

Dept of Administration - Enterprise Information Technology Services (EITS)
Cost Pool Definitions for Information Technology (IT) Services FY16/17
 (Effective July 1, 2015)

IT Labor (Hourly Billable)

B/A 1365 - Programmer/Developer: EITS provides a variety of software development services including maintenance and enhancement of existing software applications; development of new software information systems, software testing and product support; and technical documentation of software. Current technology platforms being utilized include JAVA, .NET, and COBOL. Programming services are a *per hour charge* and are billed monthly as incurred. **Expenditure GL is 7510.**

B/A 1365 - Data Base Administrator: EITS can provide database and technical information management services including administration and tuning of database management programs and systems, database support for new computer applications and designs, specialized data file management and support for database planning. Current databases that are supported are Microsoft SQL Server, MySQL, Oracle and IBM's DB2 relational databases. The DBA service is a *per hour charge* and is billed monthly as incurred. **Expenditure GL is 7511.**

Data Base Hosting

B/A 1365 - Data Base Hosting: Database Hosting Service allows a customer agency to run their databases in EITS SQL Server database servers housed at the EITS computer facility. Currently EITS has multiple SQL Server hosting environments available to customer agencies for production, test, development, and disaster recovery databases. The utilization ranges are tiered as follows:
Expenditure GL is 7539.

Tier Ranges (Megabytes of storage)	
0 -10	Tier 1
10 - 100	Tier 2
100 - 1,000	Tier 3
1,000 – 10,000	Tier 4
10,000 -100,000	Tier 5
100,000 1,000,000	Tier 6

Computing Services

B/A 1385 - Mainframe Services: Includes all mainframe services except Print Management. Mainframe services that were previously billed separately that are now included under this new service are:

- Batch – GL 7520,
- TSO (Time Sharing Option) – GL 7521,
- CICS (Customer Information Control System – GL 7522,
- DB2 (DBMS – Data Base Management System) – GL 7523,
- Tape I/O (Input – Output) – GL 7525
- Tape Storage – GL 7526
- Disk I/O – GL 7527

Mainframe Service is a CPU (Central Processing Unit) *per minute charge* for the accumulated minutes of Batch, TSO, CICS, and DB2. Mainframe Service is billed monthly as incurred.

Expenditure GL is 7515.

Dept of Administration - Enterprise Information Technology Services (EITS)
Cost Pool Definitions for Information Technology (IT) Services FY14/15

B/A 1385 – Adabas: Service discontinued in FY16. **Expenditure GL was 7524.**

B/A 1385 - Disk Storage: Disk or Direct Access Storage Devices (DASD) is available to all computer platforms hosted by the Computer Facility. DASD support provided to mainframe and UNIX is included in the Mainframe Services and UNIX Support rates. Virtual Server and Server Hosted customers that require additional disk storage may reserve the storage from EITS. User agencies are billed for all *reserved space*, including disk space actually consumed by data files, allocated volumes and space allocated to volume groups that are dedicated to a specific agency. Disk Storage is a *per MB/day charge* and is billed monthly as incurred. **Expenditure GL is 7528.**

B/A 1385 - Print Management: Print Management provides hard-copy printout of information. Print Management is a *per1000 line charge* and is billed monthly as incurred. **Expenditure GL is 7529.**

B/A 1385 - UNIX Support: As with mainframe support, the UNIX servers used to provide UNIX Support to the State of Nevada customers are the property of EITS. UNIX *Support* service is a *per processor charge and is billed monthly as incurred.* **Expenditure GL is 7530.**

(Customer interested in hosting UNIX hardware at the Facility should refer to the **Server Hosting** section of this document. EITS provides technical service and support for UNIX servers and related hardware and software. Services include monitoring, data backup, disaster recovery, and performance tuning.

