U.S. Department of Agriculture
Office of the Chief Information Officer
International Technology Services (ITS)

OCIO/ITS

Service Catalog

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Contents

About OCIO

The USDA Secretary's Memorandum 1030-30 established the Office of the Chief Information Officer (OCIO). The CIO is independent of any other office or agency of the Department. The CIO reports directly to the Secretary and has primary responsibility, under the Information Technology Management Reform Act (ITMRA) of 1996, for supervision and coordination within the Department of the design, acquisition, maintenance, use and disposal of information technology by USDA agencies, for monitoring the performance of USDA's information technology programs and activities, and for assuring that USDA information management is consistent with the principles of the Paperwork Reduction Act and with information security and privacy requirements. The CIO consults with the Department's Chief Financial Officer to assure that the USDA's information technology programs and activities are carried out in a cost-effective manner, and that financial and related program information is reliable, consistent, and timely. The CIO also deals with top level officials in the Office of Management and Budget, other federal agencies, and appears to testify before Congressional committees.

About ITS

International Technology Services, under the Office of the Chief Information Officer (OCIO), provides comprehensive, fee-for-service information technology, associated operations, security, and technical support services to a customer base of more than 45,000 USDA end users. We work for USDA agencies using ITS services to deliver billions of dollars of programs, services, and financial transactions to millions of farmers, ranchers, and citizens of rural America. Other customers include Departmental offices that support USDA operations.

Who we are and what we do for customers focuses on the following three areas:

- **Innovation** - ITS prides itself in working with new and existing customers to capture program and mission requirements that drive our innovative IT products and services. Many of ITS's customers operate in the most rural parts of the United States and its Territories which include: Puerto Rico, Guam, US Virgin Islands, Northern Mariana Islands and Pacific Basin. ITS has years of experience providing business solutions for geographically dispersed customers. We focus on innovation during our design and engineering activities to tailor solutions for our customers. ITS takes an "if you can draw it, you can build it" approach to our innovation, delivery and service activities.
- **Delivery** - Whether the solution is a result of our own innovation, or we're asked to implement another organization's design, ITS has a strong track record of delivering on time and within budget. We are not only great at depicting new solutions, we take extensive pride in delivering products and services to our customers. Using sound IT project management principles, practices and procedures, we turn conceptual designs into reality for our customers.
- **Service** - With customers based in more than 3,400 locations, it is not cost effective to have dedicated support staff at each location. ITS has staff staged throughout the United States and its Territories to address customer service requirements that cannot be resolved remotely. ITS is an advocate of *IT Service Management (ITSM)* based on the international *IT Information Library (ITIL)* process standards. We leverage a rigorous Activity-Based Cost Management (ABC/M) cost model and industry benchmarking to ensure our products and services remain competitive.

Communication Services

The services provided within the Communication Services Line provide both the underlying network infrastructure, voice, and video technology needs.

Network
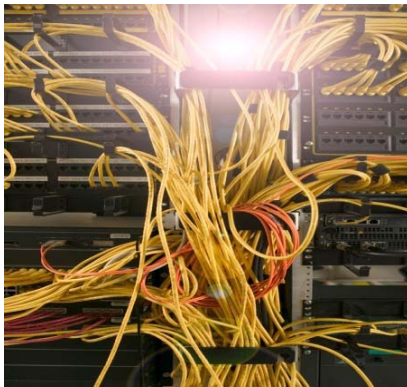
Service Description

ITS provides specifications, vendor guidance, and maintenance for high speed data circuits to all Field Service Center Agencies. This includes handling any/all hardware installation and maintenance such as CISCO routers and LAN/WAN accelerators. Internet Access and WAN is provided via the Data Circuit Vendor working with ITS, and ITS providing and maintaining the network hardware. ITS provides network traffic monitoring and consultation with the circuit vendors to provide adequate capacity for offices and network needs change.

Services Provided

Local Area Network (LAN)

Service includes installation, maintenance, and troubleshooting of wiring and network equipment items such as switches.

WAN

Service covers the management of Wide Area Network (WAN) circuits across the ITS managed portions of the USDA (Universal Telecommunications Network - UTN). These circuits connect USDA Service Center Agency offices. Internet Access through the USDA UTN is a required USDA Enterprise Service and is provided by the Telecommunications Services Organization (TSO). Service also covers the management and troubleshooting and maintenance of WAN accelerators, routers, the management of firewalls, and network capacity monitoring.

Internet Access

Internet Access through the USDA UTN is a required USDA Enterprise Service and is provided by the Telecommunications Services Organization (TSO). Service also covers the management and troubleshooting of WAN accelerators, the management of firewalls, and network capacity monitoring.

Remote Access/**VPN (Virtual Private Network)**

VPN allows remote clients the ability to access their files and other resources in a secure network connection while not having to be directly connected to the USDA backbone. Implementation of the enterprise VPN system will result in changes to the service and the performance targets will not apply at that point.

