service is charged in 30-minute increments of expert time. See the SITSO Rate Sheet.	\$155.00 per Hour	Billed Monthly	ITSD-Professional-Services-621C6	525104			N/A
Expert Time - Desktop Support	Desktop Services provides state agencies with technical support for installation and management of user workstations connected to the State's Active Directory, Wide Area Network and cloud services. Administration of the workstations is provided by the Desktop Services staff based upon State of Montana hardware and software standards. SITSO Desktop Services will assist agencies in meeting their personal computing requirements, including such tasks as: Procurement assistance, configuration, and installation of personal computers, including desktops and laptops. Software support for the standard operating systems, productivity tools and utilities Technical support, maintenance, and repair of managed hardware and software security patches, anti-virus updates, and other software.	\$155.00 per Hour	Billed Monthly	ITSD-Professional-Services-621C6	525104			N/A
Expert Time - EAS	EAS expert time	\$155.00 per Hour	Billed Monthly	ITSD-Professional-Services-621C6	525104			N/A
Expert Time - EIS	EIS expert time	\$155.00 per Hour	Billed Monthly	ITSD-Professional-Services-621C6	525104			N/A
Expert Time - Enterprise Security Risk Management	Security expert time							
Expert Time - ESS	ESS expert time	\$258.87 per Hour	Billed Monthly	ITSD-Professional-Services-621C6	525104			N/A
Expert Time - Executive Services & Support	Executive Level expert time	\$166.97 per Hour	Billed Monthly	ITSD-Professional-Services-621C6	525104			N/A
Expert Time - Forensic Investigations or Technical Security	This service is offered by the Digital Forensics and Incident Response (DFIR) team headed up a SANS GIAC Certified Forensic Examiner (GCFE) for Microsoft Windows based systems. This includes both user and security incident investigations. A Chain of Custody will be established and a forensically sound image will be taken from the system that is admissible evidence in court. The DFIR team will perform a forensic analysis of the system as efficiently as possible so they can attempt to answer the questions provided by the customer. A timeline of relevant events, an investigation log detailing hours worked on the case, and a report of findings will be provided to the customer. Hours worked on a forensic case vary based on the quantity of artifacts needing analysis, number of questions to be answered, or any additional work the customer requests to be performed. Only when an analyst is actively performing work on the customer's behalf are hours logged. Automated processes performed by our forensic software are not billed to the customer.	\$211.36 per Hour	Billed Monthly	ITSD-Professional-Services-621C6	525104			N/A
Expert Time - ITAM Asset Management	Software Asset Management expert time							
Expert Time - NET	Network Expert Time	\$155.00 per Hour	Billed Monthly	ITSD-Professional-Services-621C6	525104			N/A
Expert Time - NOSC	NOSC expert time	\$139.97 per Hour	Billed Monthly	ITSD-Professional-Services-621C6	525104			N/A
Expert Time - PM/RTE	Project Management Services expert time	\$155.00 per Hour	Billed Monthly	ITSD-Professional-Services-621C6	525104			N/A
Expert Time - Service Desk	Service Desk expert time	\$155.00 per Hour	Billed Monthly	ITSD-Professional-Services-621C6	525104			N/A
Expert Time - ServiceNow	Service Now expert time	\$155.00 per Hour	Billed Monthly	ITSD-Professional-Services-621C6	525104			N/A

Expert Time - Voice	Voice Expert Time	\$155.00 per Hour	Billed Monthly	ITSD-Professional-Services-621C6	\$25104	N/A
File and Print Shared Server	This service provides a Windows File Server for Customers who do not want to maintain a Windows File Server environment. The server is a Virtual Server in SITSD's VMware ESXi environment. Please see Virtual Server description for more information. This is a shared server that multiple agencies utilize. Data security is of utmost importance and agency data is kept separated so an agency is only able to access it's own data. The server is housed in the State of Montana Data Center (SMDC) in Helena in a secure, climate-controlled environment that is monitored 24 x 7. The SMDC has a generator and UPS backup. Included are Windows updates and the server is joined to the State Domain. The SITSD Desktop Services staff will have administrative/root access to the server. High Availability (VMware HA) is included. Uptime monitoring is included 24 x 7.	\$0.33 per GB	Billed Monthly	ITSD-Server-Hosting-621B2	\$25070	Starts w/ServiceNow Case; involves handoff to where requestor wants data. Billing would stop once data is moved and ok given to delete. (Taner/Desktop)
