



**ETS**

ENTERPRISE TECHNOLOGY SERVICES

# Service Catalog

**2023-2024**





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## General Terms and Conditions

### Contact Information for Support

To request assistance for services provided within the Service Catalog, please reach out to your assigned Customer Advocate or send an email to [ETS-CustomerService@wyo.gov](mailto:ETS-CustomerService@wyo.gov).

To obtain assistance on existing services, please submit a ticket through the [Customer Portal](#) or by calling 307-777-5000. For network incidents occurring after 5pm, please contact the NOC at 307-777-6500.

For request telecommunication services, submit this [form](#) or email [ETS-WorkOrders@wyo.gov](mailto:ETS-WorkOrders@wyo.gov).

### Core Services vs. Enhanced Services

Core Services are provided free of charge to all state agencies and state employees. Enhanced Services are offerings to enhance productivity or capabilities and can be added ala-carte depending on agency-specific needs. For more information on procuring these services, please contact your Customer Advocate. Requests can be submitted through the Customer Portal using your agency approval process.

### Maintenance Schedules

To provide consistent system availability and communication, ETS established three maintenance windows which maintain State systems and services while limiting downtime to customers.

Weekday	Type	Start time	End time
Sunday	Any Enterprise - non network related	5:00 am	7:00 am
Tuesday	Any Enterprise - non network related	4:00 am	6:00am
Thursday	Network only	6:00 pm	9:00 pm

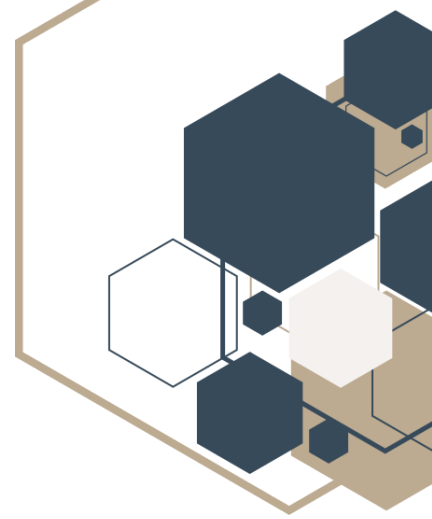
**Standard Outages** - Outages are minimized or canceled whenever possible. Agencies may request a specific day and time, when applicable, if schedule interferes with normal business activities. ETS will work with agencies to schedule additional time when maintenance requires longer periods to complete.

**Extended Outages** - Occur semi-annually, dates are negotiated with the customer. They typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled between 6:00 p.m. to 9:00 p.m.

**Inspections and maintenance on HVAC and UPS systems** - Occur semi-annually. Outages are minimized due to redundant systems.



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# Core Services





## COMMUNICATIONS

### Extension to Cellular

#### Service Description

Extension to Cellular (EtC) solution allows Enterprise Voice System (EVS) office phone calls to be routed automatically to cellular or home phones. The call-all feature is used to transfer calls between an office phone and cell phone.

#### Customer Benefits

Regardless of physical location, calls can be received and returned with ease. It can be controlled via a programmed button on an office phone, or by dialing remotely using an EVS feature access phone number. When active:

- Calls to the EVS extension will ring simultaneously on the cell phone and EVS office phone. If not answered before the programmed number of rings, an extension will send the call to the EVS voicemail.
- Calls can be transferred between the two phones. If a call is answered on the office phone it can be continued on a cell phone and vice versa.

**Please Note:** Extension to Cellular is only compatible with certain EVS phone sets. Please be sure to include your current phone information when requesting assistance with this service.

#### Requesting This Service

Please submit [this](#) form or email [ETS-workorders@wyo.gov](mailto:ETS-workorders@wyo.gov) and identify the EVS number (desk phone number) and state cell phone number to be linked.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Start	Service Start	1 Business Day
Incident Response	Issues Resolved	1 Business Day



## COMMUNICATIONS

### Google Workspace

#### Service Description

Google Workspace is a suite of cloud computing productivity and collaboration software tools. It includes Gmail, Google Drive, Google Hangouts, Google Calendar and Google Docs, Google Meet, and unlimited cloud storage. All Apps can be accessed from any device at any time, anywhere with broadband and/or cellular connectivity. The service is provided through Software-as-a-Service (SaaS).

#### Customer Benefits

- Business specific email address (@wyo.gov)
- Email archiving
- Unlimited storage
- Video and voice calls
- Online calendar
- Online text documents, spreadsheets and slides
- Collaboration to allow multiple people work together on a single document
- 99.9% guaranteed uptime with zero scheduled downtime for maintenance
- Real time collaboration
- Access to additional business tools and apps via Google Apps Marketplace.

#### Requesting This Service

Agencies must work with their HR Representative or assigned Security Contact for new, suspended, delegated, or deleted accounts.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Request	Response Time	30 Minutes
Service Resolution	Resolution	The goal is 24 hours but no longer than 2 business days.



## COMMUNICATIONS

### Telecommunication Service Request (TSR)

#### Service Description

TSR provides access for agency users to submit add/move/change work requests for voice and data services.

#### Customer Benefits

TSR provides a simple user interface for agencies to manage (request, review and track) work orders for all voice and data services such as office moves, purchases of additional equipment, equipment changes, office wiring or any other telecommunications service to be processed by the work order system. This service provides accurate and thorough information from the agency to ETS technical staff. This information is input via a simple, electronic form within the system allowing free form description of services desired.

#### Requesting This Service

Please submit [this](#) form or email [ETS-WORKORDERS@wyo.gov](mailto:ETS-WORKORDERS@wyo.gov) and provide a primary point of contact (POC), secondary POC, and billing information.

To obtain quotes or for general inquiries regarding this service, please reach out to your Customer Advocate or email [ETS-CustomerService@wyo.gov](mailto:ETS-CustomerService@wyo.gov).

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Start	Service Start Request Submitted	1 Business Day
Incident Response	Issues resolved	1 Business Day



## INFRASTRUCTURE

### Enterprise Endpoint Security

#### Service Description

Endpoint security software prevents, detects, and removes malware, including viruses, worms and spyware from user devices.

#### Customer Benefits

- **Real time protection** - If you receive or open a file containing a virus and antivirus software was not installed, it would immediately infect your machine. Endpoint security will be installed as a core service.
- **Increase computer performance** - When a virus is installed on a computer, it may cause the user's machine to run poorly. Preventing virus attacks ensures computers run at optimal performance.
- **Protection of sensitive information** - Many people deal with sensitive information needing to be stored securely. Endpoint security can assist with protecting this data by preventing breaches due to known viruses before they happen.

#### How to Request Help with This Service

This is a mandatory requirement for any device on the State network. If users are experiencing technical issues with this service, they should submit a ticket through the [Customer Portal](#) or by calling the ETS Service Desk at 307-777-5000.

As part of this service, ETS will implement the following:

- **Hardware and Software Deployment** - ETS will set up computers, printers and mobile devices. This consists of installing endpoint security software, implementing endpoint encryption, deploying Windows updates and enabling users to access the State network via an Enterprise VPN.
- **Device Support and Management** - ETS will provide ongoing support of computing devices, including diagnosing, repairing, patching and upgrading all software and devices to ensure optimal performance.
- **Access/Authorization Management** - ETS will unlock and reset passwords and maintain security groups and users in accordance with enterprise architecture standards.

Service Level Objectives		
ETS monitors and deploys latest security or version patches available for distribution within 30 days of release. ETS will also notify and work with agency contact when needed on detected viruses.		
Category	Evaluation Criteria	Target
Service Guarantee	Enterprise Endpoint Security Updates	When released

## INFRASTRUCTURE

### Enterprise Security

#### Service Description

Enterprise security consists of policies, network hardware and software provisions monitoring and preventing unauthorized access, misuse, modification, or denial of a computer network and network-accessible resources; traffic going both in and out of the network with a host of protective features including intrusion detection and prevention (vulnerability monitoring), anti-bot, anti-malware, application and URL filtering and VPN services. Major categories of service include:

- Firewall security is the first line of perimeter defense for the State network. Protection exists from the Internet and between the distinct customer base of State government, K-12 education, and political subdivisions. Agency required changes to the firewall configuration will require the agency security contact to submit a Firewall Configuration Request.
- Intrusion Detection and Prevention Systems (IDS/IPS) (attack mitigations) are in place to proactively monitor and detect inappropriate activity on the network.
- Monitoring (security logging) of statewide WAN is systematically conducted, managed, and supported on a 24/7 basis.
- Virtual Private Network (VPN) solutions exist for both client-based and point-to-point (site-to-site) solutions. This solution does require a VPN Configuration Request.