B/A 1385 - Non-Server Hosting Basic: EITS provides environmental support for agency-owned non-server equipment (e.g. tape storage devices, network devices, SAN (storage area network), NAS (network attached storage), external storage arrays, etc). All equipment must be covered with vendor hardware maintenance. Non-Server Support is a *per device/per month charge and is billed monthly as incurred.* This service includes air conditioning, fire protection, electrical and backup emergency electrical service, raised flooring and racking to accommodate cabling, and security. All system and data management of non-server hosted systems will be the responsibility of the agency that owns the equipment. **Expenditure GL is 7535.**

B/A 1385 - Server Hosting: EITS provides environmental support for agency-owned servers. All equipment must be covered with vendor hardware maintenance. Specific monitoring, backup and disaster recovery plans will be defined in a Service Level Agreement between EITS and the customer agency. Server Support is a *per server/per month charge based upon three levels of hosting available for agencies to select: Basic Hosting; Managed Hosting or Full Hosting Service.* Server Hosting is billed monthly as incurred.

- *Basic Hosting Service:* This service includes air conditioning, cooling equipment for the CPUs, fire protection, electrical and backup emergency electrical service, raised flooring and racking to accommodate cabling, and security. All system and data management of basic hosted systems will be the responsibility of the agency that owns the equipment. **Expenditure GL is 7536.**
- *Managed Hosting Service:* In addition to Basic Hosting this service includes:

**Dept of Administration - Enterprise Information Technology Services (EITS)
Cost Pool Definitions for Information Technology (IT) Services FY14/15**

- Monitoring: EITS will utilize a centralized monitoring tool to verify systems and/or services are up and running and will establish a notification protocol to alert agency staff of possible down systems.
- OS Security Patch Management: On a regularly scheduled basis EITS will apply critical security patches to each hosted server to ensure protection from OS vulnerabilities.
- Hardware Management: Through alert notification EITS will manage hardware failures on hosted systems.
- Anti-Virus Management: EITS will provide anti-Virus software and utilize a centralized AV console to ensure timely updates to new Virus definitions.
- **Expenditure GL is 7537**

- *Full Hosting Service*: In addition to Managed Hosting, this service includes:
 - Data Backup and Recovery: EITS will backup an agency’s entire server. Backup media is stored off-site. Retention time will be specified in Service Level Agreement.
 - Disaster Recovery: In case of a failed system EITS will coordinate with the agency to restore / rebuild environment. Details of Disaster Recovery will be specified in Service Level Agreement.
 - **Expenditure GL is 7538**

B/A 1385 - Virtual Server Hosting: ETIS provides customers virtual servers in lieu of them purchasing a physical server. Each virtual server will include all hardware and operating system costs and the following services: data backup and recovery, anti-virus, operating system patching, monitoring, high availability and disaster recovery. A “basic virtual server” includes the following: 2GHZ processors, 2GBs of memory, and 40GBs of enterprise storage. Additional storage will be billed at the Disk Storage rate. Agencies are *billed monthly based on the number of virtual servers used*. **Expenditure GL is 7558.**

B/A 1385 - Web Services: This service is utilized by agencies that house a web site or web application on a EITS web server. Agencies are *billed monthly based on usage pricing tier of projected bytes transferred or received*. The utilization ranges are tiered as follows: **Expenditure GL is 7532**

Tier Ranges (Utilization in megabytes - MBs)		
0	10 MBs	Tier 1
10 MBs	100 MBS	Tier 2
100 MBs	1,000 MBs	Tier 3
1,000 MBs	10,000 MBs	Tier 4
10,000 MBs	100,000 MBs	Tier 5

B/A 1385 - E-mail Services: Enterprise e-mail accounts are provided and maintained for agency employees as requested. Enterprise E-mail Services are a *per mailbox/per month charge* for individual accounts and are billed monthly as incurred. There is a maximum 100MB storage limit on the mail server per mailbox. As agency employees reach their limit they may archive to an Outlook PST file on the agency’s own systems. The Enterprise E-mail service runs on fault tolerant clustered servers providing 99.5% uptime. The following value added services are available to every Customer, Common Address Book; Centralized Scheduling of Resources; Public folders; Privacy of Information and Security; Shared

**Dept of Administration - Enterprise Information Technology Services (EITS)
Cost Pool Definitions for Information Technology (IT) Services FY14/15**

Calendaring and Appointment Scheduling; Web access to email from the internet / intranet; Secure wireless email connectivity via BlackBerry Enterprise Server; Self-service E-mail Password Recovery; Anti-Virus and SPAM filter protection; IM / Audio/Video Conferencing & Collaboration; Client to email server encryption; Encrypted email capabilities to meet NRS 597.970. **Expenditure GL is 7533.**