Performance Matrix & Targets

Network Services			
Service Type	**Service Measure**	**Measurement**	**Performance Target**
LAN	Availability	LAN Availability = [Total Time – (ΣTotal Outage] / Σ Total Time Router +Switch availability will be measured by SolarWinds	99 %
WAN Connectivity	Availability of logical circuits between UTN node pairs	Rolling average over the previous 12 months as reported by the network monitoring tool SolarWinds.	99.5%
Internet Access (TSO)	Availability of TSO + ITS Internet Gateways (UTN) internet access for connected offices/end users	Reported by AT&T (UTN vendor), monitoring tools (subject to vendor contract limitations) + ITS monitoring the UTN connections via SolarWinds network monitoring.	99.9%
VPN Remote Access Service	ACS Server + VPN Concentrators + Internet Gateway	VPN Concentrator = [Total Time – ΣTotal Outage] / Total Time Reporting will be accomplished via HP Openview, January, 2012.	99%

Wireless

Service Description

The wireless service offering covers those devices and/or connections that are operated independently of a hardware connection via cable connection. Wireless services involve both voice and data services. Cell phones, and Blackberry/Mobile 6 are examples of hardware devices in this service offering. Legacy devices, such as two way radios and pagers are covered in this service offering, as well as emerging technologies such as wireless data communications via cell phone type connections. These service offerings are designed to give the customer a full range of coverage ranging from the oldest equipment to the newest technology options.

Services Provided

Cell Phones/Smart Phone

Wireless vendor sourced phones (plans include iPhones and Blackberries) are offered as an option to all ITS clients with appropriate approvals. ITS maintains the contracts and oversight is provided for the customer.

Satellite Phones

Satellite phone hardware is provisioned through vendor services

Wireless Connectivity Solutions

Solutions start with wireless cards for laptops/tablets and wireless networking within facilities. Wireless connectivity solutions include older legacy wireless devices, such as two-way radios.

Mobile Devices

Blackberry and SmartPhone devices are provided by vendor contracts that ITS maintains and oversees. Voice service to Blackberry devices is supplied in the same manner as standalone cell phones. E-mail service is provided by ITS via systems where by Outlook/Exchange accounts are linked via secure a connection. This provides compact, mobile e-mail service to customers, as well as voice and other features that a specific device may offer (note: some features may be restricted based on security or other concerns).

Mobility Tablets

Distinct from the "tablets" that are similar to laptops, "mobility tablets" are smaller, less functional than a full PC, but enhanced beyond the capabilities of a SmartPhone. They occupy a middle ground between phones and computers. These systems may utilize wireless and broadband connections and generally include services contracted with telecommunications carriers like a cell phone or smart phone, but have more user interaction and require more support than a phone. ITS support includes contract maintenance and oversight.

Performance Matrix & Targets

Wireless Services			
Service Type	**Service Measure**	**Measurement**	**Performance Target**
Cell Phones	Deployment Plan	Deployment Date ≤ 5 business days from receipt of the equipment by ITS or as separately agreed to between the customer and ITS in writing.	95%
Mobile Devices w/Data Plan	Deployment Plan	Deployment Date ≤ 5 business days from receipt of the equipment by ITS or as separately agreed to between the customer and ITS in writing.	95%
Broadband/ Wireless Conn. Solutions	Deployment Plan	Deployment Date ≤ 5 business days from receipt of the equipment by ITS or as separately agreed to between the customer and ITS in writing.	95%
Satellite Phones	Deployment	Deployment Date ≤ 5 business days from receipt of the equipment by ITS or as separately agreed to between the customer and ITS in writing.	95%
Wireless Misc.	Deployment Plan	Deployment Date ≤ 5 business days from receipt of the equipment by ITS and activation of the wireless service by the vendor or as separately agreed to between the customer and ITS in writing.	95%
Mobility Tablets	Deployment Plan	Deployment Date ≤ 5 business days from receipt of the equipment by ITS and activation of the wireless service by the vendor or as separately agreed to between the customer and ITS in writing. (see Remote Computing offering to include this option with this deployment)	95%
Wireless Device Service	Disconnect Time	ITS issues order to disconnect service ≤ 5 business days from notification to ITS or as separately agreed to between the customer and ITS in writing. Vendor disconnect time may take up to 60 days.	95%

Voice

Service Description

Voice services include local area exchange carrier (LEC) and long distance circuits and any associated options available with these installations. ITS works with the vendors involved to resolve all installation and maintenance issues for voice lines.

Services Provided

Voice Solutions, Local Service, Voice Mail

ITS provides equipment specifications, acquisitions and management of telephone systems. Local circuits are set up and maintained by ITS via local exchange carriers (LEC) to provide local service and access to vendors long distance lines. Due to USDA-wide processes, billing reports are delivered to ITS 2-3 months after service. Voicemail service is not available in all locations. Per agreement between the Service Center Agencies (SCA), voice systems operation is subject to a break-fix process in which the customer or customers in the case of shared infrastructure, fund repairs. ITS therefore cannot guarantee an established service availability target. However, as a value added for customer business decision making that is not subject to performance measurement, ITS will provide reporting of extended local voice system outages.

Long Distance/Calling Card

Long distance government calling cards are provided to clients for long distance services.

Priority Service/Cards

Priority Service and Cards provide greater access to voice services during times of high usage, major public system outages, or emergencies. They are ordered and provisioned as authorized.

