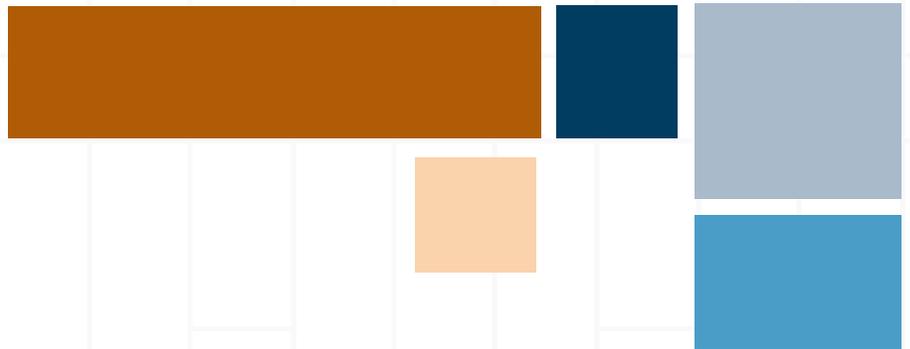


SERVICES CATALOG

JULY 2015



Technology
Solutions *for*
Mississippi
Government



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 Customer Service analysts ready to respond to your needs. The ITS Customer Service team is committed to providing our customers with the highest level of support. You can count on us to be responsive to your needs for prompt and knowledgeable service. In order to provide our customers with timely and effective response to their service support, ITS provides focused service staff to meet all of your IT business needs.

Service Center

The ITS Service Center provides assistance with infrastructure related services. 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 and is available 24 hours a day, 7 days a week. To expedite resolutions in a timely manner, requests for assistance with a problem or changes to existing service can be submitted directly to the ITS Service Center and customers can check on the status of existing tickets via the Online Service Desk Support application.

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

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 is with AT&T and it 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, broadband data network services, and router management services.

We offer

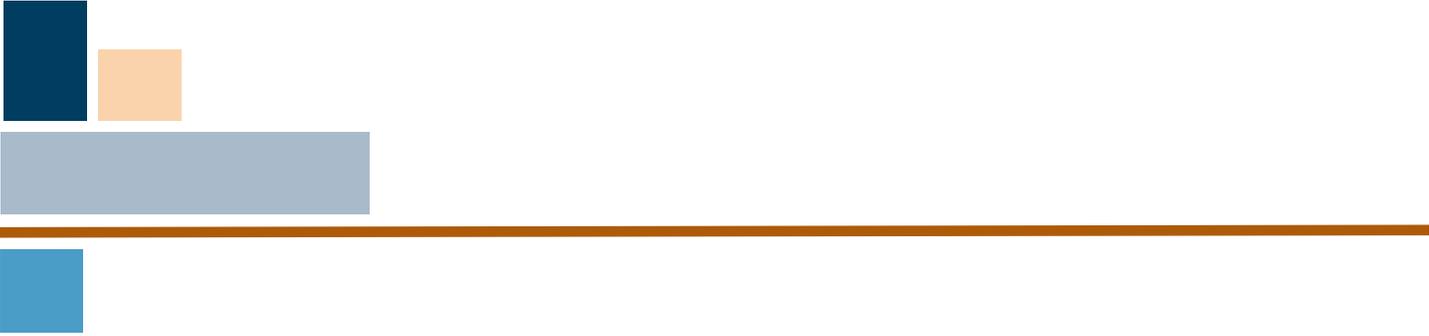
- ❖ **VOICE COMMUNICATIONS** - Based on the location of the facility, statewide voice communications are provided through two types of connectivity solutions.
 - Central Office Solutions - For government offices located outside the Capitol Complex, ITS offers Centrex, a central office based voice communications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

Centrex services are currently available in 65 cities statewide and provide the following core services:

- Business lines
 - Centrex
 - PBX and KTS
 - Hosted Voice over IP (VoIP)
 - Authorization codes for long distance service
 - 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)
- Authorization codes for long distance service
- Voicemail



❖ **DATA COMMUNICATIONS** - ITS also provides network solutions to state and local entities in the Capitol Complex as well as statewide.