SilverNet Wide Area Network Services

B/A 1386 - SilverNet Access: SilverNet is the State’s Wide Area Network (WAN), used by agencies for connection between agency PCs and LANs, host computers and state application programs, and outside access to the Internet. Agencies are *billed monthly based on usage pricing tier*. **Expenditure GL for SilverNet Access is 7542.**

The SilverNet Data Rate utilization ranges are as follows (per month):

Usage Tier	
Usage: Gigabytes (GBs) or Terabytes (TBs)	
0 to 40 GBs	Tier 1
40.01 to 80 GBs	Tier 2
80.01 to 160 GBs	Tier 3
160.01 to 320 GBs	Tier 4
320.01 to 640 GBs	Tier 5
640.01 to 1280 GBs (1.25TBs)	Tier 6
1.25 TBs to 2.5 TBs	Tier 7
2.5 TBs to 4 TBs	Tier 8
4 TBs to 8+ TBs	Tier 9

B/A 1386 - VPN Secure Link: Encrypting data between two points creating a “tunnel” between them creates a Virtual Private Network (VPN). VPN access allows users to interact with the SilverNet through the public Internet. Unlike dial-up, VPN creates a point-to-point connection between your PC (via a modem) and an access server (modem server) inside the EITS private network through your Internet Service Provider. VPN Access is *billed per connection /per month* and is billed monthly as incurred. **Expenditure GL is 7545.**

Telecommunication Services

B/A 1387 - State Phone Line: State Phone Line service is a *per line/per month charge* for lines used for telephone, fax or modem for users on the State PBX telephone system only. It is billed monthly as incurred. **Expenditure GL is 7295.**

B/A 1387 - Voice Mail: Voice mail service is a *per voice mail-box/per month charge* for each voice mailbox for users on the State PBX telephone system only. It is billed monthly as incurred. **Expenditure GL is 7292.**

Dept of Administration - Enterprise Information Technology Services (EITS)
Cost Pool Definitions for Information Technology (IT) Services FY14/15

B/A 1387 - Long Distance: Long distance toll service is an *aggregated per minute charge*. This service refers to inter-state, intra-state, and international long distance phone calls made through a commercial service provider. It is billed monthly as incurred. **Expenditure GL is 7296.**

B/A 1387 - 800 Toll Free Service: 800 type telephone service is an *aggregated per minute charge* for all inbound toll free calling to a designated 800 type telephone number. It is billed monthly as incurred. **Expenditure GL is 7297.**

B/A 1387 - Phone Credit Card: Service discontinued in FY16. **Expenditure GL is 7298.**

B/A 1387 - Work Order Administration: Admin fee discontinued in FY16.

B/A 1387 - PBX Network Access: PBX Network Access is a service provided by EITS to State agencies that have their own Avaya telephone PBX. This service allows such agencies to have a voice network connection to the State Telephone System allowing the using agencies to greatly reduce their intrastate toll charges. PBX Network Access is a *per connection/per month charge* and is billed monthly as incurred. **Expenditure GL is 7509.**

B/A 1387 - Conference Calls: Service discontinued in FY16.

Network Transport Services

B/A 1388 - Site Space Rent: Site space is used to house and support agency owned communications equipment at remote sites. Site space is defined as the occupied space within an enclosed, environmentally controlled facility with a physical dimension of 2 feet in width, 2 feet in depth and 7 feet in height and includes the provision for one antenna mounted on a vertical support structure, and power usage. Site Space Rent is a *per rack/per year charge* and is billed annually. **Expenditure GL is 7550.**

B/A 1388 - Channel Rent: Channel rent service provides a dedicated 64 kbps circuit or channel designated specifically for the user agency, and is used primarily for telephone and radio voice circuits, radio control and remote site services. A standard or basic channel may be used to transmit voice (analog) or data communications (digital). All channels use at least two channel ends; however, under special circumstances, some channels may use more and requires additional equipment. Channel rent is a *per channel end/per year charge* and is billed annually. **Expenditure GL is 7551.**