Remediation assistance is provided by training personnel whenever a security issue is discovered.

#### Customer Benefits

Through various layers of security every system on the network is protected with minimal end-user intervention required. Agency cost savings is realized through reduced expenses for personnel, equipment and software associated with monitoring and maintaining the service.

This service offers network security, able to detect and block sophisticated attacks by enforcing security policies, stopping threats at the network perimeter, and supporting rapid detection and resolution of security problems. These services strive to protect the network infrastructure from damages and security breaches.

Additionally, the practices and security posture within the state are leveraged to meet the security demands on agencies through their system audit requirements. Support for this service is provided by ETS staff skilled and experienced in planning, provisioning, maintaining and troubleshooting the service.

#### How to Request Help with This Service

For general inquiries, please contact your [Customer Advocate](#) (CA) or [ETS-CustomerService@wyo.gov](mailto:ETS-CustomerService@wyo.gov). The CA will work with the agency to answer questions, and arrange with ETS service teams to fulfill specific security requests.

- Customers should submit a request to the [Customer Portal](#) or contact the Service Desk at 307-777-5000 for any network reconfiguration or to add or remove filters based on changed conditions due to threats or business needs.



- Agencies will provide appropriate staff resource(s) to collaborate with the Security Team to ensure appropriate system access. In some circumstances, the agency will need to configure resources to provide proper logs to the enterprise Security Information and Event Management (SIEM) solution.
- ETS will manage and maintain an authorized internal security contact list of individuals within the agency, able to authorize any and all security changes for their agency (excluding “Security Exception Requests, this is agency director approval only). This list should be up-to-date, regularly audited for changes, and shared with ETS to ensure consistency.
- Only an agency’s Security Contact may submit a Firewall Configuration Request.
- For VPN access, all users need valid State network credentials and an Active Directory (AD) account. The agency will also need to provide and maintain a list of sites needing VPN access and a VPN Configuration Request.

<b>Service Level Objectives</b>		
<b>Category</b>	<b>Evaluation Criteria</b>	<b>Target</b>
Processing	Firewall configuration requests completed.	2 Business Days
Incident Response	To respond to intrusion detection, Identify the type and source of attack, if necessary, notify customer contact of the event, respond accordingly to suppress negative impact.	Immediately following detection

## PROFESSIONAL SERVICES

### Code Repository

#### Service Description

ETS provides a secure repository for in house and out of house developed apps.

#### Customer Benefits

This is provided as a free benefit to secure source codes for applications developed for state agencies.

#### Requesting This Service

For general inquiries, please contact your [Customer Advocate](#) (CA) or [ETS-CustomerService@wyo.gov](mailto:ETS-CustomerService@wyo.gov). The CA will work with the agency to answer questions, and arrange with ETS service provisioning. Agencies will need to provide the ETS AppDev team with a list of users(internal and external) that should have access to upload and download to the repository. ETS will maintain user access and administration to the repository and cover subscription costs to the BitBucket cloud.

Service Level Objectives		
Category	Evaluation Criteria	Target
Availability	Resolution of user access requests	2 Business Days

## PROFESSIONAL SERVICES

### Computer & Peripheral Support

#### Service Description

Computer and peripheral support, also known as desktop support, is a comprehensive approach to managing all of the personal computing devices within an agency, including laptops, tablets, and printers. It includes an array of tasks, such as setting up new hardware, installing software, troubleshooting incidents, administering program patches and providing encryption and antivirus solutions. ETS can also replace parts for computers and peripherals that have fallen off their warranty period.

#### Customer Benefits

ETS customer support includes timely troubleshooting by remote and/or on-site service, to diagnose and resolve standard and/or unique, non-recurring issues. In the event of a hardware failure, ETS can (upon inventory availability) provide a spare computer until a customer's computer is repaired and returned. Customers are provided a team of skilled technical staff and enjoy cost savings by not incurring additional expenses for personnel and equipment associated with monitoring and maintaining the service. Customers with laptops and computers that have fallen off their warranty period and are in their fourth year of the replacement cycle can have parts replaced at no additional cost to the agency.

#### Requesting This Service

Contact the ETS Service Desk by submitting service requests through the [Customer Portal](#) or by calling 307-777-5000.

- Agencies are responsible for procuring and maintaining licensing of their hardware and software, as well as maintaining the agency's inventory.
- Agencies are responsible for ensuring employees have completed required security training, reporting incidents to the helpdesk for mitigation.
- **Hardware and Software Deployment** - ETS will set up computers, printers, and other peripheral devices. This consists of installing endpoint security software, remote administration tools, implementing endpoint encryption, deploying updates, migration of customer documents, and enabling users to access the State network via VPN when authorized. ETS will also configure a baseline standard set of software including a current operating system, bound to Active Directory for management.
- **Device Support and Management** - ETS will provide ongoing support of computing devices, including diagnosing, repairing, patching, and upgrading all software and devices to ensure optimal performance.
- **Access/Authorization Management** - ETS will unlock and reset passwords and maintain security groups and users in accordance with enterprise architecture standards.
- **Out of Warranty Support** - ETS will support hardware replacements on laptop and desktop computers that have exceeded their warranty period AND are beyond the fourth year of their replacement cycle on a cost plus basis.



<b>Service Level Objectives</b>		
<b>Category</b>	<b>Evaluation Criteria</b>	<b>Target</b>
Priority 1 - Major Incident	The impact to the agency is extensive and widespread over large departmental or business units. Customers can no longer perform primary work functions.	The response target is 15 minutes and a resolution goal of 2 hours but not longer than 24 hours.
Priority 2 - Critical	The impact to the agency is significant and impacts large departmental or business units. Customers are no longer able to perform primary functions.	The response target is 30 minutes and a resolution goal of 4 hours but not longer than 24 hours.
Priority 3 - High	The impact to the agency is moderate to high and affects multiple users or large departmental or business units.	The response target is 1 hour and a resolution goal of 24 hours but not longer than 3 business days.
Priority 4 - Low	The impact is minor and localized with minimal urgency to business services.	The response targets 1 hour and a resolution goal of 24 hours but not longer than 5 business days.

<b>T Service Rates</b>		
<b>Service</b>	<b>Cost</b>	<b>Unit</b>
Professional Services Enhanced Services - Out of Warranty Parts*	Cost plus 5%	Each item

## PROFESSIONAL SERVICES

### Call Center Support

#### Service Description

ETS offers enterprise level support service, Monday-Friday 7am-5pm. Tier-1 support is provided to agencies as an alternative to managing their own internal service desks. Government entities are finding that even though they provide unique services, they share common support strategies to their customers. The philosophy of an enterprise service desk is to blend people, process, and technology in a way that efficiently and effectively supports customers.

#### Customer Benefits

- **People** - An enterprise service desk allows for the widest window of coverage using the most efficient level of staffing. It leverages the skills of customer-centric analysts to log, categorize, prioritize and in some cases resolve incidents; thus freeing more technically focused staff from constant interruptions and reprioritization of work. Customers also love having a single point of contact to report problems, ask questions, request information, and provide feedback.
- **Process** - A common framework for incident management has been adopted from the industry "best practices" published within the Information Technology Infrastructure Library (ITIL). The enterprise process manages incidents throughout their life-cycle; even if they cross agency boundaries. Guidelines have been adopted for common components, such as categorization and prioritization. Service Level Objectives have been defined to help manage customer expectations. Key Performance Indicators are collected to measure results across the enterprise.
- **Technology** - A toolset for managing incidents across the enterprise has been implemented. Incidents may be transferred from one business unit to another, yet data can be secured to meet the requirements of each agency. By sharing hardware components, software licensing and administrative resources, a feature-rich system is obtainable at an affordable price.