- 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 contract with AT&T.

The transport technology is Multi-Protocol Label Switching (MPLS) designed to support traditional and real-time 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 services 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 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 SOLUTIONS** - ITS provides a variety of collaborative services to support the state's telecommunications needs.

These services include:

- 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

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.

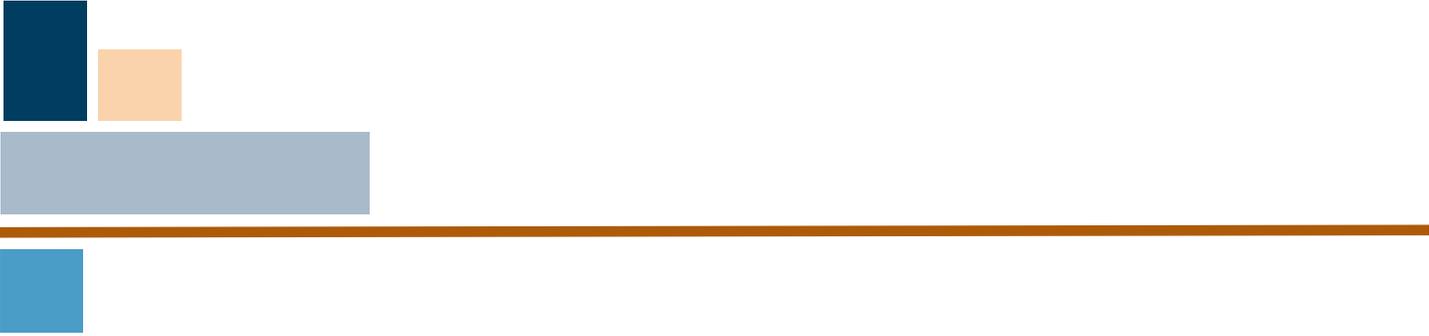
These core security services include:

- 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
- Cyber security exercise development, promotion, and coordination
- 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 to state resources as well as access to the state network by remote state employees
- Cyber security leadership to provide security information, security awareness, policy development, and awareness training



Hosting

The State of Mississippi Data Centers deliver highly available and secure mainframe and server solutions to state government entities. Completed in 2011, the Eastwood Data Center is a hardened and resilient Level 3 facility with 12,000 feet of raised floor area, failsafe features, environmental controls, security and state-of-the-art technology for hosting the state's critical information systems. The Robert E. Lee Data Center (REL) provides a protected co-processing center for state agencies seeking alternate or secondary site facilities. Use of the State Data Centers by state agencies and other government entities improves the efficiency, security and resiliency of the government systems hosted within the facilities.

We offer

- ❖ **ENTERPRISE MAINFRAME SERVERS** - The Enterprise Mainframe Hosting Services offer customers the opportunity to take advantage of comprehensive end-to-end mainframe architecture. The Data Centers provide secure facilities to monitor the state's assets and supplies the operational and technical expertise necessary to support critical assets.

The enterprise mainframe hosting services include:

- A secure environment that protects critical state data assets
 - 24-hours a day, 7 days a week operations with 24-hour on-call technical support
 - Service Center support and real time ticket tracking during regular business hours
 - Technical expertise in all supported infrastructure platforms
 - Support for hosted agency systems software products
 - Assistance with the installation of application systems
 - Documented change management processes and procedures
- ❖ **OPEN SYSTEMS** -
 - UNIX Systems - ITS offers UNIX and Linux server hosting for customers that are seeking a cost-effective hosting solution. ITS provides the hardware and base operating system to host customer application software.
 - Virtualized Systems - ITS offers a common infrastructure that optimizes the use of physical and virtual resources and provides solutions for ensuring business continuity. 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
- 24-hours a day, 7 days a week operations 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)

❖ **BACKUP AND RECOVERY** - As data retention needs continuously increase, information storage becomes more critical. From high availability backup and long-term archiving to data recovery, ITS provides a range of solutions via a suite of specialized products that can be used to match application business cycles and meet requirements for Recovery Point Objectives (RPO).