B/A 1388 - DS1 Circuit: DS1 Circuit service provides a dedicated circuit capable of delivering 1.544 Mbs designed specifically for the using agency, and is used primarily for high volume voice and data services. DS1 Circuit rent is a *per circuit /per month charge* and is billed monthly. **Expenditure GL is 7552.**

Security Services

B/A 1389 – Nevada Card Access System: The enterprise Nevada Card Access System is utilized by State agencies that have installed a “keyless” card access control system. EITS provides the central server, software, and administrative support that allow agencies to program access control for their spaces. The fee is a *per reader/per month charge* and is billed monthly. **Expenditure GL is 7557.**

Dept of Administration - Enterprise Information Technology Services (EITS)
Cost Pool Definitions for Information Technology (IT) Services FY14/15

Assessments and Allocations

B/A 1389 - Security Assessment: The Security Assessment is used to establish and administer a State Information Security Program and to support all agencies in developing, implementing and maintaining agency specific IT Security Programs through establishment of statewide security policies, standards and procedures. Specific coordination, direction and support to the state is provided through conducting risk assessments with risk mitigation recommendations; information security plans; IT contingency plans; technical security architecture; security awareness training; and computer security incident response efforts. Staff is well versed in all IT security disciplines with specialties in network security, data security, risk assessments, web security, security administration, computer security incident response (CSIRT) and contingency planning. *Assessment to all agencies is based on FTE count and is billed quarterly and annually.* **Expenditure GL is 7556.**

B/A 1387/1365/1385 - Infrastructure Assessment: This assessment supports several units within EITS and is designed to more appropriately charge for the following services rather than inflate the other billable services supplied by EITS. The Infrastructure Assessment includes: DNS Routing, Help Desk, State Web portal, Web Page Development, State toll free access, State on-line phone book, and State Operator service. *Assessment to all agencies is based on FTE count and is billed quarterly and annually.*

- B/A 1365: EITS's Help Desk serves all State agencies by providing one access point for all EITS services (e.g. mainframe security and passwords, e-mail accounts, billing questions, WAN outages, etc.) Additionally, EITS's Help Desk support Personnel application NEATS.
- B/A 1365: Business Analysis
- B/A 1365: The Web Page Development unit provides a variety of web page development and support services for all agencies within the State of Nevada, including constitutional offices.
- B/A 1385: Centralized DNS Servers route all incoming and outgoing web traffic.
- B/A 1385: The State Web Portal is the State's main web page and is the starting point for the general public and state staff to access the state web.
- B/A 1385: State List Server facilitates delivery of messages to work groups and organizations both inside and outside state government. Examples of this include the distribution of press releases and advisories from the Governor's Office and distribution of time sensitive information regarding large projects that span multiple agencies.
- B/A 1385: Capacity planning and management that ensures the State can anticipate future IT resource requirements and plan for sufficient computer and communication capacity in a cost-effective manner to meet the service need of all users
- B/A 1387: State toll free access provides an "800" number which is available to access the State Operators. (This is intended to be used by State employees while traveling to call back to their home offices.)
- B/A 1387: The State phonebook is available on-line via the Internet and it provides a complete listing of all employees. The State phonebook is routinely updated and has replaced the printed state directory.
- B/A 1387: The State Operator service supports three full time state Phone Operators who answer calls from the general public and forward these calls to the appropriate department, agency, board, or commission.
- **Expenditure GL is 7554.**

**Dept of Administration - Enterprise Information Technology Services (EITS)
Cost Pool Definitions for Information Technology (IT) Services FY14/15**

- **B/A 1365 – EITS Desktop Support:** EITS Desktop Services (DS) primary mission is the support of Department of Administration (DOA) customer's desktop computers. Support is also provided for printer/copier network connectivity, laptops, hand-held computing devices, and some peripheral devices such as scanners and flash drives. Every effort is made to respond to all requests for help but the level of support may be limited for some computers and peripherals, depending on their hardware configuration, software configuration, function, age or other factors. The DS group's approach is to take a proactive role and work with DOA staff to make sure equipment purchased is supportable and ensure, through proper maintenance, that it continues to function reliably throughout its expected life span. An important part of this approach is to work with departments to plan for a realistic replacement cycle to eliminate unreliable and obsolete equipment before it becomes a liability. This expense is paid by DOA agencies as a quarterly cost allocation.
Expenditure GL is 739F.