#### Requesting This Service

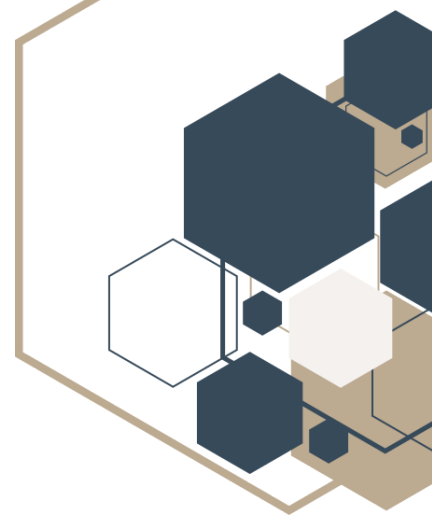
The ETS Service Desk is the "Single Point of Contact" for all incidents, problems, questions, requests and feedback. The Service Desk can be reached Monday-Friday 7am-5pm by submitting a ticket through the [Customer Portal](#) or by calling 307-777-5000. Password reset assistance is available after 5pm by calling 777-6500.



<b>Service Level Objectives</b>		
<b>Category</b>	<b>Evaluation Criteria</b>	<b>Target</b>
Priority 1 - Major Incident	The impact to the agency is extensive and widespread over large departmental or business units. Customers can no longer perform primary work functions.	The response target is 15 minutes and a resolution goal of 2 hours but not longer than 24 hours.
Priority 2 - Critical	The impact to the agency is significant and impacts large departmental or business units. Customers are no longer able to perform primary functions.	The response target is 30 minutes and a resolution goal of 4 hours but not longer than 24 hours.
Priority 3 - High	The impact to the agency is moderate to high and affects multiple users or large departmental or business units.	The response target is 1 hour and a resolution goal of 24 hours but not longer than 3 business days.
Priority 4 - Low	The impact is minor and localized with minimal urgency to business services.	The response targets 1 hour and a resolution goal of 24 hours but not longer than 5 business days.



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# Enhanced Services





## COMMUNICATIONS

### Automated Attendant

#### Service Description

An Automated Attendant automatically answers incoming calls and presents customers with a recorded menu of options routing themselves to certain numbers or recorded messages.

#### Customer Benefits

Automated Attendant allows callers to be automatically transferred to extensions without intervention through a simple menu and allows a caller to reach a live operator by dialing a number; usually "0".

The following lists common routing step components of an automated attendant:

- Play Announcement/Menu
- Transfer to Extension
- Transfer to Voicemail
- Repeat Choices

In addition, an Automated Attendant would be expected to have values for the following:

- '0' - where to go when the caller dials '0'
- Timeout - what to do if the caller does nothing (usually go to the same place as '0')
- Default mailbox - where to send calls if '0' is not answered (or is not pointing to a live person). The auto attendants can allow for time of day routing, as well as weekend and holiday routing.

#### Requesting This Service

Please submit [this](#) form or email [ETS-WORKORDERS@wyo.gov](mailto:ETS-WORKORDERS@wyo.gov) and provide a list of menu options and sub-options for implementation.

**Helpful tip:** For final options in the menu system, please provide a number or set of numbers callers should be directed to when menu options/sub-options are selected.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Start	Service Start	2 Business Days
Incident Response	Resolved Incident	1 Business Day

Service Rates		
Service	Cost	Unit
Communication Enhanced Service - Automated Attendant	\$65.00	Monthly

## COMMUNICATIONS

### Cellular Mobile Device

#### Service Description

A long-range device used for voice or data communication over a wireless network. Service includes unlimited calling, text messaging, email, data plan, access to Google Apps, and GPS. ETS has contracts with Verizon, AT&T and Union Telephone for voice and/or data devices.

#### Customer Benefits

Allows customers to dial and receive telephone calls; check email, calendar events, access Google Apps, and access the internet where cellular service is available .

#### Requesting This Service

Please submit [this](#) form or email [ETS-WORKORDERS@wyo.gov](mailto:ETS-WORKORDERS@wyo.gov). The customer will need to identify the type of device needed, as well as the billing account information.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Start	Request Submitted for Service Start	2 Business Days

Service Rates		
Service	Cost	Unit
Communication Enhanced Service - Cellular Device	Actual costs plus \$4.00	Monthly per device

## COMMUNICATIONS

### Chrome Device for Meetings

#### Service Description

Chrome Device for Meetings is a video/voice/data collaboration device, using Google Meet. This device adds collaborative services and enhances meeting connectivity. The unit consists of a small Chrome-OS processor, a speaker mic, webcam, touch panel, and on older units an easy to use handheld remote control.

#### Customer Benefits

- Make phone calls with no long distance fees using the voice feature.
- Video conference for up to 250 participants.
- Screen sharing to enhance collaboration.
- Combine both call and video conference capabilities.

#### Requesting This Service

Please submit a ticket in the [Customer Portal](#). The agency will be forwarded a quote for the equipment.

When placing an order for this device, be prepared to supply:

- Intended location,
- Network connectivity preference,
- Wall-jack number,
- Display available, and
- Calendar appointment preferences.

Once the quote for the equipment is received, the customer will need to fill out a purchase request in the [Customer Portal](#), which will go through OCIO Review.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Start	Procurement Submitted	5 Business Days
Incident Response	Incident resolved	1 Business Day

Service Rates		
Service	Cost	Unit
Communication Enhanced Service - Chrome Device for Meetings	\$250.00	Yearly Per Device



## COMMUNICATIONS

### Data Circuits

#### Service Description

Data circuits provide connectivity from one location to another or from one location to the internet. Costs depend on the speed and the underlying technology delivering the circuit.

#### Customer Benefits

Customer benefits include internet connectivity at business locations or connectivity between two locations.

#### Requesting this Service

Please submit [this](#) form or email [ETS-WORKORDERS@wyo.gov](mailto:ETS-WORKORDERS@wyo.gov) and provide:

- The location address(s).
- An estimate of needed bandwidth at or between location(s).
- ETS will manage incident response and resolution services through the NOC at 307-777-6500.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Start	New service requests received and transmitted to and from the provider	5 Business Days
Incident Response	Incident resolved	1 Business Day

Service Rates		
Service	Cost	Unit
Communication Enhanced Service - Data Circuit	Cost plus 5%	Per circuit

## COMMUNICATIONS

### EVS Desk Phones

#### Service Description

Where the Enterprise Voice System (EVS) is available, **in-state** long distance telephone calls are free. Some desk phones allow certain buttons to be programmed with a specific telephone number for speed dialing. The EVS supports call routing, conference calling, call forwarding and caller identification (ID).

#### Customer Benefits

This service enables the customer to call anywhere on the EVS avoiding long distance charges. EVS is feature-rich with many capabilities available such as caller ID, call forwarding, conference calling, and call routing, making communication more efficient.

#### Requesting this Service

Please submit [this](#) form or email [ETS-WORKORDERS@wyo.gov](mailto:ETS-WORKORDERS@wyo.gov) and provide:

- Location of desk phone,
- Name for caller ID.
- Agency paying initial device costs and billing account information.
- Indicate additional services needed (i.e. programmed buttons, routed calls, or voicemail).
- ETS procures, installs, troubleshoots, repairs and covers the warranty for replacement. If the equipment breaks, it will be replaced by ETS for free.
- ETS will manage incident resolution services through the [Customer Portal](#) or by calling 307-777-5000 to ensure response, tracking and resolution.

Service Level Objective		
Category	Evaluation Criteria	Target
Service Start	Service start request submitted	2 Business Days
Incident Response	Defective devices replaced and service restored	1 Business Day

Service Rates		
Service	Cost	Unit
Communication Enhanced Service - Desk Phone	\$23.50	Per month, per device
Additional Service - Voice Mail	\$2.00	Per month, per mailbox
Additional Service - Extension to Cellular	Free	N/A



## COMMUNICATIONS

### Directory Assistance

#### Service Description

Directory assistance allows a caller to get telephone numbers when a computer or telephone book is not readily available. It is accessible by dialing 4-1-1 or if on EVS, 9-4-1-1.

#### Customer Benefits

Locate contact numbers over the telephone when away from a desk or office.

#### Requesting This Service

The customer only needs to know the city, state and name of the individual they are attempting to reach.

To access Directory Assistance, lift the handset and dial 4-1-1, unless on EVS, then it is 9-4-1-1. ETS maintains a contract with the telecommunications service provider for service required to access.

Service Level Objectives		
Category	Evaluation Criteria	Target
N/A	Agency can dial from desk phone, no work order required	N/A

Service Rates		
Service	Cost	Unit
Communication Enhanced Service - Directory Assistance	Cost plus 5%	Per call

## COMMUNICATIONS

### Directory Listings

#### Service Description

Directory Listings allow agencies to list phone numbers in published public phone directories in the government section of the white pages as well as 411 directory assistance.

