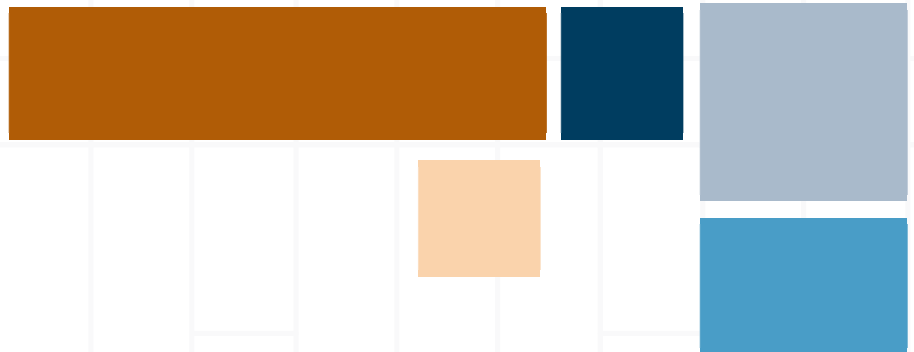


SERVICES CATALOG

AUGUST 2019



MISSISSIPPI

DEPARTMENT OF INFORMATION
TECHNOLOGY SERVICES

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Technology for the Future

The Mississippi Department of Information Technology Services (ITS) is the catalyst for effective planning, deployment, and operation of innovative information technologies for Mississippi State Government. ITS partners with our customers and private sector companies to optimize the use of information technology resources for enhanced delivery of government services.

We strive to be

- ❖ **SERVICE ORIENTED** – Partnering with our customers to use information technology to achieve their business goals
- ❖ **TECHNOLOGY LEADERS** – Working with agencies and institutions to explore emerging technologies and to set policies, standards, and guidelines
- ❖ **FACILITATORS** – Communicating effectively with customers, on both an executive and technical level, to identify potential opportunities for information technology in the state
- ❖ **RESOURCE PROVIDERS** – Providing the infrastructure resources to support information technology

We provide technology services for

Technology is the driving force behind your daily operations and ITS offers a full range of solutions designed to put technology to work for you.

-
- COMMUNICATING
- SECURING
- HOSTING
- PURCHASING
- DEVELOPING
- PARTNERING
- PLANNING
- EDUCATING
-



Customer Support Services

ITS has a team of focused and effective customer service analysts ready to respond to your information technology and service needs. The ITS Customer Service team is committed to providing our customers with the highest level of professional support.

Service Center

The ITS Service Center is available 24x365 to assist our agency partners with infrastructure and performance related requests as well as incidents requiring reporting and escalation. The ITS Service Center staff is trained in the concepts and practices of the Information Technology Infrastructure Library (ITIL), the most widely accepted approach to IT service management in the world. To expedite resolutions in a timely manner, requests for assistance with a problem or changes to existing service are submitted directly to the ITS Service Center where the status of existing tickets can be checked and managed for resolutions.

Phone: (601) 432-8080

Email: service.center@its.ms.gov

Online Service Desk Support: <https://servicedesk.dc.ms.gov/CAisd/pdmweb.exe>

Technology Procurement Help Desk

An ITS technology procurement analyst is available during normal business hours to answer your technology purchasing questions about how to legally, efficiently, and expeditiously procure IT hardware, software, and services. Procurement requests may also be submitted through the Online Procurement System.

Phone: (601) 432-8166

Email: isshelp@its.ms.gov

Online Procurement System: <http://dsitspe01.its.ms.gov/its/procurement.nsf/Instructions?OpenForm>

Telecommunications Services Help Desk

Agency Telecommunications Coordinators serve as the single point of contact designated by a State agency to interface with ITS Telecom Services. Telecom Services considers the Telecom Coordinator or agency contact person to be the official voice on all requests for telecommunications products and services.

For new requests or service orders:

Customer Service/Telecom Order Requests

Phone (601) 432-8033

Email: telecomrequest@its.ms.gov

For Telecommunications billing inquiries:

Telecom Billing

Phone: (601) 432-8210

Email: vsbilling@its.ms.gov

Communicating

Telecommunication: Voice and Data

ITS understands the importance of providing affordable, secure, high performance communications solutions to Mississippi government and education entities. Through a combination of vendor contracts and directly managed services, data and voice communication solutions are provided to state entities and local governing authorities within the downtown Jackson area (Capitol Complex) and across the state. The current contract for voice and data communications leverages the state's aggregate buying power to ensure that the best possible rates and universal services are available. This long-term contract includes access to local and long-distance telephone services, dedicated Internet, managed router and broadband data network services, as well as audio and web-conferencing services.

