

SERVICE CATALOG

ORANGE COUNTY
OFFICE OF INFORMATION TECHNOLOGY



This Service Catalog provides an overview of the information technology (IT) services CEO Office of Information Technology offers to our Customers. In 2013, we partnered with two vendors – Science Applications International Corporation (SAIC) and Xerox - to provide Data Center Services and Data Network and VoIP services Countywide. The IT Managed Services model provided by these vendors incorporates guaranteed Service Level Requirements (SLRs) for the service delivered.

The objective is to provide our Customers with enhanced IT services, standardized service delivery and predictable costs. In addition, we strive to achieve the County’s IT mission and goals as established below.

Countywide Information Technology Mission Statement:

Provide quality, innovative, fiscally responsible, and secure Information Technology solutions that support the business needs of the County of Orange as a whole now and into the future.

Countywide Information Technology Goals:

- Provide excellent customer service to all internal and external constituents of the County of Orange
- Ensure transparent and fiscally responsible stewardship of IT assets
- Promote creative, cost-effective and innovative thinking
- Foster a culture of team work and collaboration across Countywide IT functions



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1 COUNTY DATA CENTER

About the Orange County Data Center

The Orange County Data Center (OCDC) was built as a state-of-the-art computing and telecommunications facility. The OCDC provides services to federal, state, county and local governments as well as commercial customers.

The facility was designed to withstand a substantial earthquake, and has built-in redundancy for critical components such as power with generator and battery backup. It is operated and managed by Office of Information Technology 24x7x365.

At 66,000 square feet, the OCDC is the County's largest information technology facility, and is home to many of the County's most critical applications including CAPS+ HR and Financial Systems, Assessor Systems and ERMI.

The OCDC hosts 3,000 servers for approximately 30 public Agencies/Departments and private, multi-national companies. These servers run software applications or enable computers to communicate, store or process information. CEO – Office of Information Technology, in collaboration with Agencies such as the Health Care Agency, have relocated their critical IT assets to the County's Data Center to decrease cost and take advantage of this County asset. We are also leveraging Enterprise hardware solutions such as storage and virtual server to reduce cost and increase the deployment of "Green IT" solutions.

Colocation minimizes Office of Information Technology's overhead and operating expenses. The collaboration opportunities that come from working with other counties have provided other financial and networking benefits. In 2007, Office of Information Technology and Los Angeles County's Information Services Division received an innovation award from the California County Information Services Directors Association for best collaboration solution.

An independent assessment by Hewlett Packard concluded that the Data Center's technology infrastructure is in the top 10% of public sector data centers.





Command Center

The OCDC Command Center monitors the performance and availability of various Office of Information Technology-managed systems, network alerts and data center infrastructure on a 24x7x365 basis.



Contact us at:

<https://ismcg.service-now.com/coo>

Telephone: (844) 834-2449

Hours of operation: Staffed 24x7x365

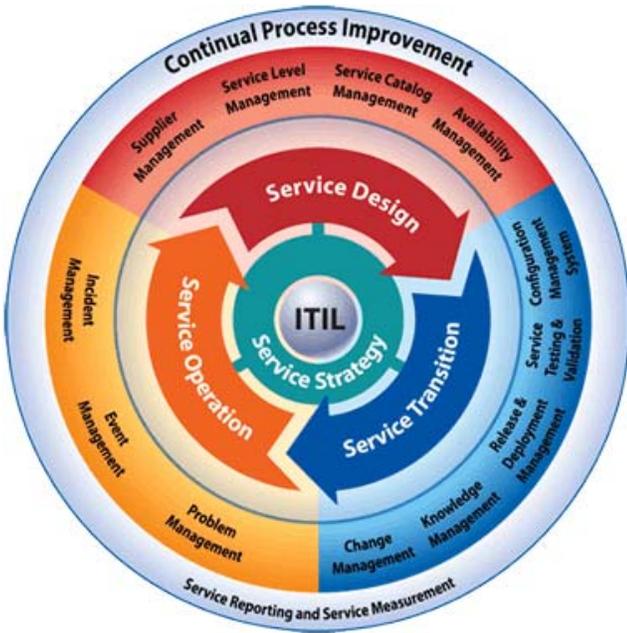
The Command Center performs:

- Multi-tier systems administration support
 - System/Application monitoring
 - System reboots
 - Hardware resets
 - Hardware support
 - Software support
- Production control functions
- Facility monitoring and management
 - Power and environmental equipment
 - Support and incident resolution
 - OCDC security and access control
 - Fire systems monitoring
- Portable media management
 - Physical tape media handling
 - Offsite tape rotation and retrieval
 - Coordination and deployment of media for disaster recovery
- Data component disposal
- 24x7x365 operations and technical support
- Batch production execution, monitoring and incident response
- Change and release management support



IT Service Management

The OCDC performs IT Service Management (ITSM) functions based on Information Technology Infrastructure Library (ITIL) best practices to provide optimal service to our customers.



ITIL-based ITSM practices:

- Asset Management**
 The process responsible for tracking and reporting the value and ownership of financial assets throughout their Lifecycle.
- Configuration Management**
 The process responsible for maintaining consistency and accuracy of the configuration item information in the CMDB, throughout its lifecycle
- Change & Release Management**
 The process responsible for controlling the Lifecycle of all changes. The primary objective of change management is to enable beneficial changes to be made, with minimum disruption to IT Services.

 The process responsible for planning, scheduling and controlling the movement of Releases to test live environments. The primary objective of release management is to ensure that the integrity of the live environment is protected and that the correct components are released.
- Incident Management**
 The process responsible for restoring to normal service operation as quickly as possible and to minimize the impact on business operations, thus ensuring that the best possible levels of service quality and availability are maintained.
- Problem Management**
 The process responsible for managing the Lifecycle of all problems. The primary objective of problem management is to prevent incidents from happening and to minimize the impact of incidents that cannot be prevented.
- Service Catalog Management**
 A database or structured document with information about all live IT services, including those available for deployment. The service catalog includes information about deliverables, prices, contact points, ordering and request processes



2 DATA CENTER SERVICES

Enterprise Remote Access

Infrastructure (hardware-based)

Office of Information Technology provides the infrastructure to securely link remote users to County network resources.

What Is Included

- Secure Countywide two factor authentication remote access to Agency /Department applications, websites and terminal and Remote Desktop Protocol server access
- Vital security components to remotely access Agency/Department internal networks
- Works for a variety of popular access platforms
- Customizable individual Launchpad per Agency/Department requirements
- Agency/Department-specific HTTPS domain name for secure remote access
- Availability of Tier 2 data center
- Network Operations Center (NOC) staffed Monday - Friday, 8 a.m. - 5 p.m.
- Monitoring of enterprise components and Hosts 24x7x365
- Enterprise software licensing and contracts management
- Enterprise services
- Service Desk Services for incident tracking and reporting
- Tiered administration is offered to allow each Agency/Department to administer its own user provisioning

Service Rates

Monthly Service Rate - \$10.07 per key FOB

One-Time Charge - \$84.60 per key FOB

Additional Information

- Record serial numbers of assigned tokens
- Change the PIN associated with each user
- Self-service browser allows for re-sync of tokens and changing of PINs to be done by each user

Service Level Requirements (SLRs)

- Availability 24x7x365 – 99.99%
(Excludes planned maintenance)



Enterprise Exchange Services

County agencies/departments can opt to have their email services managed by the OC Data Center. The Data Center Enterprise Email offering uses Microsoft Exchange as its messaging services platform and connects County users to Microsoft Outlook-based email services through a Local Area Network (LAN) or Internet connection. Users can access their email using desktops, laptops, or handheld devices (e.g., BlackBerry).



What Is Included

- Microsoft Outlook system administration
 - Mailbox administration / permissions
 - Adds/Moves/Deletes
 - Distribution list administration / permissions
- Public folder administration
- Messaging backup and Disaster Recovery
- Storage and retention
- 24/7/365 Service Desk support
- Microsoft Exchange Server licensing
- Exchange/Outlook client access licenses (CALs)
- Physical host servers, software, O&M maintenance, and Data Center hosting
- System upgrades

Service Rates

Monthly Service Rate - \$16.00/per mailbox

Additional Information

- E-mail accounts that show in the Global Address List (GAL) and are not used by a person or persons should be tagged as *"nobill."* These include resource accounts such as conference rooms, distribution lists, projectors, or functional alias accounts.
- E-mail accounts that are not to appear in the Countywide GAL should be tagged as *"nogal."* These accounts will be billed to the Agency/Department and will not appear in the GAL. Examples include active local accounts and service or test e-mail addresses that will not be seen outside the Agency/Department's Exchange group.