#### Customer Benefits

To provide constituents a way to find agency contact information through a phonebook and 411 directory assistance.

#### Requesting This Service

Please submit [this](#) form or email [ETS-WORKORDERS@wyo.gov](mailto:ETS-WORKORDERS@wyo.gov) and provide:

- A list of numbers to be printed in the directory.
- Information on how the numbers should be listed.

ETS will establish service with directory service providers on customer's behalf.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Start	Directory Listing Created/Updated and Submitted	1 Business Day

Service Rates		
Service	Cost	Unit
Communication Enhanced Service - Directory Listings	Cost plus 5%	Per listing



## COMMUNICATIONS

### Domestic Long Distance, International & Toll Free Calling

#### Service Description

Domestic long distance refers to telephone calls made outside the Enterprise Voice System, within the United States, and carrying a per minute or per call charge, varying between long distance providers.

International long distance refers to long distance calls made between different countries and usually carry higher charges than domestic calls.

Toll Free or inbound long distance provides callers with a toll-free number (a number beginning with 800, 844, 855, 866, 877, and 888) allowing them to reach businesses and/or individuals without being charged for the call. The charge for using this toll-free number is paid by the party being called, not the calling party.

#### Customer Benefits

All calling within the Enterprise Voice System is free. This provides an enormous value to all agencies in the state in terms of leveraging economies of scale and existing networking to provide cost savings.

Additionally, by pooling all long distance calling into one system, better rates can be obtained from telecom providers through bulk purchasing at ETS.

#### Requesting This Service

Please submit [this](#) form or email [ETS-WORKORDERS@wyo.gov](mailto:ETS-WORKORDERS@wyo.gov) and provide billing information and a standard phone number where the toll free number will point.

Service Level Objectives		
Category	Evaluation Criteria	Target
Processing	Request is complete	5 business days

Service Rates		
Service	Cost	Unit
Communication Enhanced Service - Long Distance	\$0.05	Per minute
Communication Enhanced Service - International Long Distance	\$0.64	Per Minute
Communication Enhanced Service - Toll Free Calling	\$0.06	Per minute



## COMMUNICATIONS

### Calling Cards

#### Service Description

These are State issued cards, via the service provider, used for charging telephone services anywhere in the world, with charges billed back to a State account.

#### Customer Benefits

The customer will have the ability to make phone calls in any country and have the calls billed back to a State account. There are no monthly charges — only a per minute charge when the card is used.

#### Requesting This Service

Please submit [this](#) form or email [ETS-WORKORDERS@wyo.gov](mailto:ETS-WORKORDERS@wyo.gov). ETS will issue the calling card and tie the card to the appropriate billing number.

Service Level Objectives		
Category	Evaluation Criteria	Target
Processing	Calling Cards issued	5 Business Days

Service Rates		
Service	Cost	Unit
Communications Enhanced Service - Calling Card	\$0.05	Per minute

## COMMUNICATIONS

### Enterprise Call Recording (ECR)

#### Service Description

ECR records phone conversations on the Enterprise Voice system (EVS). Recordings can be made on a line 100% of the time or on-demand. Recording capabilities are established per phone line.

#### Customer Benefits

Recordings are useful for quality assurance, proving compliance, managing harassing phone calls and in court cases. Supervisors can review recordings to ensure proper handling and quality assurance. Auditors can review call recordings to see compliance with phone handling requirements. Calls from a single individual showing interactions over time can be retrieved with 100% call recording. Harassing phone calls can be recorded on a per case basis for law enforcement follow-up.

#### Requesting This Service

Please submit [this](#) form or email [ETS-WORKORDERS@wyo.gov](mailto:ETS-WORKORDERS@wyo.gov). The customer will need to select 100% call recording or on-demand call recording at time of request.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Start	ECR requests complete when all information is received	2 Business Days
Incident Response	ECR incidents are resolved	1 Business Day

Service Rates		
Service	Cost	Unit
Communication Enhanced Service - ECR	\$17.00	Per month, per phone line



## COMMUNICATIONS

### Independent Carriers

#### Service Description

Independent carriers provide telephone service to remote State locations not on the State's Enterprise Voice System (EVS). Independent Carriers also provide network connections to remote State offices.

#### Customer Benefits

Ability to make telephone calls and connect to remote applications.

#### Requesting This Service

Please submit [this](#) form or email [ETS-WORKORDERS@wyo.gov](mailto:ETS-WORKORDERS@wyo.gov) and provide:

- Location where the phone will be located,
- Staff member available for service set-up, and
- Billing account information.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Start	New service requests are completed and transmitted to and from the carrier  *Depending on the location, installation may take longer if telecom construction is required	5 business days

Service Rates		
Service	Cost	Unit
Communication Enhanced Service - Independent Carrier	Cost plus 5%	Per circuit / line

## COMMUNICATIONS

### Interactive Voice Response

#### Service Description

Interactive Voice Response (IVR) is a self-service system enabling callers to navigate voice prompts using their telephone keypad or voice command to navigate menus to obtain information or process a transaction.

#### Customer Benefits

Customers can select from a menu of options to efficiently connect to the services they need. The phone is always answered by the IVR system through an automated assistant. Most calls can be systematically processed, freeing support staff to focus on non-typical requests.

#### Requesting This Service

Please submit [this](#) form or email [ETS-WORKORDERS@wyo.gov](mailto:ETS-WORKORDERS@wyo.gov) and provide:

- A list of menu options and sub-options providing access to requested data.
- When an option leads to an employee extension, the agency also needs to provide the extension number for the option selected.
- Billing account information.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Start	IVR requests complete when all information is received	5 Business Days
Incident Response	IVR incidents are responded to the same day	1 Business Day

Service Rates		
Service	Cost	Unit
Communications Enhanced Service - Interactive Voice Response (IVR)	\$65.00	Per month



## COMMUNICATIONS

### Language Translation

#### Service Description

Language Interpretation facilitates verbal communication, simultaneously or consecutively, between users of different languages. This service provides real time translation for over 200 languages.

#### Customer Benefits

Ability to talk with individuals of almost any other language where a telephone is readily available. The Language Translation Service will determine what language the other person is speaking and translate. This service is available 24 hours a day, 7 days a week.

#### Requesting This Service

Customers must dial 1-866-874-3972 for the language translation service. Then provide the Client ID # provided by your Customer Service Advocate and follow the audio instructions. ETS will ensure the language translation service is provided.

Service Level Objectives		
Category	Evaluation Criteria	Target
Availability	Request completed	Immediately

Service Rates		
Service	Cost	Unit
Communication Enhanced Service - Language Translation	Cost plus 5%	Per call

## COMMUNICATIONS

### Telecom Services & Equipment

#### Service Description

Specialized or unique professional services or equipment purchases can be facilitated by ETS and billed back to the agencies as it relates to telecom, wiring or phone services.

#### Customer Benefits

Services or scoping of hardware required for office moves, equipment changes with outside vendors, wiring requests or any other telecommunications services can be facilitated by ETS to comply with existing connectivity standards.

#### Requesting This Service

Please submit [this](#) form or email [ETS-WORKORDERS@wyo.gov](mailto:ETS-WORKORDERS@wyo.gov) or for general inquiries, please contact your Customer Advocate or email [ETS-CustomerService@wyo.gov](mailto:ETS-CustomerService@wyo.gov). The Customer Advocate will work with the agency to answer questions, provide quotes on services, and arrange with ETS service provisioning.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Start	Service requests will be forwarded to contractors when complete information is received	5 business days

Service Rates		
Service	Cost	Unit
Enhanced Service - Telecom Contract Hourly Charge	Cost plus 5%	Per measurable unit
Enhanced Service - Telecom Equipment	Cost plus 5%	Per measurable unit
Enhanced Service - Telecom Work Order Services	Cost plus 5%	Per measurable unit
Enhanced Service - Telecom Work Order Material & Travel	Cost plus 5%	Per measurable unit



## COMMUNICATIONS

### Teleconferencing

#### Service Description

Teleconferencing is a managed communication service between multiple sites linked by voice telecommunication devices such as a conference phone. It is an essential communication tool used for business meetings, project management, seminars, training sessions, public information discussions, conference planning sessions, employment interviews and many other business needs.