VDI as a Service	Virtual Desktop Infrastructure (VDI) is the technology for providing and managing VDI hosts desktop environments on a centralized server and deploys them to end clients on request. These virtualized desktops are created by a virtual machine controlled by a hypervisor. All computing activity on the deployed virtual desktop instance occurs on the centralized server. The SITSD VDI service is branded as Unified Digital Workspace (UDW) because it allows end users to consume this secure service from nearly any computing device that has access to the internet. Benefits: Increased performance Enhanced security Reduced overhead Improved remote access Enhanced end user experience across devices This service includes 20GB storage per user, additional utilization will be billed at the Archive Storage Rate.	\$42.05 per User	Billed Monthly	ITSD-Server-Hosting-621B2	\$25070	End users can access their VDI through: The DELL Wyse thin client (also called a puck). One puck is included as part of the monthly service The Horizon View Client on a Windows, Android, or an Apple device The Horizon View Client on employee owned device Form in ServiceNow (UDW - Remove User Entitlement); Billed for full month (Taner/Desktop)
Virtual Server	This service provides a Virtual Server running in SITSD's VMware ESXi environment with a minimum of two (2) virtual CPUs and 4GB RAM with a maximum of eight virtual CPUs and 96GB RAM. SITSD provides two different guest operating systems (Red Hat Enterprise Linux and Microsoft Windows Server) for its virtual servers. The operating systems version which is supported by SITSD is always the vendor's most recently released version and must also be a version in which SITSD has successfully tested and validated that version for use in the enterprise. Provided are patch updates and uptime monitoring. The Customer will be provided administrative/root access to the server. Two (2) CPUs are standard. Additional CPUs may be allocated based on demand and with a demonstrated need. Additional memory and disk space are available at an additional charge. High Availability (VMware HA) is included to increase availability and additional levels of availability. This service does not provide application management. This service is to provide the customer a server with the maximum level of control along with the highest levels of freedom and stability at a compelling price. At the time the server is turned over it is set to all defaults including automatic patching through WSUS and joined to the State Domain. Once the server is turned over it is the customer's responsibility for any configuration changes or software installations that the customer may make. The only limiter on this server is in regards to reboots of the server.	\$2.41 per Server Daily Units	Billed Daily	ITSD-Server-Hosting-621B2	\$25070	Reboots - All rebooting of the servers require prior notification of Mid-Tier staff and the computer operations staff. This can be accomplished by calling the Mid-Tier administrator on-call (see DOA SITSD ON-CALL Calendar under the DOA SITSD public folder in Outlook) and also the computer operations center at 43335. The reason for this is that SITSD does monitor for network and hardware uptime (see below). Without proper notification a reboot of a system will appear to be a possible network uptime or hardware uptime issue necessitating a support response from SITSD. To help with keeping costs down it's important that there is coordination between groups before a reboot is done. Important Customer Message Customers purchasing a VM for a non-managed SQL database, must also purchase the following catalog item: Database Hosting - SQL Licensing ServiceNow Case
Backup Service	This service provides file level backup of data. The repository for the backup files related to this service is the File and Object Storage service, either located in Helena or Miles City datacenter depending on customer's needs. This service is meant to be largely self-service by the customer and will require customer to appoint a representative to manage settings and configurations of the Backup service on behalf of the customer. Should the customer not want to take on these duties they have the option of contracting with the Service Desk to handle these duties on their behalf. Customers can choose to back-up data to the Miles City Data Center (MCDC), the State of Montana Data Center (SMDC), or both.	\$0.05 per GB	Billed Monthly	ITSD-Storage-Hosting-621B1	\$25071	Service Availability: This service is available 24 hours per day seven (7) days per week excluding planned outages, maintenance windows, and unavoidable events. SITSD Responsibility: maintain storage network, maintain storage hardware, provide for storage maintenance agreements and support contracts, respond to storage hardware and network issues, maintain backup software, provide for backup software maintenance agreements and support contracts. Customer Responsibility: The customer is responsible for all other aspects relative to this service not listed under SITSD Responsibilities. Customer is encouraged to verify backup data by regularly restoring random files. To discontinue service, the customer should delete existing backups off of Rubrik for the server(s) or share(s). Customers may open a ServiceNow case if assistance is needed.