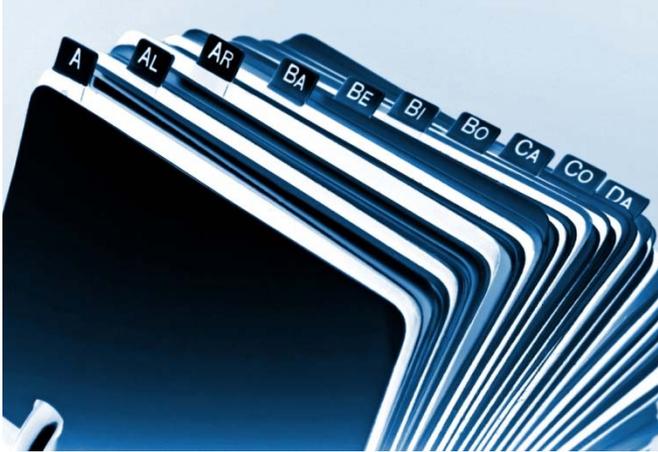
Service Level Requirements (SLRs)

- Priority 1 Incident Resolution (outage) – < 4 Hours
- System Availability – 99.99% Uptime
- Password Reset – No more than 5 minutes from receipt of request
- Disable User Account - No more than 5 minutes from receipt of authorized request



Enterprise Domain Name Resolution

Office of Information Technology provides Domain Name System (DNS) infrastructure services to all Agencies/Departments requiring name resolution for Internet/Intranet servers and resources.



What Is Included

- Redundant DNS for failover
- Segregated Internal and External DNS Zones
- Add, edit, delete and test resource records
- Add, edit, delete and test domains or zones
- Availability of Tier 2 data center
- Monitoring of enterprise components and Hosts 24x7x365
- Command Center staffed 24x7x365
- Enterprise software licensing and contracts management
- Enterprise services

Service Rates

This service is included in the Converged Network Services rate. See rate information under Wide Area Network (WAN) Services.

All moves, adds and changes (MACs) to the Office of Information Technology DNS infrastructure will be billable to each Agency/Department via a Service Request.

Additional Information

- Ensure all servers have primary and secondary entries for enterprise DNS servers.
- Communicate projected Server name changes and IP addresses involved



Enterprise Global User Directory Services

Office of Information Technology maintains a Countywide user e-mail address database that is populated into the Agency/Department Global Address List (GAL), which enables Agencies/Departments to lookup Countywide e-



What Is Included

- Replication
- Health checks
- Monitoring
- Software updates
- Maintenance
- Security
- Hosted in a Tier 2 data center
- Monitoring of enterprise components and Hosts 24x7x365
- Command Center staffed 24x7x365
- Enterprise software licensing and contracts management

Service Rates

This service is included in the Converged Network Services rate. See rate information under Wide Area Network (WAN) Services.

Additional Information

- Agencies/Departments can control which of their users are included without being in the Enterprise Forest by using Lightweight Directory Access Protocol (LDAP) and a tag in their Active Directory records.
- Recommend using a standard naming convention when creating users
- Utilize "nogal" or "nobill" in "Web Page" user attributes to control which user to be replicated



Enterprise Time Synchronization Service

Office of Information Technology provides Network Time Protocol (NTP) infrastructure services.



What Is Included

- Allows Agency/Departments servers, workstations, and applications to synchronize time to one master time server
- Hosted in a Tier 2 data center
- Network Operations Center (NOC) staffed Monday – Friday, 8 a.m. – 5 p.m.
- Monitoring of enterprise components and Hosts 24x7x365
- Command Center staffed 24x7x365
- Enterprise software licensing and contracts management

Service Rates

There is no charge. This service is provided as part of the Enterprise Services.

Additional Information

- Enterprise Time Synchronization provides a frame of reference for all network devices, is critical for securing, planning and debugging a network and provides a time stamp for applications such as data acquisition or e-mail.



Enterprise RightFax Services

Office of Information Technology provides RightFax services for Agencies /Departments that are part of the Enterprise Active Directory forest. RightFax allows end users to send and/or receive fax messages from their workstations.



What Is Included

- Hosted in a Tier 2 data center
- Network Operations Center (NOC) staffed Monday – Friday, 8 a.m. – 5 p.m.
- Monitoring of enterprise components and Hosts 24x7x365
- Command Center staffed on a 24x7x365
- Enterprise software licensing and contracts management
- Enterprise services

Service Rates

This service is currently included in the server Hosting Services rates (SLA3). As the County transforms to the new VoIP solution, this service may be billed out separately in the future.

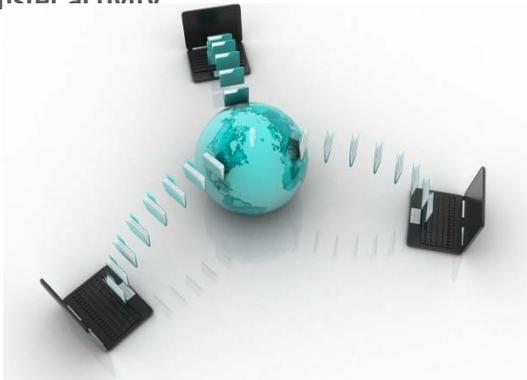
Additional Information

- Significantly reduces costs from stand-alone fax machines
- Consumption of paper for the traditional fax is also reduced, due to the digital delivery of faxes to an e-mail account
- Ensures secure electronic document delivery



Enterprise Secure File Transfer Services

Secure File Transfer is an Enterprise solution that provides Orange County Agencies/Departments with various secure options to meet their internal and external file transfer requirements. Office of Information Technology provides Agencies/Departments management access to control their file transfers while keeping their sites secure and independent of other County file transfer activity



What Is Included

- Features
 - Agency-to-Agency secure file transfers
 - Agency/Department-to-external Internet sites secure file transfers
 - External Internet sites-to-Agency/Department secure file transfers
- Secure file transfer protocols
 - SFTP, FTPS, FTPES, HTTPS
- On disk (at rest) data encryption
- Space for transient data not requiring backup
- Agency/Department data autonomy (other Agencies/Departments or organizations cannot access your data)
- Public certificates availability
- 24X7x365 operations and file transfer functionality

Service Rates

This service is included in the Converged Network Services rate. See rate information under Wide Area Network (WAN) Services.

Additional Information

Agency Responsibility:

- Monitoring secure file transfer jobs status and working with vendors before escalating support to the Service Desk
- Keeping folders and transfer processes within guidelines
 - 5GB folder limit
 - 1GB upload\download file limit
 - 30 day retention
- Requesting exceptions to the above guidelines when needing to meet business requirements

Service Level Requirements (SLRs)

- System Monitoring 24x7x365
- Incident Response 24x7x365
- System Availability 99%
(Excluding Planned Maintenance)



Hosting Services

Agencies/Departments and their IT organizations can capitalize on holistic server and platform management in a secure, environmentally controlled and regulated Data Center.

This service is suitable for Agencies/Departments that would like to fully leverage Office of Information Technology shared resources on a continued basis without incurring major capital investments.



What Is Included

- Enterprise Virtual Server infrastructure
- System monitoring
- Priority troubleshooting
- Incident management
- Problem resolution
- Change control and service request
- Access management
- Server provisioning
- Capacity and availability
- Storage and backups
- Rack space for Physical Server option
- Preventative maintenance
- Enterprise software licensing and contract management
- Configuration and asset management

Service Rates

Physical Servers - Non Virtual	
Wintel - Small (per server per month)	\$ 622.43
Wintel - Medium (per server per month)	\$ 680.18
Wintel - Large (per server per month)	\$ 745.13
Wintel - Xtra Large (per server per month)	\$ 812.99
Linux - Small (per server per month)	\$ 817.63
Linux - Medium (per server per month)	\$ 881.66
Linux - Large (per server per month)	\$ 950.82
Virtual Instances	
Wintel - Small (per instance per month)	\$ 572.89
Wintel - Medium (per instance per month)	\$ 625.80
Linux - Small (per instance per month)	\$ 751.83
Linux - Medium (per instance per month)	\$ 810.52

Additional Information

- We can also support stand-alone servers and dedicated, Agency owned virtual equipment.
- Server sizes are based on number of CPUs and platform:

Small	<u>(Processor Core ≤1)</u>
Medium	<u>(Processor Core 2-4)</u>
Large	<u>(Processor Core 5-12)</u>
X-Large	<u>(Processor Core 13-64)</u>

Service Level Requirements (SLRs)

- System Monitoring – 24x7x365
- Incident Response – 24x7x365
- System Availability - 99% (Excluding Planned Maintenance)



Floor Space Service

Agencies/Departments can capitalize on a secure, environmentally controlled and power regulated data center for their server and communication needs.



What Is Included

- Rated Tier 2 data center floor space
- Rack space
- Conditioned UPS power and generator backup
- HVAC (Heating, Ventilation and Air Conditioning)
- Two-stage fire suppression systems (dry and water)
- A secured facility with badge access, surveillance systems and 24x7x365 onsite staff
- 24x7x365 access
- Free parking

Service Rates

The SLA1 service is billed on a monthly basis at a fixed rate, based on floor space/per rack usage. One rack is equivalent to 36 square feet.

Monthly Floor Space Rate: \$12.57/per sq. ft
Electrical: \$0.148 cents per kWh

Additional Information

- Support of Agency/Department servers, the operating system stack, anti-virus and applications are outside of the scope of the SLA1 service
- System backups are out of scope of the SLA1 service unless Agencies/Departments are participating in the County SAN offering
- Customers are required to adhere to the OCDC power, racking and cabling standards
- Customers connecting to the County SAN are required to maintain firmware levels as instructed by the service provider.



Enterprise Storage Area (SAN) Service

The storage component of the Orange County Managed Storage and Backup (OCMSB) service is comprised of an enterprise architecture that is professionally managed, highly available, scalable and secure. This solution is dedicated to County Agencies and is located at the Data Center. It is intended to be the repository of choice for shared IT resources as well as County Agency/Department data.