#### Customer Benefits

Teleconferencing can increase efficiency, allowing for audio and/or video communications when a face-to-face meeting is not feasible due to distance. It is an effective alternative to travel; providing a way to meet with several disparate groups of people. It also works well in a crisis when all participants are not able to travel or immediate information and data is needed from someone not on location.

#### Requesting This Service

Please submit a service request in the [Customer Portal](#) or by contacting the ETS Service Desk at 307-777-5000. Customer involvement is essential to resolving issues; therefore, the customer will need to provide the appropriate knowledgeable resource(s) to work with ETS.

The customer will need to identify the type of teleconferencing service desired such as Leader Phone and Uberconference. Services like Uberconference can be set up by the customer using a P-card.

Service Level Objectives		
Category	Evaluation Criteria	Target
Availability	Requests for teleconferencing will be completed	2 Business Days

Service Rates		
Service	Cost	Unit
Communications Enhanced Service - Teleconferencing	Cost plus 5%	Per call

## COMMUNICATIONS

### Voicemail

#### Service Description

A digital answering system which plays announcements to callers, records messages, and allows the messages to be retrieved either from the desk phone or remotely.

#### Customer Benefits

State voicemail can simultaneously answer multiple calls and can take multiple messages, store incoming messages in personalized voicemail boxes associated with individual users' phone numbers, forward received messages to another user's voicemail box, while being able to add a personal message to the forwarded message, record/store messages for future delivery and request acknowledgement of receipt of sent messages.

Both parties will be clear about the message content with original intonations and inflections. It is more efficient than a missed call or message taking. Additionally, it allows for 24 hour availability, reduces unwanted interruptions, and messages may be forwarded on to others.

#### Requesting This Service

Please submit [this](#) form or email [ETS-WORKORDERS@wyo.gov](mailto:ETS-WORKORDERS@wyo.gov). Once the service has been established, the customer will need to record a voicemail greeting and a voicemail label for the box.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Start	Voicemail Service Start	2 Business Days
Incident Response	Response to Voicemail incidents	1 Business Day

Service Rates		
Service	Cost	Unit
Communications Enhanced Service - Voicemail	\$2.00	Per voicemail box per month



## COMMUNICATIONS

### Efax

#### Service Description

A service which allows fax phone numbers to deliver faxed documents directly to email.

#### Customer Benefits

Customers using this service can receive faxes without the need for a fax machine or physical phone line. Faxes can be received and viewed from any location that email is accessible.

#### Requesting This Service

Please submit [this](#) form or email [ETS-WORKORDERS@wyo.gov](mailto:ETS-WORKORDERS@wyo.gov). Once the service has been established, the customer will need to record a voicemail greeting and a voicemail label for the box.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Start	Efax Service Start	2 Business Days
Incident Response	Response to incidents	1 Business Day

Service Rates		
Service	Cost	Unit
Communications Enhanced Service - efax	Cost plus 5%	Per efax number

## INFRASTRUCTURE

### Citrix Application Virtualization

#### Service Description

Citrix Application Virtualization publishes applications into a secure on-demand service available to any user, anywhere, on most devices. With this solution, you can deliver individual web and Software as a Service (SaaS) applications to PCs, Macs, tablets, smartphones, laptops.

#### Customer Benefits

Provides failover and redundancy capabilities designed to increase availability, data protections, and reduced downtime for maintenance. Customers benefit from the rapid deployment of applications.

Virtualized applications can be siloed and isolated, and it allows applications to run in parallel with others that may traditionally exhibit compatibility issues.

#### How to Request Help with This Service

To request this service, customers should submit a ticket through the [Customer Portal](#) or by calling the ETS Service Desk at 307-777-5000 and provide:

- Primary and secondary contact information,
- Location,
- Permission of access,
- Any application documentation of known technical dependencies/interdependencies to other applications, files or databases migrating to Citrix, and
- Valid billing codes.

Service Level Objectives		
Category	Evaluation Criteria	Target
Availability	Citrix UpTime	364 Days A Year
Service Request	Response Time	30 Minutes
Incident Resolution	Resolution	4 Hours

Service Rates		
Service	Cost	Unit
Infrastructure Enhanced Service - Citrix Application Virtualization	\$26.00	Per user, per month

## INFRASTRUCTURE

### Data Center Services

#### Service Description

ETS operation, monitoring and maintenance of the colocation data center facilities and environments ensure the highest level of availability to include HVAC, ventilation, and power with UPS protection, smoke detection, cooling, fire suppression and water leak detection devices.

#### Customer Benefits

Customers will experience significant cost savings by housing their equipment without providing the infrastructure and environmental controls necessary for the equipment to operate optimally. Equipment is housed in racks and charges are based on the space consumed. Additionally, data is housed in a secure environment utilizing limited badge access and combination locks on rack spaces as needed.

#### Requesting This Service

For this service or for general inquiries regarding this service, please contact your Customer Advocate. ETS will work with the agency to answer questions, provide quotes on services, and arrange with ETS service provisioning. For support or troubleshooting please call the network operations center at 307-777-6500.

Service Level Objectives		
Category	Evaluation Criteria	Target
Incident Resolution	Target Restoration	4 hours
Availability	Uptime	364 days a year

Service Rates		
Service	Cost	Unit
Infrastructure Enhanced Service - Server Rack Space	\$76.00	Per Unit of Rack Space (U)/Per Month

## INFRASTRUCTURE

### Enterprise Database Hosting

#### Service Description

A cloud-based database solution enabling agencies to run data and database intensive applications requiring more memory, increased speed, and reliability. ETS supports but does not necessarily provide several cloud solutions such as Microsoft SQL Servers, (MSSQL) Oracle, and other database solutions.

#### Customer Benefits

Database hosted customers receive:

- Redundant database cluster across a 10GB backbone.
- Disaster recovery backups with a 30-day retention.
- 24/7 monitoring of SQL servers and instances so problems can be proactively managed.
- Basic troubleshooting of performance and/or connection issues.
- Coordination for database pushes, setting up/debugging connection strings, and creating users.

#### Requesting This Service

For general inquiries, please contact your [Customer Advocate](#) (CA) or [ETS-CustomerService@wyo.gov](mailto:ETS-CustomerService@wyo.gov). The CA will work with the agency to answer questions, provide quotes on services and arrange with ETS service provisioning.

- An estimate is prepared upon request for hosting charges and associated development time and must be approved and signed prior to the start of the project.
- Agency staff must be available for on-going involvement to ensure the solution meets their needs.

#### ETS Support

ETS will set up and support the database, establish disaster recovery backups with a 30 day retention in addition to 24/7 monitoring of SQL servers and instances, and provide coordination with agencies/external vendors on database pushes, setting up/debugging connection strings and creating users.

#### Service Level Objectives

ETS will meet the customer's business objectives for the project and provide database hosting infrastructure and regular database maintenance and administration as outlined in the service catalog as services included in the usage fee. ETS staff will also provide an estimate for each data hosting project to enable the customer to better anticipate the immediate and ongoing costs of hosting.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Request	Response Time	30 Minutes
Incident Resolution	Resolution	1 Business Day



<b>Service Rates</b>		
<b>Service</b>	<b>Cost</b>	<b>Unit</b>
Infrastructure Enhanced Service - Database Services (Programming costs are addt.)	\$7.00	Per GB, per month
Infrastructure Enhanced Service - Database Support & Development	\$82.00	Per hour

## INFRASTRUCTURE

### Enterprise Storage & Backup

#### Service Description

As agencies move toward paperless processes, electronic storage and data backup increases. ETS offers several levels of storage services, including automated backup which accommodates most data disaster recovery and data retention policies.

- **Tier 1.5 Storage** - Designed for critical documents, images, other non-transactional data requiring high performance and high availability.
- **Tier 2 Storage** - Designed for non-critical data not requiring high performance or high availability.
- **Backup & Recovery** - Tapeless backup (disk-based) provided for all disk storage services.

#### Customer Benefits

- **Data retention compliance** - ETS consults and advises on best practices, as well as responding to provisioning, monitoring, maintenance, and troubleshooting needs.
- **Inexpensive offsite storage of data for disaster recovery** - Provides cost savings by reducing the need for specialized agency personnel, training, and retention expenses.
- **Management of scheduled backups** - Ensures data is successfully retained, stored, and available for recovery.
- **Recovery of lost files** - Data is backed up on a schedule.
- **Replication** - Creates a real-time copy of data, in both the primary and secondary data centers, and significantly improves recovery time.