We offer

- ❖ **VOICE COMMUNICATIONS** - Based on the location of the facility, statewide voice communications are provided through various types of connectivity solutions.
 - Central Office Solutions - For government offices located outside the Capitol Complex, ITS offers Centrex, a central office-based voice communications system that provides many of the features and functionalities of a Private Branch Exchange (PBX) or Key Telephone System (KTS), without the need for a large capital investment.

Voice communication services are available statewide and provide the following core services:

- Business lines
 - Centrex
 - PBX and KTS trunking
 - Hosted Voice over IP (VoIP)
 - Voicemail
- Capitol Complex Solutions - This service is provided to facilities located within the Capitol Complex and to some larger remote office locations that are integrated into the enterprise voice communications system.

The following services are included in the Capitol Complex solution:

- Multi-line and single line telephone sets
- Call Center applications
- Voice over IP (VoIP), where applicable
- Voicemail

❖ **DATA COMMUNICATIONS** - ITS provides Internet and Wide Area Data Networking solutions to state and local entities within the Capitol Complex and across the State.

- Wide Area Network Solutions - The WAN infrastructure that supports data connectivity for remote office locations outside the Capitol Complex is provided through a hosted solution under a long-term telecommunications provider contract.

The transport technology is Multi-Protocol Label Switching (MPLS) designed to support traditional and real-time low-latency applications and include the following services:

- Transport of IP network applications
 - Vendor managed circuit and router services
 - Multi-tier options for circuit types and speeds
 - Quality of Service (QoS) options for real-time applications
- Enterprise Core Data Network - This network consists of two integrated network components, the Capitol Complex Fiber Network and the State Data Center Network. These networks are designed for seamless connectivity within and between state agency buildings, the State Data Centers, commodity Internet, as well as providing connectivity to remote office locations within the MPLS cloud. These networks are fully redundant and resilient in supporting high-speed data, voice, and video transport for all major state government buildings within the Capitol Complex.

Enterprise Core Data Network services include:

- Multi-tier options for circuit speeds ranging from 100Meg to 10Gig
- Transport of IP network applications
- Perimeter firewall and IPS protection
- Secure access between an agency's headquarters and remote office locations
- Secure access to an agency's hosted applications within the State Data Centers

❖ **COLLABORATIVE SERVICES** - ITS provides a variety of collaborative services to support the state's telecommunications needs including:

- Domain Name Services
- IP address management
- Audio, web, and video conferencing
- Firewall traversal for IP video applications
- ListServ setup and support
- Infrastructure cabling and support within the Capitol Complex
- Project management for voice and data needs
- Capacity planning for better network performance

Securing

Security Services

Information security continues to be a major consideration today in the development of mission critical applications and systems for state government. ITS manages core and perimeter defense systems for the state network to maintain a shared and trusted environment. These solutions and services provide support to agencies through communications, core security infrastructure, contracts and consulting services.

We offer

- ❖ **CORE SECURITY SERVICES** - ITS provides core security services in support of the State Data Center and core network infrastructure which provides layered security and perimeter defense mechanisms.

These core security services include:

- Management of multiple firewalls
- Management of multiple Intrusion Prevention Systems (IPS)
- Security management for event correlation and notification
- Authentication administration and support
- Security assessment coordination for core devices in the state network
- Virus protection for email
- SPAM Filter for email

- ❖ **SECURITY SERVICES OFFERED TO CUSTOMERS** - ITS also provides a variety of security services directly to customers.

These customer specific services include:

- Management of a secure file transfer application for the handling and distribution of sensitive information
- Management of a guest wireless network that offers Internet access to third parties that are not permitted access to state network resources.
- Management and support for SSL, cryptographic services, and digital signatures
- Management and support for Virtual Private Network (VPN) connectivity for the implementation of IPSec VPNs and qualified SSL clients to secure connectivity of third parties as well as remote access by state employees to state resources
- Leadership to provide cyber security information, awareness, and training
- Management of a CIS SecureSuite Membership that gives the staff of each state agency access to high quality, cost-effective resources
- Management of the InfoSec IQ online security and education awareness training solution that provides a series of short tutorials that improves user's cybersecurity posture
- Management of a contract for security risk assessment services that agencies can utilize to acquire services needed to investigate, identify, measure, and prioritize the potential risks that exist on State of Mississippi assets they are responsible for securing.