Voice Conferencing

ITS provides and maintains teleconferencing services via voice circuits through vendors.

Video Conferencing

Video teleconferencing is an emerging technology within the ITS service offerings and is being piloted with ITS clients. When installation and maintenance requirements become final, this service offering will join voice conferencing as a standard offering from ITS.

Unscheduled Call Center Outage Definitions		
Definition	**Chargeable ITS Outage**	**Non-Chargeable**
USDA/OCIO/ITS 800 # Service into USDA Call Center is unavailable	Telco related delivery issues (ATT/Verizon), USDA/ITS telephony routing/switching issues, USDA/ITS server failure (Call Manager, IPCC Server)	Call Center Agent has logged in incorrectly. USDA/ITS non-telephony routing/switching issues (Local LAN), Building power related outages, Natural Disasters
USDA Call Center Agent cannot login or accept calls	Telco related delivery issues (ATT/Verizon), USDA/ITS telephony routing/switching issues, USDA/ITS server failure (CTIOS, CAD or IPCC Server)	Call Center Agent has logged in incorrectly. USDA/ITS non-telephony routing/switching issues (Local LAN), Building power related outages, Natural Disasters
USDA Call Center IVR service is unavailable	Telco related delivery issues (ATT/Verizon), USDA/ITS telephony routing/switching issues, USDA/ITS server failure (Call Manager, IPCC Server, IP-IVR)	Call Center Agent has logged in incorrectly. USDA/ITS non-telephony routing/switching issues (Local LAN), Building power related outages, Natural Disasters
USDA/ITS Reporting/Metrics service is unavailable	USDA/ITS telephony routing/switching issues, USDA/ITS server failure (IPCC Server)	USDA/ITS non-telephony routing/switching issues (Local LAN), Building power related outages, Natural Disasters

Performance Matrix & Targets

Out of Warranty Voice System Repair, Calling Card, Priority Service Card and Satellite Phone reporting is subject to measurement implementation in Remedy and baseline measurements, scheduled for completion in 12/1/2011.

Voice Services			
Service Type	**Service Measure**	**SLA Performance Target**	
Out of Warranty Voice System Repair	Out of Warranty Voice System Service Restoration	Repair ≤ 10 business days	95%
Warranted Phone System Repair	Repair time of Phone Systems with Warranty	Repair < 5 business days	95%
Calling Cards	Service Ordering Time	≤ 10 business days Order Date – Ticket Request Date	95%
Priority Service or Priority Cards	Service Ordering Time	≤ 5 business days Order Date – Ticket Request Date	95%
Voice Confer-encing	Service Ordering Time	≤ 10 business days Order Date – Ticket Request Date	95%
Video Confer-encing	Deployment Time	Deployment Date ≤ 60 business days from to ITS notification of equipment receipt, or as separately agreed to between the customer and ITS. Deployment Time does not include the time for installation of any additional bandwidth services that may be needed for the video system. Monitoring will be via ITS/TSD Deployment Plan Information System	95%
	Formula	Availability will be sourced from TSD tracking system	
	Measurement Interval	Measure Daily, Report Monthly	
	Measurement Tool	http://voip-metrics.its.ocio.usda.gov/	

Business Application Services

The services provided within the Business Application Services Line address the needs of businesses in the support and integration of custom business applications.

Business Application Solutions

Service Description

Business Applications services consists hardware and software support to hosted applications and web sites, application monitoring and proactive triage to ensure incidents are routed to appropriate groups for quick response and resolution.

Service is provided for applications within Web Farms 2 and 3 in data centers at Saint Louis, MO; Kansas City, MO; Salt Lake City, UT; Beltsville, MD; and Fort Collins, CO. NITC facility charges include the cost of space, power and air for physical servers. Racks, power installation, cabling, wiring, KVM supplies, and other miscellaneous items are extra cost items. NITC SAN storage is utilized for data services and is a separate cost item. If there are special circumstances enhanced ITS Application Operation Branch (AOB) support can be arranged for all environments (Production, Development, Certification, Stress Lab or Code Lab) or an application(s) for a limited time by making special arrangements with the appropriate Section Supervisor prior to the time required. Overtime charges may be applicable.

Core Hours of Service

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

Services Provided

ITS Hosting Provisioning Services

Service consists of the provisioning of new server platforms. Core load (physical or virtual) is to be made ready for application deployment in any data center environment: Development, Test, Certification, Production. Requests for provisioning must help AOB complete all required documentation.

Technical Deployment Services

Technical Services/Integration consists of working side by side with the customer development community to understand requirements, provide technology consultant services, and establish core frontend/mid-tier/backend platforms for the customer. Service includes support to develop, test, certify and deploy web applications into production environment (Platform as a Service–PaaS), and moving applications into and between different environments(test/dev/cert/prod). Service includes technical consulting on application architecture and development, as well as 3rd tier production support for AMG/Operation Tier2.

System Database Administrator (DBA)

Maintenance of the database environment includes provisioning of new database servers, database clustering solution, operation and support of database servers as System DBA.