This pay-as-you-go service is suitable for Agencies /Departments that would like to minimize capital investments.



What Is Included

- Enterprise-class virtualized disk storage
 - High scalability
 - High performance
 - High availability
 - Two virtualized disk storage options
- Redundant SAN architecture
 - Dual-fabric architecture
 - Enterprise-class directors and switches
- Periodic technology refresh
- Dynamic load balancing path management software

Service Rates

Charges are based on \$/GB/Month of RAW disk based storage. No Proration. All billing commences upon provisioning and stop upon de-provisioning.

Monthly Rates (per gig/per mo.):

Tier 1 - \$ 0.446

Tier 2 - \$ 0.524

Additional Information

DISK STORAGE OPTIONS		
Option	Performance	Application Type
Tier 1	Best	Production grade storage, suitable for critical and high-performance applications, virtualization, databases and file services
Tier 2	Good	Non-production grade storage, suitable for test and development, staging, infrequently accessed data

- Utilize disk storage tiers appropriately
- Utilize redundant HBAs to leverage highly available infrastructure
- Proactively inform Office of Information Technology of storage requirements
- All orders to Office of Information Technology are assumed to be Tier 1 grade in useable space terms without any additional services (such as backup and replication) unless the Agency /Department specifies otherwise

Service Level Requirements (SLRs)

- System Monitoring - 24x7x365
- Incident Response - 24x7x365
- System Availability - 99% (Excluding Planned Maintenance)



Standard Backup Service

The backup component of the Orange County Managed Storage and Backup (OCMSB) solution provides state-of-the-art data protection. The design consists of disk-based storage (i.e., Virtual Tape Library (VTL)) for intermediate term retention, enabling rapid restore functionality as well as tape-based storage for long-term retention offsite. The solution also offers VTL replication which greatly improves offsite data protection. This approach enables the delivery of a cost-effective, fully managed data protection and data lifecycle solution.



What Is Included

- Fully managed data protection solution
- Enterprise-class virtual tape technology
- Automated data protection software
- Automated real tape technology
- Monthly offsite tape storage
- Recommended OCMSB replication services are also available
- Enterprise software licensing and contracts management
- Data restore services from online VTL as well as tapes

Service Rates

Charges are based on actual data backed up per GB per month - \$0.096

Additional price drivers include:

- Volume: Total amount of data protected
- Change: Change rate of data protected
- Frequency: Required backup schedule
- Retention: Data retention periods
- Recovery: Number of incremental or full recovery points

Service Level Requirements (SLRs)

All SLRs below are targeted for 100%:

- Daily Backup Onsite Retention for 35 days
- Monthly Archive Backup Offsite Storage Retention for 25 months
- Daily Backup Remote (Offsite) Replication Retained for 35 days
- Quarterly Test of each type of backup restore process

All SLRs below are targeted for 95% or better:

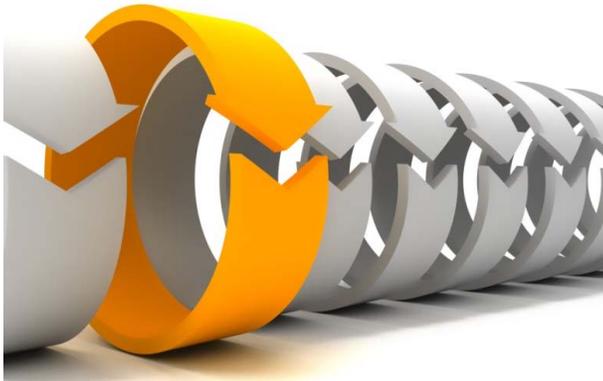
- Production Data Restore Requests - ≤ 3 hours from County request
- Test/Volume Backup Restore Requests - ≤ 8 hours from County request
- Volume Back Ups Restore Requests - Commence restore within 3 Business Days
- System Monitoring - 24x7x365
- Incident Response - 24x7x365
- System Availability - 99% (Excluding Planned Maintenance)



Virtual Tape Library Replication Service

The replication component of the Orange County Managed Storage and Backup (OCMSB) solution provides state-of-the-art data protection. Traditional tape-only backup solutions are hindered by the time it takes to recover data from offline media.

By backing data up to disk (i.e., Virtual Tape Library (VTL)) and replicating that backup data offsite, the OCMSB solution is able to protect data in ways like never before. Off-site recovery points and recovery times are greatly improved, thereby, improving the overall data protection level. Data is replicated to a remote VTL after the data is locally backed up onto the local VTL. This can enable off-site recovery points as low as 24 hours. In short, more data is remotely protected sooner.



What Is Included

- Fully managed data protection solutions
- Enterprise-class virtual tape technology
 - High scalability
 - High performance
 - Rapid restore capability
- Remote data replication features
 - Compression
 - De-duplication
 - Secure
 - Verified
- Improved offsite RPO and RTO compared to tape

Service Rates

Charges are based on actual data replicated per GB per month - \$0.139
No proration.

Additional price drivers include:

- Volume: total amount of data protected
- Change: change rate of data protected
- Frequency: required backup schedule
- Retention: data retention periods on VTL
- Recovery Point: number of recovery points

Additional Information

This solution is dedicated to County Agencies only. Currently we are replicating to the LA County Data Center in Downey. As of April 2015, replication services will be housed in Scottsdale, AZ.



Mainframe Platform

The Office of Information Technology Mainframe Platform as a Service (PaaS) includes a fully managed operating platform for mainframe-based applications. This fully-managed service includes systems engineering services, software tools, storage services, technology refresh and disaster recovery.



What Is Included

- Fully managed Office of Information Technology network services and infrastructure
- Fully managed z/O and zLinux environments
- Third-party software tools, utilities and support
- RACF security administration and support
- Capacity planning and performance tuning
- 24x7x365 system and network monitoring and support
- Fully managed disk and tape storage services
- Fully managed disaster recovery of the operating platform
- Application data recovery support
- Job scheduling and related
- Standard database administration activities
- Systems engineering and consulting services
 - Install, configure, customize, and maintain the operating system and system utilities
 - Management, analysis, and review of OS system audit logging
 - Troubleshoot and resolve OS-related
- Related inheritable management controls
- Enterprise software licensing and contract management

Service Rates

Hosting charges are based on actual usage measurements.

Additional price drivers include:

- Operating platform used
 - z/O or zLinux
- Prime time and non-prime time CPU usage
- High, normal, medium or deferred priority
- Amount of tape storage utilized
- Additional charges may apply for
 - Specialized software
 - Database administration
- Application support

Additional Information

- Adhere to the scheduled maintenance window
- Provide at least 180 days of notice for growth or reduction of processing requirements
- Communicate project processing requirements on a quarterly basis
- Participate in scheduled disaster recovery testing
- Archive data only when necessary
- Delete any unnecessary data
- Utilize standard tools and applications

Service Level Requirements (SLRs)

- System Monitoring – 24x7x365
- Incident Response – 24x7x365
- System Availability – 99%
(Excluding Planned Maintenance)



Midrange Platform (AIX Platform)

The Office of Information Technology Platform as a Service (PaaS) for midrange provides standard virtualized operating platforms to securely host customer applications. Office of Information Technology exploits server virtualization technologies, strict standards, and economies of scale to enable rapid delivery of cost-effective, fully-managed operating platforms with expanded inheritable security controls.



What Is Included

- Fully managed operating platform infrastructure
 - State-of-the-art server hardware
 - Standardized operating systems
 - SAN/NAS disk storage as required
 - Backup/Archive services as required
 - Highly available Network Services
 - Redundant server hardware
 - Periodic technology refresh
- Full platform administration services
 - Virtual Server configuration
 - Virtual OS installation
 - Virtual OS upgrades and patching
 - Security hardening per NIST standards
 - Application software installation
 - User management and audit log review
 - Virus protection and vulnerability mitigation
 - Disaster recovery support and a fully redundant hardware AIX platform and database housed in Scottsdale, AZ
 - Incident and problem resolution
- Systems engineering based on application requirements

Service Rates

Hosting charges are based on the number of Virtual Servers provided and storage utilized.

Additional price drivers include:

- Amount of actual backup/archive data retained
- Amount of SAN/NAS disk storage utilized
- Additional charges may apply for optional Professional Services

Additional Information

Customers must allow Office of Information Technology to maintain/update the operating system to ensure vendor supportability

Service Level Requirements (SLRs)

- System Monitoring – 24x7x365
- Incident Response – 24x7x365
- System Availability – 99% (Excluding Planned Maintenance)



3 INFORMATION SECURITY

Enterprise Network Security

In collaboration with County Agencies/Departments, Office of Information Technology provides the physical and logical protection of computer and network security for the equipment and solutions it provides. This includes e-mail spam/virus filtering, e-mail encryption, intrusion detection and prevention (IDS/IPS), firewall and proxy services, computer password controls, and computer and network security policies and procedures.

What Is Included

Office of Information Technology performs the following system security tasks for systems physically and/or logically located within the enterprise network boundaries:

- 24x7x365 Security Operations Center provide monitoring and incident response in OC and Dallas
- Enterprise network firewall and Access Control List administration
- Enterprise network remote access and admission controls administration
- Enterprise network Intrusion Detection System (IDS) monitoring
- Enterprise operating system (OS) vulnerability scanning and reporting
- Enterprise compliance scanning to ensure the systems are maintained with proper baseline configuration standards and patch management
- Identity and access management administration
- Enterprise Web filtering administration
- Enterprise software licensing management

Service Rates

This service is included in the Converged Network Services rate. See rate information under Wide Area Network (WAN) Services.