#### Requesting This Service

Please submit a ticket through the [Customer Portal](#) or by calling the ETS Service Desk at 307-777-5000. ETS provides server client installation support, off-site disaster recovery of backup data, and recovery of data assistance.

**Please Note:** *If agencies decide to manage their own backups, ETS and the customer will collaboratively work to transition the backup environment. The agency is responsible for performing their own data restoration as necessary. ETS enterprise administrators will handle Windows Updates through Windows Server Update Service (WSUS).*

Service Level Obligations		
Category	Evaluation Criteria	Target
Availability	Backup and Recovery	365 Days a Year
Service Request	Response Time	30 Minutes
Incident Resolution	Resolution	4 Hours

#### Backup Schedule

Full backup on Friday or Saturday, with daily incremental backups occurring workday evenings.



<b>Standard Retention Periods</b>	
<b>Backup Increment</b>	<b>Retention Period</b>
Daily Incremental backups	2 weeks
Weekly Full backups	2 months
Monthly Full backups	6 months
Yearly Full backups	2 years

<b>Service Rates</b>		
<b>Service</b>	<b>Cost</b>	<b>Unit</b>
Infrastructure Enhanced Service - Tier 1.5	\$0.11	Per GB
Infrastructure Enhanced Service - Tier 2	\$0.04	Per GB
Infrastructure Enhanced Service - Enterprise Backup and Recovery	\$0.40	Per GB

## INFRASTRUCTURE

### Azure Managed Hosting

#### Service Description

ETS facilitates a cloud hosting platform utilizing the Azure cloud service for any agency needs.

#### Customer Benefits

ETS has significant security infrastructure in place to protect agencies' subtenant virtual machines or cloud storage utilizing the Azure cloud service.

#### Requesting This Service

Please contact your Customer Advocate or email [ETS-CustomerService@wyo.gov](mailto:ETS-CustomerService@wyo.gov) to arrange scoping and licensing requirements.

ETS provides licensing procurement, subtenant user management, billing and security services for any virtual machines or cloud storage in use by agencies utilizing this service.

<b>Service Rates</b>		
<b>Service</b>	<b>Cost</b>	<b>Unit</b>
Infrastructure Enhanced Service - Azure Managed Hosting	Cost plus 5%	Per subtenant



## INFRASTRUCTURE

### Google App Engine

#### Service Description

A cloud computing platform for developing and hosting web applications in Google managed data centers, offering automatic scaling for web applications. As the number of requests increases for an application, App Engine allocates more resources for the web application to handle the additional demand.

#### Customer Benefits

- No physical servers or server space required.
- Datastore App Engine applications have a 99.95% uptime.
- Can sustain multiple data center outages without any downtime.
- System administration and development challenges of scalable applications are removed.
- Reduced development time.

#### Requesting This Service

For infrastructure service requests, the customer should contact their Customer Advocate or email [ETS-CustomerService@wyo.gov](mailto:ETS-CustomerService@wyo.gov) for estimates and implementation timelines. ETS will work with the vendor to implement Google App Engine infrastructure services.

Service Level Objectives		
Category	Evaluation Criteria	Target
Processing	Completion criteria for Google Apps Engine and development of an application will depend on the request.	Negotiated Per Project

Service Rates		
Service	Cost	Unit
Infrastructure Enhanced Service - Google App Engine	Cost plus 5%	Monthly

## INFRASTRUCTURE

### IP Based Printing

#### Service Description

Laser printing services are routed to the data center IP printer allowing for expedited printing of large print jobs created by the mainframe or at a workstation. Direct IP printing provides no single point of failure and each computer maintains control of the print driver and settings. Print jobs use the local spooler and are a low cost alternative to print servers. An optional print to HTML capability is available to avoid printing costs.

#### Customer Benefits

- Hardware, software, and licensing savings.
- Maintain control of print jobs, relieving the responsibility of managing print jobs at the servers, and limiting impact to the agency when a single printer fails.
- Do not have to search for drivers or re-send print jobs because they inadvertently tried to print to a printer that wasn't available.
- When *Status Notification Prompts* are enabled, users are aware of real-time print job status.

#### Requesting This Service

Please call the ETS Service Desk at 307-777-5000. An agency billing code is required.

- Ensure resources are available to review and address printing issues within the designated time frame when call has been placed with the Service Desk.
- Actively participate in bringing issues to resolution, and involve ETS as soon as possible to assess issue and availability of ETS resources.
- ETS will provide information on how to use this service.
- Customers can manage incident resolution services through the Technology Support Center utilizing the ticketing system to ensure response, tracking and resolution.
- ETS will maintain equipment and software necessary to provide the IP printing service.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Request	Response Time	30 Minutes
Incident Resolution	Resolution	1 Business Day

Service Rates		
Service	Cost	Unit
Infrastructure Enhanced Service - IP Based Printing	\$0.11	Per page

## INFRASTRUCTURE

### IT Vulnerability Assessment

#### Service Description

ETS can assist State agencies to identify vulnerabilities that may affect their IT systems. This may involve ETS being the technical team or assisting the agency working with an external 3rd party. This is requested when the need exceeds enterprise solution capabilities for scanning/reporting.

#### Customer Benefits

Agencies will become aware of known security vulnerabilities as discovered by security tool reports.

#### Requesting This Service

For an assessment, please contact your Customer Advocate or email [ETS-CustomerService@wyo.gov](mailto:ETS-CustomerService@wyo.gov). ETS will facilitate communications with State agencies to provide scanning of agency IT systems.

- ETS will receive and return the scanning estimate.
- ETS will configure or coordinate vulnerability scan according to agency needs.
- ETS will coordinate with appropriate ETS groups, including scheduling based on ETS' change management process.
- ETS will return findings to the agency for the agency's review.

#### Service Level Objectives

ETS will work with the customer to facilitate vulnerability scanning.

Service Rates		
Service	Cost	Unit
Infrastructure Enhanced Service - Vulnerability Testing	Cost plus 5%	Per measurable unit



## INFRASTRUCTURE

### Mainframe Services (available only to existing customers)

#### Service Description

- **Adaptable Database System (ADABAS)** - Access charges for the database management system.
- **Batch Services** - The execution of a series of programs (jobs) running without user intervention to complete an automated data processing schedule.
- **Customer Information Control System (CICS)** - Enables transactions entered from remote terminals to be processed concurrently and in real time by application programs.
- **Disk and Virtual Tape Storage** - Disk transfers data to memory devices and digital high-speed redundant media. Data is migrated to tapes, stored in automated tape storage libraries for ease of retrieval, making it available for retrieval as appropriate under record retention rules, and disaster recovery.
- **Time Sharing Option (TSO)** - An interactive environment allowing for users to access concurrently.
- **Output Decollating or Printing Services** - Jobs' output can be filtered and redirected through the Control-D product reducing the need to send reports' outputs to a printer. Printing services direct out of the mainframe can also be utilized at the same IP printing rate.
- **User Access** - Accounts to access mainframe services and applications.

#### Customer Benefits

Continuation of mainframe hosted business systems and migration assistance to other platforms.

#### Service Level Objectives

IBM z/OS mainframe provides 364 day a year uptime and service to state agencies with disaster recovery capability.

Service Rates		
Service	Cost	Unit
ADABAS	\$1.80	CPU second
Batch Services (*20% discount is applied when jobs run outside prime-time hours of 8:00 AM to 5:00 PM)	\$1.89*	CPU second
Customer Information Control System (CICS)	\$2.31	100K
Disk and Virtual Tape Storage	\$0.04	1,000 track hours
Time Sharing Option	\$0.95	CPU second
Outputting Services(Decollating and Printing)	\$2.50	1,000 lines,\$.11 per page
User Access	\$5.00	Per ID, per month

## INFRASTRUCTURE

### Secure Socket Layer (SSL/TLS) Certificates

#### Service Description

SSL/TLS Certificates establish a secure encrypted connection between a browser (user's computer) and a server (website).

#### Customer Benefits

The SSL/TLS connection protects sensitive data, such as credit card and personal information exchanged during each website session.

#### Requesting This Service

Customers should submit a ticket through the [Customer Portal](#) or by calling the ETS Service Desk at 307-777-5000. ETS will work with the customer to obtain the necessary information to generate a certificate signing request (necessary for requesting an SSL/TLS Certificate), request the certificate from a certificate authority and will assist with installation when the certificate is received.