Hosting

State Data Centers

The State of Mississippi Data Centers deliver highly available compute and storage solutions to state government entities. Completed in 2011, the Primary Data Center located in Jackson, Mississippi, hosts mission critical information systems and applications for the State. The Center has over 12,000 square feet of raised floor area, failsafe features, environmental controls, and robust technology to support these applications within a hardened, resilient, and secure environment. The Ancillary Data Center located in Starkville, Mississippi, provides a protected environment for state agencies seeking an alternate or secondary backup site solution. Together these two facilities provide state government with a robust, flexible, secure, and cost-effective hosting “cloud” environment to meet the information technology needs of the State.

We offer

- ❖ **VIRTUAL SYSTEMS** - ITS offers a common infrastructure that optimizes the use of physical and virtual resources and provides solutions for ensuring business continuity. This service is provided through a vendor-managed hosting solution that resides at the Primary Data Center to support agency applications as well as the Ancillary Data Center for backups and high availability options. High-performance microprocessors and high-speed networking technology make it possible to deploy large applications, segmented by function, or agency organization on the most cost-effective platform.

The virtualized systems services include:

- Support for application failover, load balancing, and security
- Support for system authentication and authorization
- Database configuration and administration for Informix, Microsoft SQL and DB2
- 24x365 on-call technical support
- Integrated virtual storage solutions
- Support for system integration services
- Storage Performance Options
 - ✓ High Input/Output Operations Per Second (IOPS) (above 20,000)
 - ✓ Utility IOPS (3,000 to 20,000)
 - ✓ Low IOPS (Below 3,000)
 - ✓ Specialty Storage (Common Internet File System-CIFS), Network File System (NFS)

- ❖ **ENTERPRISE MESSAGING**

- Email Relay Services - ITS provides the email relay services and infrastructure to deliver secure electronic messages between state entities and across the Internet.

The e-mail relay services include:

- Virus scanning of all inbound, outbound, and intra-state email

- Spam filtering of all inbound email
- Secure TLS transport
- Maintenance of current levels of system software and patches
- ListServ mailing list server

- ❖ **CO-LOCATION SOLUTIONS** - ITS offers co-location space in the Primary Data Center for customer-owned production equipment. Additionally, the Ancillary Data Center is available for backup or secondary equipment. The Primary Data Center and the Ancillary Data Center are protected by generators, uninterruptible power supply (UPS), lightning protection, environmental monitoring, and security guards. The Primary Data Center is manned by operational personnel 24X365. The Ancillary Data Center located in Starkville, Mississippi, is a secure, top-tier facility made available through a public/private partnership with a Mississippi company.

The co-location services include:

- Rack space in the Primary Data Center or the Ancillary Data Center in a standard APC server rack (42U high)
- Multiple AC power connections
- Network ports (100M/1G/10G - Copper or Fiber)
- Subnet of IP addresses for use by customer
- Basic Firewall services

- ❖ **DATABASE SYSTEMS** - ITS Database Administration (DBA) employs state-of-the-art database technologies to provide secure, accurate and timely access. DBA support provides technical assistance for database implementation and usage and supports most of today's common database management systems including DB2, Microsoft SQL, Informix, and Adabas. Applications requiring other platforms will be considered as well.

The DBA services include:

- Installation and upgrades of software
- Management of database software
- Database administration tools
- Packaged application database products
- Backup/recovery procedure implementation
- Monitoring, tuning, and troubleshooting

- ❖ **DISASTER RECOVERY** - Every year state government becomes more dependent on digitized data and on the networks that allow data to be distributed across the state. It has become critical to recover quickly from all forms of disaster that could affect computer hardware, software, data, and networks. The sophistication and complexity of today's technologies have increased the complexity of the solutions for disaster recovery needs. ITS recognizes the need for a strong disaster recovery plan should a significant disaster strike. By leveraging the services and attributes of the Primary Data Center and the Ancillary Data Center, the State now has a highly redundant and resilient solution in a geo-diverse location.