System Backup

ITS performs system backups of customer business applications by utilizing National Information Technology Services (NITC) infrastructure. Default system backups are performed as follows:

Default Tape Retention/Rotation				
Location	**Backup**	**Frequency**	**On Site Retention**	**Off Site Retention**
Enterprise Data Center	Full	Weekly	90 Days	90 Days
Enterprise Data Center	Incremental	Daily	30 Days	None

Disaster Recovery and Continuity of Operations Plans (COOP)

In the event of a major disaster, AOB will restore the application per the OCIO ITS IT Contingency Plan v 4.0. Application owners acknowledge that if their application is to be recovered in the time frame specified in the OCIO ITS IT Contingency Plan, the required hardware, software, and documentation must be in place before the disruption. Application owners may request periodic assessments from AOB, related to the gap between the desired level and the technical readiness of the Application to support that level. AOB requires the following documents pertaining to the hosted application:

- Application Hosting Profile
- Application Support Document
- Network VISIO Diagram
- Hosting Service Agreement

The application owner acknowledges that failure to complete the documentation or keep it up to date will negatively impact AOB's ability to perform operational services or recover the application in a disaster

recovery situation. AOB will use the provided Contact information to determine official points of contact and authority for the Application. Templates for the required documentation and procedures for updating the documentation are available from AOB. NOTE: The recovery of the production environment will take priority over the recovery of any other environment. All other environments will be considered a COOP level 5 unless prior arrangements have been made by mutual agreement. These arrangements must be stipulated for each application in section 6 of the "Hosting Service Agreement".   Assignment of Application Criticality ("COOP Level") Ratings are the responsibility of the application owners. Based on that determination, the application owner is required to provide detailed documentation and, in the cases of Level 1 and Level 2 applications, sufficient hardware and software in another location for failover/restoration purposes. The AOB staff evaluates each application according to the criticality level determined by the application owner, and notes any deficiencies in the required documentation, hardware, or software that would mean the application could not be restored to operation in the designated time frame. It is the responsibility of the application owner to correct the deficiencies if the application is to be considered to meet its "COOP level."

ITS follows the ITIL Service Operation Model to determine how each incident is managed and how customers are communicated with in the event of outages. More information can be found on the Infrastructure Operations Division SharePoint site:
https://its.sc.egov.usda.gov/iod/opsdocs/Lists/Customer%20Documentation/AllItems.aspx

Performance Matrix & Targets

Application Availability measures end-to-end customer system access to specified applications. Application Response Time is a measurement of a normalized average transaction time of identified applications to the customer's application system users. Customer Outage Time for both of the above measures is that portion of server or system downtime attributable to customer application responsibility areas. The performance metric of application end-to-end response time is dependent on the performance of several underlying components. The responsibility for each of the components belongs with multiple ITS service groups (workstation-ITS Technical Service Division, network-ITS Network Operations Branch, and server-ITS Application Operations Branch) but also is dependent upon customer organization application developers. Failure of one of these components will impact the response time.

Monitoring tools to measure the above services are not currently available for all application infrastructure that is supported. The monitoring of additional applications may require customer funding of additional monitoring tool licenses.

Other Application Operation Services			
Service Type	**Service Measure**	**Measurement**	**Performance Target**
Application Operation Support	Availability	Application Availability = [Total Page Count – (Client Errors + Server Errors + Network Errors + App Errors)] ÷ Total Page Count * 100% **NOTE**: Content Errors (i.e. missing/broken links within site/app, etc.) are attributable to Customer application responsibility areas and are not used in SLA Availability calculations.	99%
Application Operation Support	End to End Response Time (E2E)	Normalized Average Transactions where Average Transaction = [Total Page Count – Frustrated Page Count] / Total Page Count * 100% **NOTE**: The Frustrated Page Count is comprised of transactions not meeting E2E performance compliance threshold levels. The normalized average takes off the top and bottom 5% of transactions and then averages the middle 90%. To aid review, ITS will provide a total page count as periods with lower page counts may exhibit greater variability.	≤ [X.X] Seconds (Custom Target)

On-Premise Collaboration

Service Description
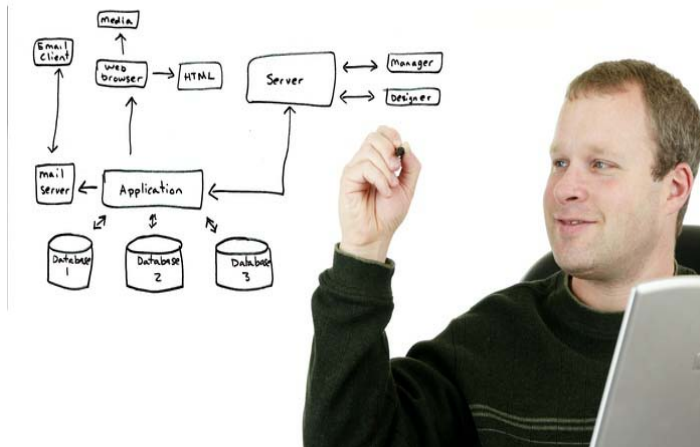
These services allow end users to collaborate using MS office suite and allow them sharing data online. Support activities for ITS includes standing up SharePoint 2010, maintenance and support of the infrastructure of MOSS 2007 and Tier 2/3 support for all SharePoint related issues or requests. Backups are performed according to NITC default backup schedules (see Application Operations Support). Offerings include:

Standard Sites – Basic collaboration site with little or no custom template/web art/customization. Standard sites are purely for collaboration within USDA or with agency partners outside of USDA.