Firewall Access and Access Control List moves, adds and changes (MACs) will be billable to each Agency/Department via a Service Request.

Additional Information

- Utilize Office of Information Technology Network Services instead of hosting a private networking solution
- Limit Internet usage to business related activities
- Components not managed by Office of Information Technology are excluded from these services
- Office of Information Technology also manages an ongoing subscription to the SPAMHAUS Project which tracks the Internet’s Spam Gangs and provide real-time anti-spam protection for Internet networks. To learn more about SPAMHAUS and their mission, visit: <http://www.spamhaus.org/organization/index.lasso>

Service Level Requirements (SLRs)

- System Monitoring – 24x7x365
- Incident Response – 24x7x365

Response Time

- Priority 1 or 2 Incident - < 15 Minutes
- Priority 3 or 4 Incident - < 30 Minutes

Resolution Time

- Priority 1 - < 3 Hours
- Priority 2 – < 8 Hours
- Priority 3 – < 3 Calendar Days or w/in agreed upon timeframe
- Priority 4 - < 5 Calendar Days or w/in agreed upon timeframe





Web Filtering

Web filtering is an added layer of network security that enables the County to effectively and accurately pinpoint portions of an Internet resource that should not be allowed access by the internal network. The web filtering process categorizes web content allowing improved restriction to select content minimizing the risk of security, regulatory, and loss of productivity.



What Is Included

- Provide tiered web filtering (e.g., URL filtering, malicious sites, spyware, advertisements, instant messaging, and free software downloads)
- Filter outbound URLs to enforce compliance with County policies
- Filter both inbound/outbound multiple Web protocols, including deep inspection of encrypted traffic
- Filter inbound URLs real-time threat protection, block access to sites harboring harmful code, Malware - spyware, phishing, virus, worms and Trojan horse software.
- Provide for continuous scanning, eradication and reporting of detected harmful code as listed and Incident Resolution
- Manage user/groups URL filters and reporting as required
- Provide proxy and content filter services based on approved policies

Service Rates

This service is included in the Converged Network Services rate. See rate information under Wide Area Network (WAN) Services.

Service Level Requirements (SLRs)

- Ensure effective web filtering services are active
- Incident response 24x7x365



4 SERVICE DESK & DESKTOP SUPPORT

Service Desk

Our Service Desk, supported by SAIC, is an Enterprise Service Desk built for a global 24x7x365 support capability. Our mission is to provide first class service to our world-class organizations.

Our clients only need one Single Point of Contact for all products and services. The Service Desk facilitates the restoration of normal operational service to minimize business impact to the customer.

What Is Included

The OCDC Service Desk supports customers daily with:

- Incident management
- Problem management
- Information requests
- Service requests
- Password resets for tokens
- Incident tracking and reporting

Service Rates

- \$11.80/per call
- Hourly rates applies to requests for Level 2 support

Additional Information

- Contact the Service Desk at:
<https://ismcg.service-now.com/coo>
- Or call: (844) 834-2449
- Be prepared to provide required information
 - Contact information
 - Relevant Agency/Department and system information
 - Information related to request
- Provide appropriate authorization for Service Request

Service Level Requirements (SLRs)

Average Speed to Answer - 100% of the time for:

- Dedicated Service Desk Hours: ≤ 20 sec
- Extended shared Service Desk Hours: ≤ 30 sec
- 411 Service Desk Hours: ≤ 30 sec





Desktop Support

Desktop support provides all technical support activities related to desktop computer systems, including desktops, laptops, printers, and scanners.



What Is Included

- Respond to user-reported incidents involving desktop systems
- Set up/install new user systems; configure desktop computers and monitors; connect computers to peripheral equipment such as printers; loads software
- Set up basic user access permissions consistent with County policies and procedures
- Applying periodic updates and quarterly security patches
- Replace and securely dispose of obsolete equipment
- Perform minor repairs on computers and peripheral equipment; coordinate more difficult repairs, or mandated contractual repairs with vendors
- Planning for OS and hardware upgrades
- Work with end user to fix hardware problems
- Onsite technical support as required for Incident and Problem Resolution

Note: Agency-specific applications are not in scope at this time and support for these will continue to be provided by the Agency's IT staff.

Service Rates

(Based on per device/per month)

- Desktop/Laptop Support - \$40.02
- Network Attached Devices - \$17.85
- Standalone Printers - \$6.75
- Conference Room Services - \$62.79
- IMACs for Desktops/Laptops/Printers - \$85.35

Additional Information

- Service Hours:
Dedicated Service Desk, Mon-Fri. 6 AM – 6 PM
Extended Hours Shared Service Desk, Mon-Fri. 7 AM – 10 PM
After Hours Shared Service Desk & Self Help Support, Mon – Fri. 10 PM – 6 AM
- For assistance, call the service desk 1-844-844-2449 or use the online website <https://ismcg.service-now.com/oc/home.do>
- For most effective service, please channel all requests via the Service Desk so that your requests can be tracked

Service Level Requirements (SLRs)

Minimum Performance – 95%

- Supported Software Deployment – w/in 3 business days
- Installs, Moves, Adds & Changes (IMACs)
 - 1-10 in a single request - w/in 3 business days
 - 11-20 in a single request - As agreed to but no later than 4 business days
 - > 20 in a single request - As agreed to on case by case
 - Urgent requests, single moves - As agreed to but no later than 1 business day



5 BUSINESS SERVICES

Technical Consultation

Office of Information Technology can provide professional consulting and strategic technology architecture planning services to assist customers with enterprise-class solutions. This key service mitigates project risk and delivers robust technology solutions based on industry-best practices.

What Is Included

- Insight into industry and department
 - Technology roadmaps
 - Strategic plans
 - Best practices
 - Lesson learned
 - Alignment with County Technology Standards
- Integration and project planning support
- Business requirements analysis
- Technical requirements identification
- Technical architecture solution design
- Project risk identification and prioritization
- Definition of Enterprise Data Center (EDC) standards
- Standard architecture governance
- Technical disaster recovery planning
- Capital investment analysis
- Technology and system integration cost estimation

Service Rates

Charges are based on actual number of professional services hours. See vendor service rates on pages 49-50.





Creative Services

Office of Information Technology is a one-stop shop for assisting clients with creative design solutions. We can develop your brand, creative logos and websites, design brochures and launch email campaigns. And we approach your design needs with the goal of tying your marketing components together so that your Agency/Department or initiative is represented



What Is Included

- Design requirements gathering
- Design development following industry best practices
- Print design specification knowledge
- Department branding strategy
- User experience analysis and alignment
- Liaison between Department and print services
- Alignment with County branding initiative
- High quality photography database
- Expansive selection of type fonts

Service Rates

Creative Services - \$127.05 per hour.

How We Charge

Contract creative service is based on an hourly published rate. Charges are based on actual number of creative service hours incurred during the project.

Additional price drivers include:

- Scope and timeframe of design project
- Design and project complexity
- Additional charges may apply for
 - Optional enhanced photography licensing
 - Optional type font acquisition

Additional Information

- Engage design team early
- Know your audience
- Understand the message you want to convey
- Finalize content prior to design initiation
- Minimize changes during project development



Web Application Development

Office of Information Technology web development can provide expertise in the rapid development and deployment of online applications. Our developers can assist you in turning your ideas into reliable, user friendly applications that facilitate more efficient business operations.

- Data visualization, management and analysis
- Mobile application development
- Social Media integration and custom development
- Intuitive user interface development
- Open Source Content Management System



What Is Included

- Technology and best practices consultation
- Adherence to the Rapid Application Development Framework
- Pre-production and testing support
- Alignment with County technology standards

Service Rates

Hourly Rate - \$126.95

Charges are based on the actual number of professional service hours expended on the project.

Additional price drivers include:

- Complexity of the application
- Scalability and performance requirements
- User interface requirements

Additional Information

- Engage web developers early in the scoping of a new project to identify all business and technical requirements.



Finance & Contracts



Office of Information Technology Finance and Contracts provide financial accounting and contract services in support of the County’s IT Internal Service Fund and billing services to Customers.

The costs of these services are included in Office of Information Technology’s indirect overhead charges. Indirect overhead charges are costs that cannot be allocated to a specific service area. Indirect costs (e.g., administration, ODCD facilities costs, utilities, etc.) are accumulated and applied proportionately to the direct costs incurred for each Service Area. Major components of the indirect overhead include:

Administration

- Finance and Contract Staff
- CWCAP Charges to Office of Information Technology
- Facilities Lease

Data Center Facilities Costs

- Facilities Maintenance and Operations
- Utilities

Enterprise Shared Support Services

- Project Management Costs for Enterprise Project Work
- Office of Information Technology Application Licenses, Maintenance, and Support

Enterprise Security

- Enterprise Security Staff and Program Costs

Billing Process

High-level overview of Office of Information Technology’s billing process:

Data Services Billing

- Enterprise IT Billing System generates monthly billings for each Agency/Department
- The Billing System interfaces with CAPS+ to create an automated Journal Voucher to chargeback Agencies/Departments for applicable cost
- Invoices are available on the Billing System for Agencies/Departments to view around the third week of the month for services provided in the previous month
- Cost reports are available for Agencies/Departments to view and export

Telephone Services Billing

- Journal Vouchers are typically processed and bills are distributed to Customers by the 10th of the month for telephone (OCTNET) services provided in the previous month
- Non-OCTNET - Telephone and IT Billing System (TIBS) is the system that is used to bill out all other telecom expenses (i.e. circuit, DSL, Remote Call Forwarding, Alarm Fire, Card Readers, Fax, and Non-OCTNET phone lines) not processed through OCTNET billing
- Agencies/Departments have assigned users with access to the TIBS

For billing questions please call the appropriate contacts below:

Data Center Services
(714) 567-5058

Telephone & Data Circuits
(714) 567-7378



6 APPLICATIONS & DATA SERVICES

Application Services Group

Office of Information Technology can provide the professional services required for developing, maintaining and supporting enterprise-class business applications.