The disaster recovery service solution includes:

- Geo-diverse location located in Starkville Mississippi with colocation and virtual environments for agency options.
- Virtual compute and storage capacity to handle mission-critical UNIX and Windows applications including E-mail services
- High speed, redundant, and resilient network connectivity between the data centers for automatic failover and protection.
- Access to public cloud services for additional flexibility.
- Development and distribution of a disaster recovery plan that can be used as a guide for agency disaster recovery planning
- Assistance with application recovery planning to match the infrastructure recovery plan
- On demand disaster recovery testing

❖ **DIRECTORY SERVICES**

- Microsoft Active Directory - ITS provides the Active Directory solution to agencies wanting to replace their current AD environment or for those who do not have an environment setup. With this solution, the customer is delegated administrative control of an Organizational Unit (OU). OUs can provide hierarchy to a domain, ease its administration, and can resemble the organization's structure in an agency's container.

❖ **SYSTEMS PERFORMANCE MONITORING AND MANAGEMENT** - A suite of software tools are utilized to define a set of acceptable system performance parameters and provide automatic updates based on those defined triggers.

❖ **CERTIFICATE AUTHORITY CONTRACT SERVICES** - A certificate authority (CA) is a trusted 3rd party that issues digital certificates. Commercial CAs charge to issue certificates that will automatically be trusted by most web browsers. ITS facilitates and maintains a contract with a commercial CA to provide certificate services to state customers where needed.

❖ **PROJECT MANAGEMENT** - ITS provides project management support for customer agencies needing to define requirements, analyze assets, determine direction, evaluate alternatives for infrastructure implementation, and support for their mission critical systems.

The project management services include:

- Hosted Solutions Design and Configuration - ITS can assist customer agencies in selecting the level of server hosting support that best meets their business requirement needs.
- Capacity Planning and Upgrade Support - ITS can provide project support in reviewing and determining current system capacity or upgrade requirements utilizing existing tools, reporting capabilities, trending analysis, and past experiences to assist the customer with planning system upgrades and changes.

Purchasing

Procurement

ITS coordinates the procurement of information technology hardware, software, and services for Mississippi agencies, universities, and as requested for governing authorities such as community/junior colleges, local governments, and K-12 schools and school districts. It is our goal to promote and maximize competition in the purchasing of information technology products and services for the State within Mississippi's information systems architecture.

We offer

- ❖ **PUBLISHED PROCUREMENT INSTRUMENTS** - ITS publishes Express Products Lists (EPLs) for customers to use to make routine technology purchases, many times without the need for additional approval from ITS.
For a list of EPLs and more information about the scope of each EPL, visit:
<http://www.its.ms.gov/Procurement/Pages/EPLs.aspx>
- ❖ **PROCUREMENT TRAINING** - ITS procurement staff are available to conduct classes for customers on how best to work with ITS to conduct IT procurements and with vendors on how best to sell technology to MS government organizations.
- ❖ **PROCUREMENT PROJECT FACILITATION** - ITS facilitates the procurement of IT hardware, software, and services for state agency and public university customers as required by statute and can provide these services as requested for local government entities.
For more information about how to request procurement assistance from ITS, visit:
<http://www.its.ms.gov/Procurement/Pages/Procurement-Forms.aspx>
- ❖ **REQUIREMENTS DEFINITION AND BUSINESS ANALYSIS** - ITS has staff available to assist customers with the analysis and documentation of functional and technical requirements to be used in procurement documents, such as Request for Proposals (RFPs).
- ❖ **CONTRACT ADMINISTRATION AND MANAGEMENT** - By statute, the ITS Executive Director is the contract signature authority for technology contracts for state agencies and public universities in Mississippi. ITS has staff that provides contract management and remediation services as well as legal resources from the Attorney General's Office to assist in negotiating contracts on behalf of ITS procurement customers.
- ❖ **PROJECT MANAGEMENT** - ITS has project managers, many with the Project Management Professional (PMP) certification, available to work with both functional and technical customer resources to manage technology projects. These senior level resources have varying technical experience and project backgrounds to provide a best fit for your technology project.

Developing

Information System Services

ITS offers custom design and development of applications for customer specific mission-based systems and services. ITS has years of experience on staff with a broad range of expertise and a rich history and understanding of the business of the State of Mississippi enterprise.