Advanced Sites – Allow for collaboration with custom or third party templates/web art and custom look and feel.

Premium Sites – Custom web application utilizing SharePoint collaboration engines, integrate with backend services such as financial system(s), Business Intelligence (BI) or reporting services for the business customer.

Core Hours of Service are planned for system availability 24 hours x 7 days a week, excluding maintenance hours. Requests are taken and deployments are performed during normal business hours of 6:00am to 6:00pm Central Time, Monday through Friday. Additional service support beyond these hours may be arranged as an above-core purchase.

Performance Matrix & Targets

On-Premise Collaboration Services			
Service Type	**Service Measure**	**Measurement**	**Performance Target**
Basic Collaboration	Deployment Time	1 Week	90%
Advanced Collaboration	Deployment Time	3 Weeks	90%
Premium Collaboration	Deployment Time	4 Weeks	90%
	Formula	Deployment Date – Request Authorization Date	
	Measurement Tool	Remedy	

Enterprise Services Infrastructure

Service Description

Service consists of management of ITS End user system CommVault Infrastructure, and supporting backup/restore for all field office requests. As requests for restoration can vary from a single end user file to the restoration of all associated files for particular subject across an organization, resolution times may vary greatly. The performance measure covers routine data restorations. Emergency restorations done outside of normal operating hours, those involving large data sets, and those involving older data which may take longer to retrieve may require additional fees.

Core Hours of Service

Authorized requests for restorations, and file restorations are taken during normal business hours of 6:00am to 6:00pm Central Time, Monday through Friday. Additional service support beyond these hours may be arranged as an above-core purchase.

Performance Matrix & Targets

Enterprise Services Infrastructure (CommVault)			
Service Type	**Service Measure**	**Measurement**	**Performance Target**
File Restoration	Restore Time	Actual Restoration Date – Scheduled Restoration Date ≤ 2 business days	95%

End User Services

The services provided within the End User Service Line address the technology needs of individuals.

Professional Services

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

Service Description

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

What is Included

- Security Compliance Services
- Portfolio and Service Catalog development and support
- SLA and OLA development and support
- Vendor Management Services
- 508 Document Remediation
- SharePoint Development and Support
- Business process development and documentation
- Process Improvement
- GAP Analysis for Business Models
- Service Desk Design and Integration
- Design, Integration and Deployment Services
- Operational Security Support

How We Charge

Hourly Professional Services rates vary by the type of work. Travel costs are not included in the rates.

Service Level Metrics

Measure	Target SLA
Availability of service will vary by the type of work.	Negotiable

What is Included

- Application Integration
- Budget Analyst
- Information Management Services (IMS)
- ITSM Implementation and Production Support Services
- Lean Six Sigma Process Review
- Load Runner Service Support
- Microsoft Active Directory (AD) Engineering and Architectural Services
- Microsoft AD Support Services
- Microsoft Desktop Image Engineering and Support Services
- Microsoft Systems Center Configuration Manager (SCCM) Engineering and Architectural Services
- Microsoft SCCM Support Services Project Management
- Network Services
- Project Management Services
- Remedy Integration, Deployment & Production Support

Cost Savings Tips

- Sharing of services across agencies to achieve maximum usage and efficiency.
- Avoid greater costs associated with high priority service.
- Engage project team early to document requirements.
- Minimize changes during project delivery.
- Avoid historical project cost estimation.
- Ensure that all requirements are documented.

Additional Information

- ITS is available to discuss the customization of professional service support.

File and Print Services

Service Description

File Server Services
Service includes the provisioning and break-fix repair of local data storage and printing services. This includes software updates at the end user level.

Printer Service
 Provisioning of server and local based printing capability and end user printer support. Managed printer service is being explored as an option which may be implemented in FY 2012.

Performance Matrix & Targets

File and Print Services			
Out of Warranty File Server Repair*	Restoration of service.	≤ 10 Business Days Incident Closure Date – Incident Report Date	95%
Warranted File Server Repair	Repair time of File Servers that are within a warranty period.	Repair ≤ 5 business days	95%

Remote Computing Services

Service Description

Remote Computing Services

Service includes the provisioning of office automation applications and full desktop environments in a variety of remote computing scenarios in addition to serving as alternatives to traditional physical desktop solutions.

Services Provided

Application Publishing Services

Application Publishing services provide secure access, both internally and remotely, to standard office automation and specialized applications via a standard web browser on a variety of mobile and traditional computing devices. This access is intended for scenarios that require simple application access without the need for underlying operating system features.

Virtual Desktop Services (VDI)

Virtual Desktop Services provides secure internal and remote access to full desktop environments that are hosted in USDA data centers. Access may be achieved on a variety of devices, including Thin Client hardware, non-Government Furnished Equipment (GFE) computing platforms, mobility devices, and re-provisioned physical devices. Virtual Desktops are intended to replace or supplement traditional workstations in scenarios where the full feature set of the operating system is required; for example, in end user situations where there is a need for local resource access to storage and peripherals, in situations where there is a need for personalized software installation, and in situations where there is a need for full persistence (the ability to retain individual end user personal preferences) across different usage sessions.