What Is Included

End-to-end application life cycle management:

- Business requirements gathering
- Systems analysis and design
- Business process documentation and review
- Technology consulting and feasibility studies
- Application architecture and design
- System development per industry standard methodologies
- New module development for existing applications enhancements/modifications to existing applications
- Test planning, execution and control
- Application deployment and release management
- System maintenance and support

Service Rates

- Hourly Rate - \$126.95 Services provided on County site
- Hourly Rate - \$103.98 Services provided from Vendor site

Charges are based on actual numbers of professional services hours.





Database Management - Information Resources Management

Office of Information Technology Information Resource Management (IRM) can provide the necessary professional expertise to install, configure, operate and maintain industry standard database software.



What Is Included

- Database architecture and data modeling
- Database software installation and configuration
- Database monitoring, patching, and maintenance
- Initial database installation and integration
- Database backup and recovery
- Pre-production and testing support
- Database security and user account management
- Problem and incident management
- Performance tuning and troubleshooting
- Enterprise software licensing and contract management

The full suite of standard offerings includes:

PLATFORM				
Database	Midrange	z/OS	z/Linux	Windows
DB2	X	X	X	X
Oracle	X			X
SQL Server	X			X
MySQL	X			X

Service Rates

Ad-hoc Support – based on the actual number of professional services hours required to support the request.

Standard Support – based on the number of database instance and type of databases being supported.

- MSSQL Services \$246.62/per instance/mo.
- DB2 Services \$610.36/per instance/mo.
- Oracle Services \$610.36/per instance/mo.

Additional price drivers include:

- Database requests and preventive maintenance
- Actual software licensing and maintenance
- Additional charges may apply for
 - Optional SAN/NAS services
 - Optional backup/archive services

Additional Information

- Database management services are not available with Collocation Hosting services
- Support for non-standard Database requests will be evaluated on a case-by-case basis



7 ENTERPRISE SERVICES

Enterprise OnBase (Document Management)

The Office of Information Technology

Enterprise OnBase document management solution allows organizations to effectively and efficiently capture, secure, share and distribute digital and paper-based documents. The solution includes a workflow process to mirror the review of information and supports process automation for document creation, review and revision.

What Is Included

- Application management
- Application security
- Database management
- Documents, keywords and retrieval setup
- COLD, DIP, SCAN and PCL
- Software upgrades
- Training

OnBase utilizes the DeltaCopy Data Protection service to maintain live and offsite copies of the data in native format. This ensures immediate accessibility of the data should the need arise.

Service Rates

Cost of Enterprise Database Management is allocated to Agencies/Departments participating in the Enterprise OnBase instance based on storage capacity used.

Service requested by the individual Agency/Department for document management technical support, OnBase application and database, install, maintenance, customization and user support will be billed at the approved published hourly rate.

Additional Information

- Reduces storage and retrieval costs
- Increases employee productivity by providing fast, easy access to information
- Secures documents, improves compliance
- Eliminates frustration and costs associated with manual records retention
- Verifies record completeness and provides proof of destruction
- Meets strict DoD 5015.2 standards to ensure compliance
- Allows access to current, time-sensitive information from multiple locations at the same time

Service Level Requirements (SLRs)

- Systems Monitoring – 24x7x365
- Priority 1 Incident – Resolved < 4 Hours
- System Availability – 99.9% (Excluding Planned Maintenance)



Business Continuity Program

The County's Business Continuity (BC) Program assists Agencies/Departments in the assessment of business process risk, critically, and the impact to Agencies/Departments if they are unable to provide critical services or maintain essential functions. The program aids Agencies/Departments in identifying and testing process continuity strategies and plans as well as determining workforce, facility and IT dependencies. The identified IT dependencies are key inputs for establishing the objective of the County's Disaster Recovery (DR) Program.



What Is Included

- Maintenance of and access to PrepareOC, the County's web-based incident preparedness, response and recovery portal
- Guidance in BC best practices for planning, testing, and incident response
- Assistance with crisis communications planning and response workflows
- Coordination of the countywide Business Impact Analysis (BIA) and assistance with Agency/Department analyses
- Facilitation of the Business Continuity Working Group (BCWG)
- Agencies/Department planning compliance status tracking and reporting

Service Rates

Business Continuity Program costs are included in the Business Continuity pass-through rate, which is allocated to Agencies/Departments on a monthly basis.



Business Recovery Center (BRC)

County Agencies/Departments have two Business Recovery Centers (BRCs) available to them through the Office of Information Technology. These BRCs are valuable resources for ensuring the availability of mission-critical business functions when a disruption occurs in normal operations.

Requests for activation of either BRC are processed through the Central IT service Desk. In order to request an emergency activation, the Agency/Department needs to have on file with the Service Desk the names and contact information of the personnel authorized to make such a request on its behalf.

OC Data Center BRC

The OC Data Center BRC is designed to accommodate up to 17 Agency/Department staff members during a short-term, localized disruption. The Data center BRC is also available for training and testing purposes when it is not in use as a recovery facility.

SunGard BRC

Through SAIC, the County maintains the ability to activate a 200-seat BRC at a local SunGard facility in the event of a longer-term (72 hour or more) disruption in services or facility availability. This BRC may be used by more than one Agency/Department simultaneously and/or in shifts

What Is Included

- PC workstations preconfigured with standard application baseline
- Customizable access to applications, business critical internet sites, or other resources as defined by the Agency/Department
- Overhead projector/screen (Data Center)
- Conference room (SunGard)
- Telephone service at each workstation
- Shared print, fax and scanning capabilities
- 24 x 7 x 365 availability
- Secure access

Service Rates

Baseline costs for use of either BRC are included in the Business continuity/Disaster Recovery pass-through rates, which are allocated to Agencies/Departments on a monthly basis.

A maximum of two hours per Agency/Department are allotted for standard BRC training/testing configurations. Configuration services in excess of two hours will be billed at published rates.

Additional Information

- Only the Data Center BRC may be activated for training/testing purposes.
- Users will need a secure token to access Agency/Department Terminal Servers and applications. They may bring their own, previously assigned tokens or use tokens available at the BRC.



Disaster Recovery Program

The objective of the County's Disaster Recovery (DR) Programs is to establish capabilities for restoring critical business process IT dependencies following a regional disruption caused by earthquake, fire, flood, or other natural or man-made event.

Through SAIC, the County has established a DR site at the SunGard Availability Services (AS) data storage and colocation center in Scottsdale, AZ. Facility services include 24/7 monitoring and managed security. The County maintains DR instances of enterprise critical systems, including Exchange and OnBase, at SunGard. Agencies/Departments can also establish DR instances of critical applications and data on the County-maintained infrastructure hosted at SunGard.



What Is Included

- DR site infrastructure maintenance, problem escalation and troubleshooting
- DR environment break/fix
- Hardware/firmware upgrades
- Circuit and network maintenance
- Coordination of planned maintenance outages
- Management of SunGard relationship
- Enterprise system DR instances
- Bi-annual infrastructure and enterprise application recovery testing
- Agency/Department critical application test facilitation

New DR Solutions

The Office of Information Technology can assist Agencies/Departments with identification, planning, deployment and maintenance of new DR solutions as requested.

Service Rates

Baseline costs for the Disaster Recovery Program are included in the shared DR pass-through rate, which is allocated to participating Agencies/Departments on a monthly basis. This rate contains direct and indirect costs related to program support that benefit the Agencies/Departments equally.

Costs for Agencies/Departments maintaining application on the DR infrastructure are based on the allocation of application hosting costs across the total number of applications being hosted. Agencies/Departments are billed only for the cost of their hosted applications.

Charges for new solution development or other services not billed through standard DR rates will depend upon scope, requirements and the professional services necessary to identify, plan, design, and implement the solutions.

Additional information

For additional information, to enquire about DR solution development, or for assistance with systems already established at the County DR site, contact the Service Desk at (844) 834-2449.



eGov Services

The mission of the county's eGov Program is to:

- Provide the public with one-stop access to County information and services via an anytime, anywhere online service delivery model
- Increase public use of County online information and service offerings by providing multiple online channels and formats including Web, mobile applications, mobile devices, email, and media and

The Office of Information Technology eGov Services include program management for the County's public facing website, OCgov.com, along with delivery of enterprise Web technologies, professional Web services, and online service delivery point solutions for County Agencies/Departments.