<b>Service Rates</b>		
<b>Service</b>	<b>Cost</b>	<b>Unit</b>
Infrastructure Enhanced Service - SSL/TLS Certificate	\$27.00	Per certificate, per month

## INFRASTRUCTURE

### Virtual Servers

#### Service Description

This service consists of a combination of centrally managed hardware and software which houses and controls server and application software, common data and supplies it to individual workstations. It also provides shared services such as printing, access to the internet or other networks, etc.

#### Customer Benefits

- A standardized, dependable cost effective server environment that meets business needs.
- A reduced physical server presence and reduced hardware and software cost.
- Operating system managed and maintained by ETS to include current operating system, security updates and patches.
- Monitored environment.
- Steady predictable costs.

#### Requesting This Service

Please contact your [Customer Advocate](#) (CA) or [ETS-CustomerService@wyo.gov](mailto:ETS-CustomerService@wyo.gov). The CA will work with the agency to answer questions, provide quotes on services and arrange with ETS service provisioning.

Customer involvement is essential to provide the appropriate knowledgeable resource(s), whether that is agency staff or vendors contracted by the agency for a project to work with ETS on:

- Server specifications, requirements, application dependencies and networking requirements.
- Software licensing and maintenance of applications running on the virtual server such as SQL.
- Security requirements, such as public and non-public access requirements.
- Valid billing number for charges.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Request	Response Time	30 Minutes
Incident Resolution	Resolution	1 Business Day

#### Service Rates

- Determined by the server/application requirements.
- Billed services will occur on a monthly basis.
- Operating system license for Windows and Linux is included.
- Additional Hard Drive Space per GB - \$0.05
- Virtual Servers with MS SQL are quoted for public cloud hosting only.



<b>Service Rates</b>		
<b>Service</b>	<b>Cost</b>	<b>Unit</b>
WINDOWS A1 VIRTUAL SERVER 1 CPU, 1.75GB RAM, 40GB HD	\$57.00	Per month
WINDOWS A2 VIRTUAL SERVER 2 CPU, 3.5GB RAM, 60GB HD	\$103.00	Per month
WINDOWS A3 VIRTUAL SERVER 4 CPU, 7GB RAM, 120GB HD	\$200.00	Per month
WINDOWS A4 VIRTUAL SERVER 8 CPU, 14GB RAM, 240GB HD	\$400.00	Per month
WINDOWS A5 VIRTUAL SERVER 2 CPU, 14GB RAM, 135 GB HD	\$185.00	Per month
WINDOWS A6 VIRTUAL SERVER 4 CPU, 28GB RAM, 285 GB HD	\$369.00	Per month
WINDOWS A7 VIRTUAL SERVER 8 CPU, 56GB RAM, 605 GB HD	\$738.00	Per month
WINDOWS A11 VIRTUAL SERVER 16 CPU, 112GB RAM, 800GB HD	\$1,866.00	Per month
WINDOWS A10 VIRTUAL SERVER WITH MS SQL 1 CPU, 1.75GB RAM, 40GB HD*	\$338.00	Per month
WINDOWS A20 VIRTUAL SERVER WITH MS SQL 2 CPU, 3.5GB RAM, 60GB HD*	\$390.00	Per month
WINDOWS A30 VIRTUAL SERVER WITH MS SQL 4 CPU, 7GB RAM, 120GB HD*	\$482.00	Per month
WINDOWS A40 VIRTUAL SERVER WITH MS SQL 8 CPU, 14GB RAM, 240GB HD*	\$964.00	Per month
WINDOWS A50 VIRTUAL SERVER WITH MS SQL 2 CPU, 14GB RAM, 135 GB HD*	\$441.00	Per month
WINDOWS A60 VIRTUAL SERVER WITH MS SQL 4 CPU, 28GB RAM, 285 GB HD*	\$604.75	Per month
WINDOWS A70 VIRTUAL SERVER WITH MS SQL 8 CPU, 56GB RAM, 605 GB HD*	\$1,209.50	Per month
LINUX VIRTUAL A1 SERVER 1 CPU, 1.75GB RAM, 40GB HD	\$42.00	Per month
LINUX VIRTUAL A2 SERVER 2 CPU, 3.5GB RAM, 60GB HD	\$72.00	Per month
LINUX VIRTUAL A3 SERVER 4 CPU, 7GB RAM, 120GB HD	\$138.00	Per month
LINUX VIRTUAL A4 SERVER 8 CPU, 14GB RAM, 240GB HD	\$297.00	Per month
LINUX VIRTUAL A5 SERVER 2 CPU, 14GB RAM, 135 GB HD	\$144.00	Per month
LINUX VIRTUAL A6 SERVER 4 CPU, 28GB RAM, 285 GB HD	\$287.00	Per month
LINUX VIRTUAL A7 SERVER 8 CPU, 56GB RAM, 605 GB HD	\$574.00	Per month
LINUX VIRTUAL A11 SERVER 16 CPU, 112GB RAM, 800GB HD	\$1,148.00	Per month

## INFRASTRUCTURE

### Web Hosting

#### Service Description

This service consists of a combination of centrally managed, shared pool of hardware and software resources which houses and controls web sites. It provides a platform allowing customers powerful, scalable and reliable hosting based on clustered load-balanced servers.

#### Customer Benefits

- Standardized, dependable, cost-effective server environment managed by ETS.
- Website is load-balanced by ETS to handle multiple requests.
- Reduced physical server presence and reduced hardware and software costs.
- Operating system managed and maintained by ETS to include current operating system, security updates and patches.
- Monitored environment.
- Steady predictable costs.

#### Requesting This Service

The customer must contact their Customer Advocate or email [ETS-CustomerService@wyo.gov](mailto:ETS-CustomerService@wyo.gov) for estimates and planning. For troubleshooting issues please submit a ticket through the [Customer Portal](#) or by calling the ETS Service Desk at 307-777-5000. Customer involvement is essential to resolving issues; therefore, the customer will need to provide the appropriate staff resource(s) to work with ETS to:

- Identify server specifications, requirements, application dependencies and networking requirements.
- Identify public and non-public access requirements as well as any other needed security requirements.
- Provide ETS with a valid billing number for charges.

Service Level Objectives		
Category	Evaluation Criteria	Target
Service Request	Response Time	30 Minutes
Incident Resolution	Resolution	1 Business Day

Service Rates		
Service	Cost	Unit
Infrastructure Enhanced Service - Web Hosting Service	\$41.00	Per web site, per month

## INFRASTRUCTURE

### WyoTraining - Learning Management System

#### Service Description

WyoTraining is delivered using Moodle, an open source Learning Management System (LMS) providing the infrastructure and interface to deliver high-quality online training 24x7 to staff and citizens in Wyoming via [wyotraining.wyo.gov](http://wyotraining.wyo.gov).

#### Customer Benefits

WyoTraining is a robust, enterprise level LMS used to create and deliver 24x7 training to staff and citizens in Wyoming. State employees can easily login with their @wyo.gov email address for a simple/secure connection. Non-state employees can also be added to receive agency created training from their home.

Using an LMS allows course creators to deliver trackable training to ensure students have completed the required material. Activities can be restricted based on a desired completion date, other activities being first completed, a specific grade level, etc. Reports are generated based on those trackable activities to ensure a student has progressed through the course to the teacher's standards. WyoTraining has over 20 activities to choose from to deliver handouts, quizzes, forums, embedded videos and feedback.

The LMS can be enhanced using additional software to deliver high quality Sharable Content Object Reference Model (SCORM) content. Articulate and Adobe Captivate are examples used with great success. Using additional applications, course creators can narrate, provide drag-n-drop interactions, and learning checks to keep the material engaging and to ensure the student is following along. When purchasing Moodle/WyoTraining, all sub-agencies/divisions are included at no additional cost.

#### Requesting This Service

For general inquiries regarding this service, please contact Matt Nagy ([matthew.nagy@wyo.gov](mailto:matthew.nagy@wyo.gov))

- Dedicate staff to be course creators to design and build their own courses.
- Authoring software is an additional expense.

#### Service Level Objectives

ETS is committed to keeping the LMS operational using redundant systems to make modifications and initial upgrades on a testing server before moving those changes to the production server.

Service Rates		
Service	Cost	Unit
Infrastructure Enhanced Service - Moodle	\$135.00	Per month

## Professional Services

### Application Programming

#### Service Description

ETS Business Application Solutions provides custom application programming to meet State agency's business needs. ETS can help agencies apply the appropriate technology to best meet their unique business needs.