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Performance Matrix & Targets			
Remote Computing Services			
Service Type	**Service Measure**	**Measurement**	**Performance Target**
Published Applications	Availability	Service will be measured by Citrix EdgeSite Server. Measured weekly, reported monthly. Report availability beginning January 2012.	Internal Access 97% External Access 95%
Published Applications	Deployment Duration	Time from approved request to end user capability to access published application. Deployment Date ≤ 30 business days from notification to ITS or as separately agreed to between the customer and ITS in writing. IPAD ≤ 5 business days from receipt of the equipment by ITS or as separately agreed to between the customer and ITS in writing.	95%
Virtual Desktops	Availability	Service will be measured by System Center Operations Manager (SCOM). Measured weekly, reported monthly. Report availability beginning January 2012.	Internal Access 97% External Access 97%
Virtual Desktops	Deployment Duration	Time from approved request to end user capability to access virtual desktop. Deployment Date ≤ 30 business days from notification to ITS or as separately agreed to between the customer and ITS in writing. IPAD ≤ 5 business days from receipt of the equipment by ITS and activation of the wireless service by the vendor or as separately agreed to between the customer and ITS in writing.	95%
Unscheduled Remote Computing Services Outage Definitions			
Definition	**Chargeable ITS Outage**		**Non-Chargeable**
Published Application Infrastructure or Virtual Desktops Infrastructure is unavailable System Availability = [Total Time – Total Chargeable Outage] /Total Time	USDA/ITS Remote Computing Services infrastructure component failure impacting accessibility to the full suite of applications or all virtual desktops		End User has logged in incorrectly or locked out credentials. USDA/ITS routing/switching issues (Local LAN), Building power related outages, Natural Disasters, Scheduled Maintenance, Non-GFE related issues.

Account Management

Service Description

Account management services include responding to any move/add/change/delete requests for individual new, relocated and separated users. This does not apply to office relocations. The time to respond is defined as the elapsed time between the receipt of the approved SAAR form using the "effective date" to the completion of the task resulting in the closure of the request.

Services Provided

New End Users

Covers Active Directory/LAN Access, E-mail Access, workstation and printer access account creation are established.

Separated End Users – Delete Accounts

Covers removing an account and application access removal.

Update End User Account

Provides logical end user access control and Active Directory changes on user accounts for systems maintained by ITS.

Performance Matrix & Targets

Account Management Services			
Service Type	**Service Measure**	**Measurement**	**Performance Target**
New End Users	Approved "Effective Date" on the SAAR form to closure of request	Transactions complete $\leq$ 1 business days	95%
Separated End Users – Delete Accounts	Approved "Effective Date" on the SAAR form to closure of request	Transactions complete $\geq$ 15 and $\leq$ 20 business days or as requested on the SAAR Form	95%
Update End User Account	Completion of request after ITS is provided all required information.	Transactions complete $\leq$ 3 business days	95%

Deployment Management

Service Description

Deployment Management provides for the distribution and installation of user software and hardware specific firmware. These services provide enhanced software capabilities and maintain system operability.

Services Provided

Client Workstation

ITS distributes and installs end-user software and hardware specific firmware. This service includes desktops, laptops and tablets for Microsoft Windows and Apple Macintosh based systems. These services provide enhanced software capabilities and system operability.

Client Hardware (Peripherals)

This service covers new hardware and specific firmware to maintain system operability for related IT equipment including printers. Posted deployment plans will have been agreed to by ITS Group Managers and agency representatives such as State Leaders. Deployment plan adjustments will be made whenever agency end users are not able to provide access or meet other deployment requirements such as being present.

Software Deployment

Deployment of certified software via automated methods or by delivery to the ITS hosted distribution portal.

Supplemental (Above-Core) Software

Software deployed to select ITS supported desktops and servers based upon client requirements. Includes new software and updates. Limited use software undergoes an accelerated testing and release process. Software deemed limited use does not require packaging, interoperability testing or distribution through an electronic software distribution system (ESD) and is designed to be deployed and used by 200 or less customers. Commercial off-the-shelf (COTS) and customer developed software would also be included.