What Is Included

- Management of County's eGov program
- Countywide eGov policies, guidelines and standards
- Corporate website design, branding and information architecture services
- Countywide website portal and shared online features
- Enterprise Web Content Management and Website Delivery Systems
- Vendor relationship and contract management
- Multiple online service delivery applications and management tools such as GovDelivery and SiteCheck
- Website technology end user training and support
- Agency/Department specific website development services and support
- Online service delivery point solution recommendations, development, deployment, administration and support
- 24x7x365 website availability monitoring and troubleshooting
- After-hour emergency website end user support

Service Rates

Baseline costs for eGov Services are included in the eGov pass-through rates, which are allocated to participating Agencies/Departments on a monthly basis. These rates contain direct and indirect costs related to program support that benefit all Agencies/Departments equally.

Hosting costs for Agencies/Departments maintaining sites on the enterprise system are based on each site's percentage of the total annual page views for all hosted sites.



IntraOC (County Intranet)

IntraOC, the county's redesigned intranet, enables countywide collaboration and a foundation for Agencies/Departments to reach goals for long-term process maturity, efficiency, productivity, and staff development. Built on SharePoint Online and hosted in the Microsoft Government Cloud, IntraOC brings to County users a new level of availability and ease of access to information and services.

IntraOC introduces a new model for content management on the County Intranet. Content Owners no longer have to reply on IT to post or publish new or updated information. In addition, IntraOC features central repositories for information that historically has been maintained in multiple locations. Users can find forms, policies, training materials, and more in centralized, organized locations. A powerful search engine makes finding materials even easier.

Cross-Agency/Department teams and workgroups can request a Team or Project Site on IntraOC. A user's Agency/Department or physical location does not limit the ability to collaborate or share information in real time.

What Is Included

- Management of County's Collaboration Services program
- IntraOC policies and governance
- Site Collection design, branding and information architecture
- User access integration with OCid/ADFS
- Shared feature and functionality maintenance and operation
- Collaboration site provisioning
- User group provisioning and access management
- Content Owner training and support
- Online service delivery solution recommendations, development, administration and support
- Site availability monitoring and troubleshooting

Service Rates

Costs for IntraOC are included in the IntraOC (County Intranet) pass-through rate, which is based on the number of Agency/Department staff assigned Microsoft Kiosk, G1, G3, or G4 licensing for SharePoint Online or Office 365 by each Agency/Department.

Service Level Requirements

Microsoft maintains:

- 24x7x365 System monitoring
- 24x7x365 On-call support
- 99.99% Financially-backed system availability

County users can submit incidents and service requests via the Central IT Service Desk at (844) 834-2449.



SharePoint Online

SharePoint Online combines the power of the Microsoft SharePoint platform with the availability and accessibility of a cloud-hosted solution. The Office of Information Technology has established a central County tenancy in the Microsoft Government Cloud, where SharePoint Online is hosted. A County staff member assigned an Office 365 or SharePoint Online license by an Agency/Department is able to access the County's central tenancy, which is administered by the Office of Information Technology.

County Agencies/Departments participating in the central cloud tenancy have their own Site Collections in SharePoint Online for use in establishing their individual Intranets.

Consequently, Agencies/Departments are able to deploy SharePoint without having to assume the cost and complexity of buying and managing the underlying hardware, software, hosting, and operations and maintenance capabilities.

Agencies/Departments are free to focus on their individual SharePoint sites and users knowing that their site content and data are maintained in a secure, controlled environment that has been certified as HIPAAA and CIIS compliant.

What Is Included

- User access integration with OCid/ADFS
- Site Collection provisioning
- Compliance with County data monitoring and reporting capabilities and requirements
- Integration of service delivery applications and management tools
- Master Page templates for use in creating Agency/Department Intranets
- Always-current software
- Microsoft Office 365 Premier Support for incident resolution

Service Rates

Baseline costs for SharePoint Online are included in the IntraOC (County Intranet) pass-through rate, which is based on the number of Agency/Department staff assigned Microsoft Kiosk, G1, G3, or G4 licensing for SharePoint Online or Office 365 by each Agency/Department.

Charges for custom Site Collection information architecture or design, Web Part development and implementation, app integration, Business intelligence integration, forms, workflow development, or other custom work are billed at the published hourly rate for the contracted service(s).

Costs for data storage in excess of the Microsoft-determined baseline are determined by Microsoft and will be handled through the Agency/Department Microsoft Enterprise Agreement (EA) as needed.

Service Level Requirements

Microsoft maintains:

- 24x7x365 System monitoring
- 24x7x365 On-call support
- 99.99% Financially-backed system availability

County users can submit incidents and service requests via the Central IT Service Desk at (844) 834-2449.



Identity Management (OCid)

OCid is the County of Orange’s full-featured identity and access management tool that enables secure sharing of identity information between trusted County Agencies to provision single-sign-on capability, reducing the need for multiple logins and passwords.



What Is Included

- Multi-tiered operational support provides 24x7x365 coverage / response
- Highly-available multiple channel platform to eliminate down-time
- Single Sign-on integration with many County standard applications such as VoIP and Office 365
- Office of Information Technology provides training and rollout support (phased to Agency/Department application rollout)

Service Rates

\$1.83/per email/per month

Additional Information

This powerful service:

- Saves you from having to remember multiple passwords by enabling numerous enterprise applications to provision single-sign-on capability
- Generates an online telephone and e-mail directory with the right information every time



Publishing Services

Office of Information Technology Publishing Services provides Agencies /Departments as well as local municipalities with creative print design, full-color printing, and high-speed photo copying, in a secure environment certified by the Secretary of State.



What Is Included

- Creative design services
- Offset full color printing (CMYK)
- High-speed digital copying
- Variable Data Printing (VDP)
- Document scanning
- Bindery services
- Mailing services
- Fulfillment
- Litigation copying
- Secure environment for sensitive documents
- Web-to-print order submission

Service Rates

- Publishing Services charges Board approved rates based on Printing Industries of America (PIA) standards; each project is charged according to its individual specifications
See pages 51 and 52 for Publishing Services Rates.
- Costs are billed directly to each Agency/Department using CAPS+

Additional Information

- Engage Publishing Services early to discuss printing requirements
- Minimize changes during print production
- Order and submit print ready files from your internet browser
- Publishing Services is certified by the Secretary of State of the State of California for election ballot manufacturing



8 PROJECT & PORTFOLIO MANAGEMENT

Project Management

County Project Managers work closely with customers, vendors, and Office of Information Technology functional areas to plan, execute and monitor projects to ensure they are delivered on time, within budget and satisfy customer requirements.

What Is Included

- Project cost estimate based on defined scope
- Development of a project charter
- Development of a project plan, schedule and resource requirements
- Execution, monitoring and controlling of project activities across customer and Office of Information Technology functional areas
- Management of project scope and deliverables
- Project issues and risk management
- Facilitation of project status meetings
- Timely project status reporting
- Consultation on operational and infrastructure requirements, standards and configurations
- Project closeout documentation
- Facilitation of a lessons learned session with project team
- Access to Clarity PM tools and knowledgebase

Service Rates

County Project Management (PM) service is considered a pass-through service. Departmental Indirect Charge is added to any pass-through services at actual cost plus indirect charge. PM services are charged based on varying hourly rates, based on the actual County PM but the average hourly rate is \$101.83.

Additional price drivers include:

- The Scope of the project
- Project complexity

Additional Information

- Office of Information Technology Project Managers have earned their Project Management Professional (PMP) certification through the Project Management Institute (PMI) and have extensive experience managing a wide variety of complex IT projects.





9 NETWORK & VOICE SERVICES

Wide Area Network (WAN) Services

Office of Information Technology provides the physical and logical network infrastructure for the County's backbone, or Wide Area Network (WAN).

What Is Included

- Provides all Intranet bandwidth
- Access capability within the County backbone
- Provides installation, configuration and ongoing maintenance of all data networking equipment owned by Office of Information Technology
- Network Operations Center (NOC) staffed 24x7x365
- Monitoring of enterprise WAN components 24x7x365
- Enterprise software licensing and contracts management
- Enterprise services
- Redundant core WAN backbone
- VLAN & VRF support

Service Rates

This service is included in the Converged Network Services rate:

Non Law & Justice Agencies - \$152.89/email per mo.
Law & Justice Agencies - \$48.98/email per mo.
OCCR, OCPW & JWA – 42.58/email per mo.

Additional Information

- Use cost-effective Office of Information Technology Network Services instead of hosting private networking solution
- Provide at least 30 days of notice for growth of reduction of processing requirements
- Communicate your projected networking requirements as outline in the MOUs
- Agencies are encouraged to instruct staff to limit Internet usage to business activities

Service Level Requirements (SLRs)

- Class 1 sites – Post transformation 99.99% availability
- Class 2 sites – Post transformation 99.95% availability
- Class 3 sites – Post transformation 99.7% availability





Enterprise Internet Service Provider (ISP)

Office of Information technology is the ISP for the County and its Agencies/Departments. This service includes reasonable and equitable Internet bandwidth and access capability to and from the County backbone to the Internet.



What Is Included

- Installation, configuration, ongoing maintenance and security of the core routers that are outward facing to the Internet
- Redundant Internet providers configured in failover configuration
- 64 Class C networks are available and managed by Office of Information Technology for existing outward facing applications
- Availability of Tier 2 data center
- Monitoring of enterprise components and Hosts 24x7x365
- Command Center staffed 24x7x365
- Enterprise software licensing and contracts management
- In compliance with County Technology User Policy, we provide a secure Web filtering solution

Service Rates

This service is included in the Converged Network Services rate. See rate information under Wide Area Network (WAN) Services.