File and Object Storage	This service provides disk space to customers to store their archive data on stand-alone file shares. This storage space is to be used by customers that need a location for data on CIFS/SMB and NFS. There is no retention limits for how long a customer can store data. This disk space is located on an isilon cluster, one in each datacenter. Customers have a choice to store data in the Helena or Miles City datacenter. Data is not automatically replicated between sites, so if customers want data in both locations they will need to request it. (For F16/17 only - Storage use greater than 5TB includes disaster recovery storage in Miles City at no additional cost) This service does include the ability to have WORM storage. Customers also have the ability to enable self service recovery of files by requesting snap shots to be enabled, there is no additional cost to enable this, customers pay for the storage that they use.	\$0.01 per GB	Billed Monthly	ITSD-Storage-Hosting-621B1	\$25071	NTSB_M0061 - File and Object (isilon) - \$0.01 per GB monthly -- Service Availability: This service is available 24 hours per day seven (7) days per week excluding planned outages, maintenance windows, and unavoidable events. ServiceNow Case
Live Storage	This service provides disk space to customers to store their data, either attached to Virtual Servers hosted by DOA SITSD or as stand alone file shares. This disk space is located on an enterprise class storage array. Data stored on this disk space is replicated to the secondary datacenter in Miles City for purposes of Disaster Recovery. This replication process is only for Disaster Recovery to restore the entire Virtual Server or file share. If customers would like individual file level restores they can either purchase the additional Backup Service or implement a file level backup solution themselves. This service includes storage space and disaster recovery replication to secondary datacenter in Miles City. This service does not include file level backups.	\$0.003906746849315 07 per GB	Billed Monthly	ITSD-Storage-Hosting-621B1	\$25071	NTSB_M0061 - File and Object (isilon) - \$0.01 per GB monthly -- Service Availability: This service is available 24 hours per day seven (7) days per week excluding planned outages, maintenance windows, and unavoidable events. SITSD Responsibility: This service provides disk space to customers to store their data, either attached to Virtual Servers hosted by DOA SITSD or as stand-alone file shares. This disk space is located on enterprise class storage arrays. Customer Responsibility: The customer is responsible for all other aspects relative to this service not listed under SITSD Responsibilities. ServiceNow Case
0365 Back-Up Service	The M365 Back-Up Service uses a solution called AvePoint to provide backup capabilities to Microsoft365 solutions. The solutions available for back up include Exchange Mailboxes, Microsoft Teams, SharePoint sites and OneDrives. Backups are available for a maximum of 1 year. Data that expires after the one year of backup will be systematically dropped. The cost is billed monthly to the agency per GB of consumption. Each agency will be asked to establish an administrative team that SITSD will configure in the AvePoint console. This solution is supported during normal business hours.	\$0.53	Billed Monthly	ITSD-Storage-Hosting-621B1	\$25071	ServiceNow Case; Billed one to two months after MIM spin down starts (EAS/Ben)
Video Conference Pro License	SITSD provides and manages access to the web conferencing and collaboration service by Zoom Communications. Zoom is an easy to use, cloud-based platform, bringing remote meetings closer to those that happen in person, and increasing opportunities for collaboration. Users can share screens, files, and video. The Zoom application can be used on a desktop or on mobile devices and allows users to participate in web/collaboration meetings from any location, inside or outside the SummitNet Network. This tool can be used to increase productivity, reduce travel expense, and quickly bring together various geographic locations around the state, the nation, and the world. This service is available to State customers with an mt.gov email address. NOTE: Currently this service is not fully supported on VDI platforms.	\$20.24 per Virtual Recording Room	Billed Monthly	ITSD-Video-Services-623B1	\$25072	Annual Rate \$242.86 per Virtual Recording Room ServiceNow Case; Network (Scott Oles)
Video Conference Room License	SITSD provides and manages access to the web conferencing and collaboration service by Zoom Communications. Zoom is an easy to use, cloud-based platform, bringing remote meetings closer to those that happen in person, and increasing opportunities for collaboration. Users can share screens, files, and video. The Zoom application can be used on a desktop or on mobile devices and allows users to participate in web/collaboration meetings from any location, inside or outside the SummitNet Network. This tool can be used to increase productivity, reduce travel expense, and quickly bring together various geographic locations around the state, the nation, and the world. This service is available to State customers with an mt.gov email address. NOTE: Currently this service is not fully supported on VDI platforms.	\$143.72 per Virtual Recording Room	Billed Monthly	ITSD-Video-Services-623B1	\$25072	Annual Rate \$1,724.62 per Virtual Recording Room ServiceNow Case; Network (Scott Oles)