Performance Matrix & Targets

Deployment Management Services			
Service Type	**Service Measure**	**Performance Target**	
Client Workstation Deployment	Deployment Duration	Deployment Date ≤ 60 business days from notification to ITS or as separately agreed to between the customer and ITS in writing.	95%
Client Hardware Deployment	Deployment Duration	Deployment Date ≤ 60 business days from notification to ITS or as separately agreed to between the customer and ITS in writing.	95%
Client Software Deployment	Deployment Duration	Deployment Date ≤ 60 business days from notification to ITS or as separately agreed to between the customer and ITS in writing.	95%
Client Supplemental Above Core Software Deployment	Deployment Duration	Deployment Date ≤ 60 business days from notification to ITS or as separately agreed to between the customer and ITS in writing.	95%

Service Requests
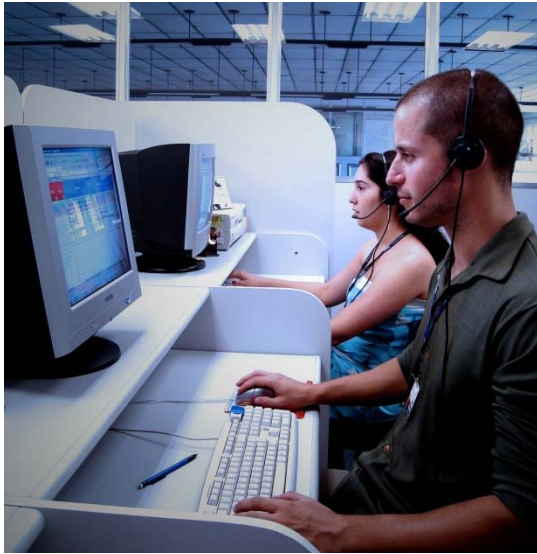
Service Description

The Service Desk provides for the tracking and routing of service requests throughout their lifecycle through the use of an enterprise wide call management tool.

Requests for Service/Information

The Service Desk responds to requests from customers for information, advice, or service that is not due to a disruption in service.

Telework Support Service

The Service Desk provides related to the support of employees teleworking from home or alternative worksites. ITS will provide remote support for all issues escalated for resolution. This is a bundled service including elements of provisioning (workstation and peripheral preparation), VPN, account management, service desk services, and other services as needed. Except in cases of disability accommodation, ITS does not provide technical support labor in homes or in alternative worksites. If there is an issue with equipment that requires Service Desk personnel to physically troubleshoot on the equipment, Teleworking end users will be required to bring equipment to the nearest supported office for patching and incident remediation. ITS does not provide Internet and voice service within homes or alternative worksites but teleworkers with these services may connect to other services provided by ITS via VPN.

Enterprise Messaging Services (EMS)

<div style="background-color: green; color: white; padding: 5px;">Services Provided</div>

Outlook/Exchange

Standard support provides 5Gb storage per end user. Increments of 20Gb and 25Gb of additional storage will be available for additional fees. Storage is not pooled for customer groups. Also provided are Office Communication Server for instant messaging and presence, archiving, spam and virus filtering, the USDA Global Address List, distribution lists, resource accounts, and test accounts (resource and test accounts may not be logged-into or they will then incur charges). Outlook Web access is available on internal USDA networks.

Live Communication Service

LiveMeeting Standard Edition service provides web and video conferencing with up to 250 end users. LiveMeeting Professional is available for use by USDA and additional licenses can be procured through the USDA volume licensing agreement.

Mobile Messaging

Access to E-mail and Other Office Applications via wireless mobile devices is supported. BlackBerry Enterprise Server (BES) is supported. The server licenses are included as a part of the Business Process On-line Suite (BPOS) service. Customers using BES are required to provide Client Access Licenses (CALs) and must keep this licensing current.

Above Base BlackBerry Option
Additional BlackBerry devices, above base count, may be service at an additional charge per device. This will include a one time set up fee, along with a recurring charge for mobile device management. This does not include the cost for the physical device that will remain the responsibility of the agency.

Non-Blackberry Mobile Device Management Option
OCIO provides a single platform for securing and managing mobile devices from various vendors and carriers. Current list of supported devices include: iPad, iPhone, and Android devices. Please note that Windows 7 devices are not supported at this time but it is anticipated to be supported within FY 2012.

Microsoft Office SharePoint Service (MOSS)

Base SharePoint Services
BPOS Cloud based SharePoint site services are available with a 250mb per user storage limit. The use of this by individual users is already included in the EMS-CS Base Service Mail Box fee.

Above Base SharePoint Services
Services above the core standard offering of end user oriented BPOS SharePoint such as the Customer's application hosting and integration; and custom based application support models. Please refer to the OCIO Services Catalog to obtain more detail for on-premise SharePoint offerings.

Service Desk Support
Tier 2 and Tier 3 Service Desk Support are provided for all of the above services.

Information Discovery and Litigation Support (IDLS)
OCIO will support IDLS and other types of official requests for electronically stored information within EMS-CS such as searches or preservation. The Office of the General Counsel (OGC) will determine USDA EMS data retention requirements. Fulfillment of IDLS requests may require additional customer fees. IDLS support activities are only for electronically stored information. Customer organizations are responsible for any maintenance associated with their legacy data. Customer organizations are responsible for making IDLS requests through Business Process Online Suite (BPOS) eComply and are ultimately responsible for such activities. IDLS Policy 3903-001 can be viewed at the following links:

http://www.ocio.usda.gov/directives/doc/DR3903-001.htm or
http://www.ocio.usda.gov/directives/doc/DR3903-001.pdf

Performance Matrix & Targets

Enterprise Messaging Services			
Service Type	**Service Measure**	**Measurement**	**Performance Target**
Exchange (Cloud)	Service Availability	Measured at the vendor data center.	Sun-Sat, 0000-2359 99.9%
Live Meeting Availability (Cloud)	Service Availability	Measured at the vendor data center.	Sun-Sat, 0000-2359 99.9%
MOSS Availability (Cloud)	Service Availability	Measured at the vendor data center.	Sun-Sat, 0000-2359 99.9%

Hardware Management

Repair and Warranty

ITS provides services required for repair of equipment and coordination of warranty services.