Service Level Requirements (SLRs)

- System monitoring – 24x7x365
- Incident Response – 24x7x365
- System Availability – 99% Excluding Planned Maintenance



Voice Services

Xerox Voice Services Group provides voice products and services to the County of Orange. Voice Services supports a broad range of voice communications. The list below outlines the products and services included in supporting the County's telecommunication environment.



What Is Included

- VoIP-based Telephony Services (i.e. Call Processing Services; Voice Messaging Services; Auto Attendants; Voice Conferencing Services; E-fax Services; E911 Services)
- Call Center Services (i.e. Interactive Voice Response (IVR); Automated Call distribution (ACD) and associated reporting; Computer Telephony Integration (CTI), ADA-compliant Services)
- County legacy Voice Communications systems (i.e. PBX and Premise Phone Systems, Key Systems, Voice messaging systems, Auto Attendants, Call center systems, Smart phone interface system)
- Voice Network (i.e. Local Dial Tone Service, Long Distance, Calling Cards, Inbound Toll-free, 411 Services)
- Direct Inward Dial (DID) management
- Miscellaneous analog based devices and connectivity (i.e. alarms, Paging systems, Modem, Fax lines)

Service Rates

Voice Services – Non Law & Justice Agencies:
\$55.85/per month

Voice Services – Law & Justice Agencies:
\$52.09/per month

Note that these rates cover basic VoIP phone models. Upgraded models or add-on modules require additional charges.

Service Level Requirements (SLRs)

- County Legacy Overall Telephone System Availability
- Voice Messaging Services Availability
- Voice Conferencing Services
- Call Center Services
- User Account Changes within 4 hours of request
- Installs (1-5 devices per request) within 1 Business Day of request
- Installs (6-10 devices per request) within 3 Business Days of request
- Installs (11-20 devices per request) within 5 Business Days of request
- Installs (21+ devices per request) within agreed schedule
- Moves, Adds, Changes (MACs) within 1 Business Days of request



Billing Rates

Office of Information Technology FY 2014-15 Billing Rates

SERVICE DESCRIPTION	2012-13 RATES	NOTES
APPLICATION DEVELOPMENT		
IT Enterprise Architects/Special Services (per hour)	New Vendor A-La-Carte Hourly Rates	See Vendor's a-la-carte – Chart 1
Contract Project Management (per hour)		
Application Development (per hour)		See Revised Rates Below
County Portfolio Maintenance & Development Hourly Rate – County Site (per hour)	\$126.95	
County Portfolio Maintenance & Development Hourly Rate – Vendor Site (per hour)	\$103.98	#1
DATA CENTER SERVICES		
Server Maintenance – per server per month		See Revised Rates Below
Physical Servers – Non Virtual		
Wintel – Small (per server per month)	\$622.43	
Wintel – Medium (per server per month)	\$680.18	
Wintel – Large (per server per month)	\$745.13	New Rate
Wintel – Xtra Large (per server per month)	\$812.99	New Rate
Linux – Small (per server per month)	\$817.63	
Linux – Medium (per server per month)	\$881.66	
Linux – Large (per server per month)	\$950.82	New Rate
Virtual Instances		
Wintel – Small (per server per month)	\$572.89	
Wintel – Medium (per server per month)	\$625.80	
Linux – Small (per server per month)	\$751.83	
Linux – Medium (per server per month)	\$810.52	
Mobility Support – (includes 1-time set-up and ongoing support)	\$14.69	
Network Storage (SAN) (Avg. Gig/mo.) – Level 1	\$0.446	
Network Storage (SAN) (Avg. Gig/mo.) – Level 2	\$0.524	
Network Storage (SAN) (Avg. Gig/mo.) – Backup	\$0.096	
Network Storage (SAN) (Avg. Gig/mo.) – Replication	\$0.139	
Check Printing (per check)	\$0.091	
Database Services		
MSSQL Service – Agency (per SQL instance per month)	\$246.62	
MSSQL Service – Enterprise (per SQL instance per month)	\$351.03	
DB2 Services (per DB2 instance per month)	\$610.36	
Oracle Services (per Oracle instance per month)	\$610.36	
Enterprise Exchange Services (per mailbox per month)	\$16.00	
CD ROM (per disk)	\$30.34	
Floor Space (per sq. ft. per month)	\$12.57	
DESKTOP SERVICES		
Desktop/Laptop Support (per device per month)	\$40.02	
Network Attached Devices (per device per month)	\$17.85	
Standalone Printers (per device per month)	\$6.75	



Office of Information Technology FY 2014-15 Billing Rates (Continued)

Conference Room Services (per set-up per month)	\$62.79	
IMACs for Desktops/Laptops/Network Attached Devices/Standalone Printers (per device per month)	\$85.35	
SERVICE DESK		
Help Desk		See Revised Rates Below
Service Desk – New Managed Services Support Model (per call per month)	\$11.80	
Processor User License (per license per month)	\$107.39	
NETWORK AND VOICE		
Remote Access Support (per key FOB per month)	\$10.07	
County Network Services (per email/month)		See Revised Rates Below
Converged Network Services – Non-L&J Agencies (per email/month)	\$152.89	
Converged Network Services – OCCR & OCPW & JWA (per email/month)	\$42.58	
Converged Network Services – L&J Agencies (per email/month)	\$48.89	
OCTNET Monthly Recurring Charge (per MRC/month)		See Revised Rates Below
VOIP Services (exclude L&JA)	\$55.85	
VOIP Services (for L&JA)	\$52.09	
Norstar/BCM Monthly Recurring Charge (MRC)	N/A	Sites are transformed to VOIP
OTHER RATES		
Departmental Indirect Charge*	12.5%	SANS Level 1 only
Application Database Design (per hour)	New Vendor A-La-Carte Hourly Rates	See Vendor's a-la-carte – Chart 1
Web Development/Content Management (per hour)		See Vendor's a-la-carte – Chart 1
Operating System Technical Support (per hour)	New Vendor A-La-Carte Hourly Rates	See Vendor's a-la-carte – Chart 1
Operations/Helpdesk Support and Scheduling Support (per hour)		See Vendor's a-la-carte – Chart 1
Platform Project Support (Network Services) (per hour)	New Vendor A-La-Carte Hourly Rates	See Vendor's a-la-carte – Chart 1 or 2
Technology Architecture (per hour)		See Vendor's a-la-carte – Chart 1
PASS-THROUGH CHARGES TO AGENCIES/DEPARTMENTS		
New FOB Hardward Replacement (per device)	\$84.60	
Enterprise Disaster Recovery O&M costs will be allocated monthly to Agencies/Departments	Pass-through	
eGovernment costs will be allocated monthly to Agencies/Departments	Pass-through	
(Onbase) enterprise Document Management costs will be allocated monthly to Agencies/Departments utilizing the service	Pass-through	
IBM Mainframe and Open Systems costs will be allocated monthly to Agencies/Departments utilizing the service	Pass-through	
SharePoint costs will be allocated monthly to Agencies/Departments		
Document Imaging Support (Scanning) – pass-through charge to Agencies/Departments utilizing the service		
Computer Graphic Specialist Support – pss-through charge to Agencies/Departments utilizing the service		
Departmental Indirect Charge is added to any pass-through services at actual cost plus indirect charge.		

Note: *Any additional services requested by the Agencies that are not listed on this rate sheet will be considered pass-through services