❖ **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.
- Hosted Messaging Solution - ITS provides a Microsoft Exchange hosted enterprise messaging solution that delivers messaging services directly to state entities. This solution includes email, calendaring, shared folders, electronic archive, mobile device connectivity and synchronization, and mailing lists on secure, highly available platforms.

The relay and messaging services include:

- Virus scanning of all inbound, outbound, and intra-state email
- Spam filtering of all inbound email
- Maintenance of current levels of system software and patches
- ListServ mailing list server

❖ **CO-LOCATION SOLUTIONS** - ITS offers co-location space in the Eastwood Data Center for customer-owned production equipment. Additionally, the REL Data Center is available for backup or secondary equipment. The Eastwood Data Center and the REL Data Center are protected by generators, uninterruptible power supply (UPS), lightning protection, environmental monitoring and security guards. The Eastwood Data Center is manned by



operational personnel 24X7 and the REL Data Center is considered a lights-out facility where customers and vendors are escorted as needed.

The co-location services include:

- Rack space in the State Data Center or REL 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

- ❖ **ENTERPRISE DOCUMENT MANAGEMENT** - ITS offers the Worksite Document Management solution to retain and track content. This solution provides better regulatory compliance, increased control of information assets, improved knowledge sharing, and enhanced retention. Contract expertise is available to develop custom forms or programming required for specific or unique Worksite solutions.

- ❖ **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 and currently has a contract with IBM Business Recovery Services to facilitate a recovery for services in the State Data Centers should a significant disaster strike.

The disaster recovery services contract includes:

- Six weeks of hot-site access



- Six months of cold-site access
- Mainframe capacity
- Mainframe peripherals such as disk storage, tape drives, and printers
- Open Systems capacity to handle mission-critical UNIX and Windows applications including E-mail services
- Routers, switches, and channel extenders to switch the Metro Area Fiber Optic and Statewide MPLS Networks to the hot-site
- Reserve DS1s and Internet VPNs to connect to the hot-site
- Internet access

The coordinated disaster recovery services include:

- Disaster recovery facility for all mainframe and open systems applications
- Network access to the disaster recovery facilities
- Network infrastructure designed for resiliency and recovery should a disaster strike any building within the Metro Area Network (MAN)
- Recovery of the State Data Center Infrastructure and operating systems in a hot/warm site
- 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
- Annual 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.
- LDAP Directory Services - For agencies that may have applications that require LDAP compliant directory services, ITS provides support for this infrastructure and software environment.

❖ **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.

❖ **PROJECT MANAGEMENT -** ITS provides project management support for customers 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:

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- 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

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

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. When customer requirements drive the need for web-based and eGovernment development, client side development, database development, or support of any of these services, ITS has the experience to help you meet your goals.

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 in Microsoft and JAVA 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; and 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 in Microsoft and JAVA platforms and are hosted in the State Data Center.



Partnering

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
- ❖ **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.

Planning

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 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.
- ❖ **INFORMATION SECURITY PLANNING RESOURCES** - The Information Security Division of ITS provides consulting services to agencies in the planning, design, and implementation of agency security plans and projects.

Educating

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 an ongoing educational program designed to enhance and improve the computer and communication skills of personnel within state government. Instructor led courses are available in our classrooms in Jackson or on-site at your agency. Online training is also 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 in-house at ITS, as well as 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. These custom classes can be provided either at ITS' training facilities or at your location, based upon your specific needs.

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- ❖ **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:

<http://www.its.ms.gov/Services/Pages/Security-Awareness-Resources.aspx>

- ❖ **FIRST RATE TRAINING FACILITIES** - ITS has exceptional training facilities available for rent during regular business hours, Monday – Friday, 8 a.m. – 5 p.m.



ITS Contact Information

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