Inventory

ITS provides a complete inventory system of all ITS hardware deployed in the OCIO/ITS architecture.
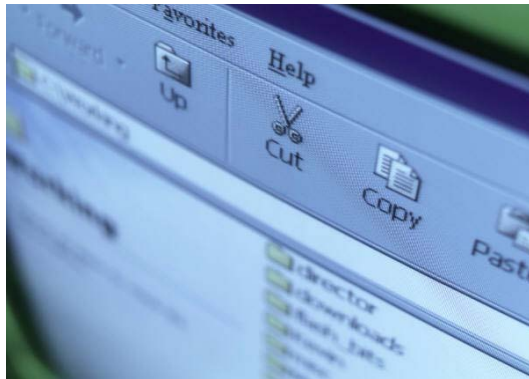
Services Provided

Hardware Certification and Release

This includes servers, desktops, GIS workstations, laptops, tablets, and all peripherals that are available for procurement and deployment into the ITS environment. It also includes standard and specialized setup or configurations for existing platforms, platforms that vary from standard offerings and any additional equipment that would. Properly submitted customer requests for reviews are those in which all functional requirements have been identified, all materials required for testing have been received and no further documentation is required by ITS managers. Customers prioritize requests for certification on the ITS Mission Board. This service also incorporates Release Management.

Performance Matrix & Targets

Hardware Management Services			
Service Type	**Service Measure**	**Performance Target**	
Equipment Repair	Restoration of service.	$\leq$ 10 Business Days Incident Closure Date – Incident Report Date	95%
Inventory	Automated Report Availability	Application Availability = [Total Time – (ΣTotal Outage - ΣPlanned Outage)] $\div$ Total Time	99%
Hardware Certification and Release	Certification and/or Approval of End User requests within 60 days	New Project Form Approval Date – Deployed to Production date (the point at which the application is ready to go to deployment) < 60 Days The measurement Tool will be the IDB Project Tracking	90%

Software Certification

Service Description

Services to certify software for use in the USDA/OCIO environment include testing for integration compatibility and regulatory requirements.

Services Provided

Software Certification and Release

Software licensing agreements, software testing and certification are provided. Properly submitted customer requests for reviews are those in which all functional requirements have been identified, all materials required for testing have been received and no further documentation is required by ITS managers. Customers prioritize requests for certification on the ITS Mission Board. This service includes Release Management processes for planning, scheduling and controlling the movement of releases to test and 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.

Performance Matrix & Targets

Deployment Management Services			
Service Type	**Service Measure**	**Performance Target**	
Software Certification and Release	Certification and/or Approval of End User requests within 60 days	New Project Form Approval Date – Deployed to Production date (the point at which the application is ready to go to deployment) < 60 Days The measurement Tool will be the IDB Project Tracking	90%

Security

Services Provided

Network Security
Services provided include intrusion prevention and detection (IPS/IDS), vulnerability scanning and remediation, audit logging/monitoring and security patch management.

Security Incident Management
Incident management and forensic collection and analysis are provided for reporting and remediation of security issues.

Data Security
Services provided include encryption, media sanitization, malicious code protection and application security support.

Security Program Management
ITS provides certification and Accreditation (C&A) support for the client agency C&A process, including Security Testing and Evaluation (ST&E) efforts, and providing network, scanning, and hosting support during evaluations.

Continuity Services
This service offer covers all requirements for contingency planning as specified under the Homeland Security requirements as administered by FEMA. This service covers support for both Continuity of Operations Planning (COOP) and Disaster Response Testing/Recovery.

Personnel Security
This service provides security training, awareness, and completion of security agreements.

Performance Matrix & Targets

Reporting is subject to baseline measurements and vendor limitations.

Security			
Service Type	**Service Measure**	**Measurement**	**Performance Target**
Security Incident reportable to USDA/OCIO/ASOC	Notification Time	Customer Alert <30 minutes after discovery or within Cyber Security guidelines ITS Logs	95%
Incident Handling	Respond and Assess	< 4 hours ITS Response Time – USDA/OCIO/ASOC Incident Notification Time ITS Logs	99%
Incident Research	Review and Provide assessment	< 3 business days ITS Logs	99%
Incident Resolution	Duration of Incident Resolution	OCIO/CS Timeline Requirement (varies per incident type) Incident Resolution Time – OCIO/CS Incident Notification Time ITS Logs	99%
Network Scanning	Completion of Task	Quarterly Months in FISMA compliance ÷ 12 (Rolling Average) ITS Scan Database Reports Scanning is limited to systems connected directly to the ITS network environment.	98%
Vulnerability Remediation	Vulnerability Assessment	Vulnerabilities identified from scans each month are reviewed and appropriate actions initiated. • Remediate, • Validate False Positive, • Initiate Acceptance Paperwork • ITS Scan Database Reports	90%