We offer

- ❖ **WEB-BASED APPLICATION DEVELOPMENT AND SUPPORT** - ITS development resources work in concert with MSI (Mississippi Interactive LLC), the State's eGovernment partner, to deliver innovative web-based and eGovernment applications. Applications are developed on Microsoft platforms and are hosted in the State Data Center.
- ❖ **CLIENT SIDE APPLICATION DEVELOPMENT AND SUPPORT** - ITS development resources work with both functional and technical customer resources to:
 - Document requirements and process flows
 - Design, develop, test, and document software modules
 - Train users
 - Provide support for the enhancement and maintenance of these software applications

ITS uses software development best practices to protect customer data and optimize the use of code. This includes the re-use of a library of licensing modules and registration software for state agencies that are responsible for these types of functions for the various professions regulated by state government. Applications are developed on Microsoft platforms and are hosted in the State Data Center.

Partnering

Contracting Services

ITS actively pursues opportunities to partner with agencies and private sector entities in providing economical, efficient, and effective technology solutions to our citizens. ITS seeks to form these partnerships where the State of Mississippi benefits, where resources are difficult to find and hard to keep, and where the skills and expertise required are very specialized.

We offer

- ❖ **MISSISSIPPI INTERACTIVE (MSI) LLC PARTNERSHIP** - Mississippi has established a self-funded eGovernment contract with MSI to provide electronic payment processing for Mississippi state entities, innovative design for the State's official website (<http://www.ms.gov>), and dramatic acceleration of online services to Mississippi residents and businesses.

The staff at MSI works in concert with ITS development resources to deliver eGovernment solutions hosted in the State Data Center including:

- eGovernment Website Hosting
- eGovernment Application Development
- Mobile Application Development
- Social Media Integration
- eGovernment Secure Payment Processing

Planning

Technical Planning Services

As technology choices become more and more complex, it is ever more important that we develop strategy around our lines of business to strengthen our technology base and offer more services to government, citizens, and business. ITS has staff available to assist in your IT planning activities.

We offer

- ❖ **AGENCY IT PLANNING SUPPORT** - Planning is a prerequisite to the budget process and the procurement of information technology software and services. All agencies, boards, and commissions are required by legislation to submit an information technology plan each year. ITS has staff available to work with your agency planner to develop and prepare your IT Plan. An online IT Planning System is provided for submission and acts as a plan repository.
- ❖ **EMERGING TECHNOLOGY COORDINATION** - ITS utilizes partnerships with the leading IT research and advisory firms, national government technology organizations, and vendor relationships to identify, analyze, and track new technologies or products that could benefit state government. ITS staff, in conjunction with these partners, develops emerging technology awareness programs to provide exposure and current information for our customers.

Educating

Eastwood Education Center

The future of Mississippi government depends on efficient execution of the services it provides. Fiscal constraints make it imperative that agencies use information technology as efficiently and effectively as possible. ITS offers, through the Eastwood Education Center, an ongoing educational program designed to enhance and improve the technical and communication skills of personnel within state government. ITS coordinates cost-effective education and awareness opportunities with technology training partners to offer instructor led courses, as well as self-paced online training available for access from work or home. There are currently over 3,200 courses in technical, end-user, and professional development topics, with new courses added throughout the year.

We offer

- ❖ **INSTRUCTOR LED COURSES** - ITS provides a broad range of technology and communications courses through a contract with Systems IT. The courses offered are determined by customer demand and can be developed to specifically address technology in the government environment.
- ❖ **ONLINE TRAINING** - ITS currently offers online training opportunities through a contract with Skillsoft. This contract provides access to approximately 3,200 technology and business-related courses that have been developed by industry-leading experts to ensure that they build talent and develop a more knowledgeable, productive, and valuable workforce. Skillsoft provides these standard courses as well as custom program development. Customer support specialists are available 24 x 7.
- ❖ **CUSTOMIZED TRAINING** - ITS has the resources to provide instruction in almost any information systems area needed by state government employees. In addition to the regularly scheduled courses, ITS can design custom classes tailored to meet your agency's specific training needs.
- ❖ **SECURITY EDUCATION AND AWARENESS** - ITS offers multiple options for security-specific training and awareness through instructor led and online courses. ITS also provides onsite awareness training and awareness training materials on our website.

For more information about awareness training materials, visit:

<https://www.its.ms.gov/Services/Pages/Security-Training-Opportunities.aspx>

ITS Contact Information

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