#### Customer Benefits

The customer saves money due to lower hourly rates than those of private industry developers. They will have increased control over the project or request. In addition, these experienced ETS teams already possess existing knowledge of the State's current computer infrastructure.

#### Requesting This Service

For general inquiries, please contact your [Customer Advocate](#) (CA) or [ETS-CustomerService@wyo.gov](mailto:ETS-CustomerService@wyo.gov). The CA will work with the agency to answer questions, and arrange with ETS service provisioning. A quote will be prepared upon request by an agency for development time and must be approved and signed prior to the start of the project. Agency staff must be available for on-going involvement in every aspect of development to ensure the solution will meet their needs. ETS staff will provide a quote of billable work and on-going charges. They will accomplish the research of the project and programming of the application. Additionally, they will perform the database and/or website implementation, as well as the database administration for pushing the application to the production environment.

#### Service Level Objectives

ETS will meet the customer's business objectives for the project and provide agile development approaches empowering the customer to control the direction of work. ETS staff will also conduct regular sprint backlog estimates to enable the customer to better manage the immediate and ongoing costs of the project.

Service Rates		
Service	Cost	Unit
Professional Services, Enhanced Services - Application Programming	\$82.00	Per hour

## Professional Services

### Application Redevelopment & Monitoring

#### Service Description

ETS Business Application Solutions provides custom application programming to meet State agency's business needs. Redeveloping and monitoring services can ensure that any security updates or bugs found later in the application can be patched or fixed appropriately. This extends the useful lifetime of the applications and ensures continued security compliance.

#### Customer Benefits

The customer saves money due to lower hourly rates for support than those of private industry developers. They will have increased control over the project or request and can ensure security and relevance as the technological landscape evolves over time.

#### Requesting This Service

For general inquiries, please contact your [Customer Advocate](#) (CA) or [ETS-CustomerService@wyo.gov](mailto:ETS-CustomerService@wyo.gov). The CA will work with the agency to answer questions, and arrange with ETS service provisioning. A quote will be prepared before application development begins and must be approved and signed prior to the start of the project. Once the project is complete and the application is launched, any problems or issues must be reported through the Technology Support Center by calling 307-777-5000. ETS staff will maintain accurate documentation of the programming of the application to facilitate any patching or updates later in its lifecycle. Additionally, they will perform the database and/or website implementation, as well as the database administration as required for any updates.

#### Service Level Objectives

ETS will meet the customer's business objectives for the project and provide agile development approaches empowering the customer to control the direction of work.

Service Rates		
Service	Cost	Unit
Professional Services, Enhanced Services - Application Redevelopment & Monitoring	Negotiated Per Application	Per project

## Professional Services

### Data Analytics

#### Service Description

ETS Data Analytics provides services to assist state agencies' ability to make data driven decisions. ETS can provide a license, perform analysis, or provide support performing data analytics.

#### Customer Benefits

The customer saves money due to lower hourly rates than those of data and analytics professional service companies. They will have increased control over the project or request. In addition, these experienced ETS teams already possess existing knowledge of the state's current computer infrastructure.

#### How to Request Help with This Service

For general inquiries, please contact your [Customer Advocate](#) (CA) or [ETS-CustomerService@wyo.gov](mailto:ETS-CustomerService@wyo.gov). The CA will work with the agency to answer questions and arrange with ETS service provisioning. An estimate will be prepared upon request by an agency for the time involved and must be approved and signed prior to the start of the project. The agency is responsible for providing all data needed to perform the requested analysis. Agency staff must be available for on-going involvement in every aspect of gathering data and performing the data analytics.

<b>Service Rates</b>		
<b>Service</b>	<b>Cost</b>	<b>Unit</b>
Professional Services, Enhanced Services - Data analytics performed with ETS supported software	\$125.00	Per hour
Software licensing, as needed	Cost plus 5%	Licenses

## Professional Services

### Payment Card Industry (PCI) Compliance

#### Service Description

PCI Assessment, Customer Compliance Portal, PCI Report on Compliance

#### Customer Benefits

Service #1: PCI Assessment - A vendor developed approach and methodology taking into consideration information security best practices while focusing the review on the PCI Data Security Standard (DSS) and applying those standards to Wyoming's agency-based environment. State business processes, and supporting networks are analyzed for adherence to the PCI DSS. Physical security is also reviewed. Departments and the IT organization are provided PCI awareness training. Merchant departments that handle or are involved with payment card data are interviewed for gaps in compliance. After this thorough review, the vendor delivers a detailed Findings Report along with a roadmap to guide the State to full compliance.

Service #2: Customer Compliance Portal - A vendor developed a compliance management portal, in direct response to the unique needs of community-based organizations. This means that you can easily view the progress each department is making toward PCI compliance. Documents such as network drawings, configuration documentation, and SAQs can be retained in the portal for reference and verification to your acquirer for compliance.

Service #3: PCI Report on Compliance - A vendor developed an approach and methodology for Report on Compliance (ROC) services that takes into consideration the standards of information security to include the PCI DSS and how to apply those standards into any community-based environment. The vendor will analyze business processes and the networks that support them, provide PCI awareness training for merchants and the IT organization, and deliver a detailed findings list that will be used to guide the State to address the necessary actions to full compliance before a final Report on Compliance is delivered when the state is ready.

#### Customer Responsibilities

Defined in W.S. 9-2-2904(a)(i), this policy applies to all State of Wyoming (State) personnel and contractors storing, processing, transmitting, and accessing secure account data. All third parties handling, storing, processing, transmitting, accessing, or affecting the security of account data on behalf of the state must remain compliant at all times with the current version of the PCI DSS. When PCI DSS requirements conflict with local, state, or federal laws and regulations, applicable local, state or federal law shall control.

#### ETS Responsibilities

ETS will be working with a vendor to provide a PCI Assessment, PCI Report on Compliance with Annual Support for agencies that are accepting debit/credit card payments.



<b>Service Level Objectives</b>		
<b>Category</b>	<b>Evaluation Criteria</b>	<b>Target</b>
PCI Assessment	Agency based PCI-DSS Assessment	Identify PCI-DSS related vulnerabilities within an Agency's Credit Card process.
Customer Compliance Portal	Live Customer Portal to view results of PCI-DSS Assessment Information	Allows for self-remediation of items and/or the ability for Agency Security Contacts and PCI Team to work towards resolution.
Agency/State Based Report	Final Agency/State Report geared towards an Agency certifying with PCI for Compliance	Support Agencies in Achieving Compliance with PCI DSS Standards.

<b>Service Rates</b>		
<b>Service</b>	<b>Cost</b>	<b>Unit</b>
Professional Services Enhanced Services - PCI DSS Compliance	Cost plus 5%	Each item

## Professional Services

### Project Management Office

#### Service Description

ETS is reestablishing the Project Management Office (PMO) within the Business Management Office (BMO) to provide project oversight and guidance to assist agencies with the successful delivery of IT projects in the state.

#### Customer Benefits

Partnership between the PMO, project sponsors, and managers to assist with oversight and/or guidance to help mitigate project risks, discuss potential technical resources available to support project success through either the ETS Service Catalog or our Enterprise Architecture team, and coordinate Data, Security, and compliance reviews as needed.

#### Project Management Office Responsibilities

The following PMO is available to:

- Providing skilled resources upon request to support IT projects within the State.
- Ensure projects are managed in line with industry best practices.
- Partner with project sponsors and managers to ensure transparency and accountability in project status and performance reporting.

#### Requesting This Service

For general inquiries, please contact your [Customer Advocate \(CA\)](#) or [ETS-CustomerService@wyo.gov](mailto:ETS-CustomerService@wyo.gov). The CA will work with the agency to answer questions, provide quotes on services and arrange for ETS service provisioning. Agencies will appoint a primary Point of Contact(s) (POC) with authority to request services from the ETS PMO and a project sponsor to work with the PMO team to approve scope and deliverables for project review, and help with identifying stakeholders. The POC will have familiarity with the agency's budget and IT projects, and be aware of their respective agencies' IT federal and state project reporting requirements.

#### Service Level Objectives

ETS will work with agencies to access PMO services for the successful delivery of IT projects within the State of Wyoming.

Service Rates		
Service	Cost	Unit
Professional Services - State Project Manager	\$105.00	Per Hour
Professional Services - Contract Project Manager	Cost Plus 5%	Per Hour