Vendor's A-La-Carte Rates – Chart 1

PROJECT RESOURCES – HOURLY RATES								
SAIC – Scope 1	7/2014 – 1/2015				2/2015 – 6/2015			
FY 14-15	Onsite Hourly Rates		Provider Site Hourly Rates		Onsite Hourly Rates		Provider Site Hourly Rates	
Job Title / Labor Category	Senior	Junior	Senior	Junior	Senior	Junior	Senior	Junior
Applications Programmer	\$121.64	\$92.44	\$139.88	\$107.04	\$124.07	\$94.29	\$142.67	\$109.18
Business Analyst	\$104.60	\$83.93	\$120.42	\$96.09	\$106.70	\$85.60	\$122.83	\$98.01
Hardware Specialist	\$149.61	\$125.28	\$171.51	\$143.56	\$152.61	\$127.79	\$174.94	\$146.40
Network specialist	\$117.99	\$94.87	\$136.23	\$109.47	\$120.34	\$96.77	\$138.96	\$111.66
Software Specialist	\$100.96	\$81.50	\$116.78	\$93.66	\$102.97	\$83.13	\$119.10	\$95.54
Computer Systems Analyst	\$79.07	\$63.25	\$91.23	\$72.98	\$80.64	\$64.52	\$93.05	\$74.44
Database Administrator (DBA)	\$144.74	\$120.42	\$166.64	\$138.67	\$147.65	\$122.83	\$169.98	\$141.44
Database Analyst	\$104.60	\$75.41	\$120.42	\$86.37	\$106.70	\$76.93	\$122.83	\$88.09
Documentation Specialist	\$87.58	\$70.55	\$100.96	\$80.28	\$89.33	\$71.96	\$102.97	\$81.89
Information Systems engineer	\$131.37	\$104.60	\$150.83	\$120.42	\$133.99	\$106.70	\$153.84	\$122.83
Network Design Engineer	\$160.56	\$115.55	\$183.67	\$132.58	\$163.77	\$117.87	\$187.35	\$135.24
Project Manager	\$186.10	\$154.47	\$214.08	\$177.59	\$189.82	\$157.57	\$218.36	\$181.14
Quality Assurance Engineer	\$143.53	\$107.04	\$165.42	\$122.85	\$146.40	\$109.18	\$168.73	\$125.31
Security Systems Engineer	\$142.31	\$114.33	\$164.21	\$131.37	\$145.16	\$116.63	\$167.49	\$133.99
Software Engineer	\$155.69	\$107.04	\$178.81	\$122.85	\$158.81	\$109.18	\$182.39	\$125.31
Software Systems Specialist	\$120.42	\$96.09	\$138.67	\$110.69	\$122.83	\$98.01	\$141.44	\$112.91
Storage Operations Specialist	\$120.42	\$96.09	\$138.67	\$110.69	\$122.83	\$98.01	\$141.44	\$112.91
Storage Management Engineer	\$135.01	\$107.04	\$154.47	\$124.07	\$137.71	\$109.18	\$157.57	\$126.55
System Administrator/Operator	\$120.42	\$96.09	\$138.67	\$110.69	\$122.83	\$98.01	\$141.44	\$112.91
System Programmer	\$133.80	\$107.04	\$154.47	\$124.07	\$136.47	\$109.18	\$157.57	\$126.55
Systems Engineer	\$160.56	\$107.04	\$183.67	\$124.07	\$163.77	\$109.18	\$187.35	\$126.55
Tape Librarian	\$62.03	\$49.87	\$70.55	\$57.17	\$63.27	\$50.87	\$71.96	\$58.31
Technical Architect	\$204.35	\$159.35	\$234.75	\$183.67	\$208.43	\$162.53	\$239.46	\$187.35
Training Specialist	\$104.60	\$83.93	\$120.42	\$96.09	\$106.70	\$85.60	\$122.83	\$98.01
Business Process Analyst	\$127.63	\$92.82	\$144.77	\$105.28	\$130.17	\$94.68	\$147.66	\$107.38
CM Specialist	\$116.02	\$81.21	\$131.60	\$92.13	\$118.35	\$82.85	\$134.24	\$93.96
Computer Operator	\$69.62	\$46.41	\$78.96	\$52.64	\$71.01	\$47.34	\$80.54	\$53.70
Desktop Engineer	\$121.83	\$92.82	\$138.18	\$105.28	\$124.27	\$94.68	\$140.94	\$107.38
Service Desk Analyst	\$52.21	\$34.81	\$59.22	\$39.48	\$53.26	\$35.51	\$60.40	\$40.28
Site Support Technician	\$75.42	\$58.02	\$85.55	\$65.80	\$76.93	\$59.18	\$87.26	\$67.12
GRC Archer Developer	\$178.73	\$158.30	\$200.81	\$177.86	\$182.30	\$161.46	\$204.83	\$181.42
Business Process Re-Engineering Consultant	\$197.94	N/A	\$223.67	N/A	\$201.90	N/A	\$228.15	N/A
Clarity Functional Specialist	\$204.93	N/A	\$232.88	N/A	\$209.03	N/A	\$237.53	N/A
Clarity Technical Specialist	\$239.09	N/A	\$271.69	N/A	\$243.87	N/A	\$277.12	N/A



Vendor's A-La-Carte Rates – Chart 2

PROJECT RESOURCES – HOURLY RATES												
Xerox – Scope 2	7/2014 – 1/2015						2/2015 – 6/2015					
FY 14-15	Onsite Hourly Rates			Provider Site Hourly Rates			Onsite Hourly Rates			Provider Site Hourly Rates		
Job Title / Labor Category	Senior	Junior	Entry	Senior	Junior	Entry	Senior	Junior	Entry	Senior	Junior	Entry
Business Analyst	\$96.75	\$81.00	\$73.13	\$101.25	\$85.50	\$76.50	\$98.69	\$82.62	\$74.59	\$103.28	\$87.21	\$78.03
Network Hardware Specialist	\$70.88	\$61.88	\$56.25	\$74.25	\$65.25	\$59.63	\$72.29	\$63.11	\$57.38	\$75.74	\$66.56	\$60.82
Voice Hardware Specialist	\$70.88	\$61.88	\$56.25	\$74.25	\$65.25	\$59.63	\$72.29	\$63.11	\$57.38	\$75.74	\$66.56	\$60.82
Data Network Specialist	\$95.63	\$83.25	\$75.38	\$100.13	\$87.75	\$78.75	\$97.54	\$84.92	\$76.88	\$102.13	\$89.51	\$80.33
Voice Telecom Network Specialist	\$95.63	\$83.25	\$75.38	\$100.13	\$87.75	\$78.75	\$97.54	\$84.92	\$76.88	\$102.13	\$89.51	\$80.33
Documentation Specialist	\$76.50	\$66.38	\$59.63	\$79.88	\$69.75	\$63.00	\$78.03	\$67.70	\$60.82	\$81.47	\$71.15	\$64.26
Information Systems Engineer	\$114.75	\$100.13	\$90.00	\$120.38	\$104.63	\$94.50	\$117.05	\$102.13	\$91.80	\$122.78	\$106.72	\$96.39
Data Network Design Engineer	\$130.50	\$113.63	\$102.38	\$137.25	\$119.25	\$108.00	\$133.11	\$115.90	\$104.42	\$140.00	\$121.64	\$110.16
Voice Network Design Engineer	\$130.50	\$113.63	\$102.38	\$137.25	\$119.25	\$108.00	\$133.11	\$115.90	\$104.42	\$140.00	\$121.64	\$110.16
Project Manager	\$130.50	\$109.13	\$97.88	\$137.25	\$114.75	\$102.38	\$133.11	\$111.31	\$99.83	\$140.00	\$117.05	\$104.42
Security Systems Engineer	\$158.63	\$138.38	\$124.88	\$166.50	\$145.13	\$131.63	\$161.80	\$141.14	\$127.37	\$169.83	\$148.03	\$134.26
Systems Administrator/Operator	\$110.25	\$95.63	\$86.63	\$115.88	\$100.13	\$91.13	\$112.46	\$97.54	\$88.36	\$118.19	\$102.13	\$92.95
Technical Architect	\$168.75	\$140.63	\$127.13	\$177.75	\$147.38	\$133.88	\$172.13	\$143.44	\$129.67	\$181.31	\$150.32	\$136.55
Training Specialist	\$93.38	\$81.00	\$73.13	\$97.88	\$85.50	\$76.50	\$95.24	\$82.62	\$74.59	\$99.83	\$87.21	\$78.03



CEO Publishing Services FY 2014-15 Billing Rates

SERVICE DESCRIPTION	FY 2014 - 15	
	HOURLY RATE	PREMIUM HOURLY RATE
PRE-PRESS		
Pre-Flighting	\$56.68	\$74.25
Imposition	\$67.99	\$89.07
Platemaking	\$77.74	\$101.83
PRESS OPERATIONS		
Print Master/Hamada	\$71.97	\$94.28
Digital Offset (D.I.)	\$124.28	\$162.80
Ryobi	\$114.55	\$150.06
BINDERY SERVICES		
Paper Cutter – 45"	\$93.33	\$122.23
Machine Collate	\$56.93	\$74.58
Manual Work-hand collate, banding, padding	\$37.71	\$49.40
Multibinder	\$91.68	\$120.10
Perfect Binder	\$64.26	\$84.18
Small Equipment-stich, drill, GBC punch/drill	\$46.02	\$60.28
Folding	\$72.40	\$94.84
Shrink Wrap	\$66.97	\$87.73
PUBLISHING/COMPOSITION		
Output Device	\$61.77	\$80.91
Designer/Creative	\$107.43	\$140.73
Keyboarding	\$102.87	\$134.76
Desktop Publishing	\$144.94	\$189.88
Publishing Bidding Service	\$107.43	\$140.73
DIGITAL PRINTING SERVICES		
Black 8.5 x 11 – 1 Sided	\$0.03	\$0.04
Black 8.5 x 11 – 2 Sided	\$0.05	\$0.07
Color 8.5 x 11 – 1 Sided	\$0.20	\$0.27
Color 8.5 x 11 – 2 Sided	\$0.41	\$0.54
Color 11 x 17 – 1 Sided	\$0.41	\$0.54
Color 11 x 17 – 2 Sided	\$0.82	\$1.07



CEO Publishing Services FY 2014-15 Billing Rates (continued)

SERVICE DESCRIPTION	FY 2012 - 13	
	HOURLY RATE	PREMIUM HOURLY RATE
SPECIAL HANDLING	\$0.06	\$0.08
DELIVERY SERVICE	\$37.71	\$49.40
<p>SERVICE CHARGES: Graphics (For special design/graphic requests): Vendor invoice amount plus 15% of invoice cost. Supplies: Cost of supplies plus 15% of cost. Outside Vendor Work (Primarily used for printing/bindery jobs that cannot be provided by Publishing Services): Vendor invoice plus 15% of invoice cost. Premium Rates include 31% rate increase when rush jobs require labor overtime. Premium rate was taken from the Printing Industry Association of Southern California's Standard rates.</p>		