Additional Line	This service provides a Customer with dial tone to their SITSD-provided phone set. This service is not available for customer-provided telephone sets. This service does not include the phone set or other voice services.	\$20.50 per Device	Billed Monthly	ITSD-Voice-Services-623B0	\$25056	Annual Rate \$245.95 ServiceNow Case; Billed for full month (Stacy/Voice)

<p>Advanced Contact Center</p>	<p>Advanced Contact Center services are used for advanced call routing, Supervisory Agent utilization, or Workforce Recording utilization. Common parameters used for routing include skills-based routing, call type prioritization and time of day. The Agencies' published phone number (Control Directory Number CDN) routes calls to a call flow script built using a variety of parameters as indicated above to determine call treatment.</p> <p>Examples of how this service can be used:</p> <ul style="list-style-type: none"> Utilizing Custom or Candid reporting within Cloud-Based or On-Prem Call Centers Listening to or Recording Agent Interactions Other Supervisor related tasks such as contact center monitoring, dashboard creation, agent monitoring, and multi conditional alerts. Call routing based on menu options – ex: press 1 for email support Calls routed differently depending on time of call – ex: after hours, holiday, business hours Call routing based on agent availability – ex: if agent is on the phone/busy the call will route to the next available agent Inbound toll free numbers can be used with this service <p>Prerequisite(s):</p> <ul style="list-style-type: none"> A VoIP phone <p>Service Level Agreement</p>	\$81.06	Billed Monthly	ITSD-Voice-Services-62380	525056	Annual Rate 5972.70	ServiceNow Case; Billed for full month (Stacy/Voice)
<p>Basic Contact Center</p>	<p>Basic Contact Center services are used for advanced call routing. Common parameters used for routing include skills-based routing, call type prioritization and time of day. The Agencies' published phone number (Control Directory Number CDN) routes calls to a call flow script built using a variety of parameters as indicated above to determine call treatment.</p> <p>Examples of how this service can be used:</p> <ul style="list-style-type: none"> Call routing based on menu options – ex: press 1 for email support Calls routed differently depending on time of call – ex: after hours, holiday, business hours Call routing based on agent availability – ex: if agent is on the phone/busy the call will route to the next available agent Inbound toll free numbers can be used with this service <p>Prerequisite(s):</p> <ul style="list-style-type: none"> A VoIP phone <p>Service Level Agreement</p> <p>This service is available 24 hours per day seven (7) days per week excluding planned outages, maintenance windows and unavoidable events.</p> <p>Support is available Monday-Friday, 8:00 AM-5:00 PM, on State working days. Support is not available on State government holidays, weekends or after 5:00 PM.</p> <p>Customer Responsibility</p> <ul style="list-style-type: none"> Use of the Web based application from an approved web browser or the customer can install a free download "AAAD Client" on each Desktop if utilizing Avaya Contact Center, or installation of Five9 Agent web based application for Five9 Cloud Contact Center. Provide SITSD a single point of contact Provide a Billing Client Code <p>Report any service issues to the Agency Helpdesk to elevate to the SITSD Service Desk https://montana.servicenow.com</p>	\$83.78	Billed Monthly	ITSD-Voice-Services-62380	525056	Annual Rate \$1,005.32	ServiceNow Case; Billed for full month (Stacy/Voice)
<p>VoIP Phone Service</p>	<p>This service provides a Customer with dial tone to their SITSD-provided phone set. This service is not available for customer-provided telephone sets.</p> <p>Prerequisite(s): Must be an onboarded state employee</p> <p>Service Availability</p> <p>This service is available Monday-Friday, 8:00AM-5:00PM, on State working days. This service is not available on government holidays, weekends or after 5:00PM.</p> <p>Support is available Monday-Friday, 8:00AM-5:00PM, on State working days. General Support is not available on State government holidays, weekends or after 5:00PM. After hours services are available during emergencies, but could incur voice expert time charges if a call out is required.</p> <p>Eligibility</p> <p>State government, counties, cities, k-12 schools, the University System, and non-profit organizations.</p> <p>ITSD Responsibility</p> <p>Work with you to determine which type of dial tone is needed for the phone based on user requirements</p> <p>Dial tone set up and set up of physical phone OR softphone (Always Workplace 8)</p> <p>Customer Responsibility</p> <p>Coordinate service order(s) through your Agency's Helpdesk, or Coordinator**</p> <p>Choose an agency assigned phone number and location for phone installation** It is the customer's responsibility to keep track of their voip phone numbers and passwords. Agencies will incur expert time if SITSD looks this information up**</p> <p>Comply with the State of Montana Telephone Acceptable Use Policy</p> <p>Report any dial tone service issues to the SITSD Service Desk</p>	23.74 per Device	Billed Monthly	ITSD-Voice-Services-62380	525056	Annual Rate \$284.84 per Device	ServiceNow Case; Billed for full month (Stacy/Voice)
<p>Long Distance - Toll Free</p>	<p>This service provides long distance minutes for you, the Customer. This service is based on the Class of Service for the telephone and is billed by the minute.</p> <p>After initial setup, additional charges may apply if you make additions or changes to your long distance service.</p> <p>Prerequisite(s): Dial Tone</p>	\$0.07 per Minute	Billed Monthly	Long-Distance-62384	525066	ServiceNow Case; Billed based on minutes used during the month (Stacy/Voice)	