



FY20 Catalog Services List

Service Category	Service Name	Short description
Application Integration Services	AIS Application Server	The AIS Application Server (AIS-APPSVR) service offers agencies an application server platform for hosting agency applications.
Application Integration Services	AIS Database	The AIS Database (AIS-DB) service is currently only offered to support other AIS Services.
Application Integration Services	Business Rules Management	The Business Rules Management (BRM) service offers agencies a robust system for managing and accessing business logic.
Application Integration Services	Enterprise Service Bus	The Enterprise Service Bus (ESB) service enables agencies to simplify, expedite, and streamline their application integration.
Application Integration Services	Mailing Address Verification	The Mailing Address Verification (MAV) service is a real-time address verification service. Agencies subscribed to MAV can utilize real-time address lookups in agency applications.
Cloud and Oversight Services	Cloud Service Assessment	Enterprise Cloud Oversight Service (ECOS) provides oversight functions and management of cloud based services, specifically focused on software as a service (SaaS). The service assures compliance and improved security by providing transparency through VITA oversight.
Cloud and Oversight Services	Cloud Service Oversight (Monthly)	Enterprise Cloud Oversight Services (ECOS) Oversight
Cloud and Oversight Services	Cloud Sourcing Specialist	Enterprise Cloud Oversight Services (ECOS) Supply Chain Management (SCM) Services
COV Account Request	Contact Record Request	<p>This is a record of contact information for an individual outside the COV domain. These records can be found in the COV GAL to allow users to contact them via e-mail.</p> <p>Please note that ALL External contacts requested will be viewable by all members of the COV domain. Only required contacts should be requested and have the proper approvals.</p>
COV Account Request	COV Network Account Request	This is a type of account that is used to logon to the COV domain. Each person who uses a computer on the COV domain receives his or her own unique account or



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Service Category	Service Name	Short description
		user name. This account can then be assigned access to resources within the domain.
COV Account Request	Distribution List (DL) Request	This is a collection of e-mail addresses that will be grouped together to send messages to a group of people. It is available in the GAL on the COV network for all Commonwealth employees' use. A designee who will manage membership to the list must be assigned to each distribution list.
COV Account Request	Exchange Resource for Calendar Request	This is a shared calendar that specified people can access and modify via Microsoft Outlook.
COV Account Request	Exchange Resource for Conference Room Request	This is an object that is created in order to allow individuals to reserve conference rooms within agency offices via Microsoft Outlook.
COV Account Request	Folder/Share Access Request	A folder (or share) on the COV network that can be "shared" by numerous individuals. These individuals are granted specific rights to the files within the folder or share.
COV Account Request	Google Group (DL) Request	This is a collection of e-mail addresses that will be grouped together to send messages to a group of people.
COV Account Request	Google Resource Request	This is an object that is created in order to allow individuals to reserve various Google Resources.
COV Account Request	Group/Shared Mailbox Request	This is a COV e-mail account that specified people can access. As an example, numerous VCCC analysts have access to the vccc@vita.virginia.gov mailbox in order to assist those contacting the VCCC via e-mail.
COV Account Request	Local Account Rights Request	These types of rights or permissions determine accessibility on the local machine level, not the COV network. As an example, local account rights have a higher level of access, functionality and capabilities on the local machine and are generally granted to users who are in an IT support role. The employee needing local account rights changes must also be the primary user of the computer. These types



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		of rights are not intended for general support purposes. This section can also be used to request local account rights to servers. Please indicate the server name instead of computer name.
COV Account Request	Service Account Request	This is a COV account that is used to interact with devices such as printers and scanners. As an example, a service account is needed to save scanned documents directly to a share from the scanner.
COV Account Request	SWAP Account Request	This is a request to create a Secure Web Application Portal (SWAP) Account.
COV Account Request	Test Account Request	This is a COV account that is used to test the functionality of applications, access levels and other services while connected to the COV domain. The managers of these types of accounts are accountable for any activity performed on the system with the use of the test account.
COV Account Request	UNIX-Linux Account Request	This is an account that is used to logon to a UNIX and/or Linux server(s). Users who hold IT support roles that grant them a higher level of access may request an administrative account (zz/aa). All others should request a Standard User Account.
COV Account Request	VPN Token Reassignment Request	This type of request allows an agency to reassign an existing VPN Token to a different user.
COV Account Request	WCS SharePoint Access Request	This is a request to manage (add, modify or remove) users to/from an Agency's SharePoint Allow Active Directory group, which is the gateway access to the Workplace Collaboration Services, Service Offering – featuring SharePoint 2013. Users must have a COV network account or an AUTH account in order to be granted access.
COV Account Request	zz/aa Admin Account Request	This is a COV account for users who hold IT support roles that grant them a higher level of access, functionality and capabilities within the COV domain. Upon approval "zz" administrative accounts are granted to



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Service Category	Service Name	Short description
		authorized users and "aa" administrative accounts are granted to agency employees.
DMV Only	DMV Request For Change	
Domain Name Services	Domain Name Services	VITA has been assigned the authority and responsibility for the Internet domains "state.va.us" and "virginia.gov." Any state or local entity that subscribes to VITA Telecommunications (Telco) facilities, and uses either VITA-assigned IP addresses, or has their own IP address block, can be a part of the "state.va.us" and/or "virginia.gov" domains. Examples include "tax.state.va.us," "scc.state.va.us," "dmv.state.va.us" and "vita.virginia.gov."
E911 Emergency Services	Commercial Mobile Radio Service	Funding to CMRS* providers for eligible wireless 911 costs. This service includes cost recovery for reasonable and direct costs for the provisioning of wireless E-911 services. Each year, CMRS providers submit to the Board an estimate of the wireless E-911 CMRS costs it expects to incur during the next fiscal year for review and approval by the Board.
E911 Emergency Services	E-911 Strategic Planning	This service includes a comprehensive, statewide enhanced 9-1-1 plan for wireless E-911, VoIP E-911, and any other future communications technologies accessing E-911 for emergency purposes. Periodically this plan is updated and approved by the Board.
E911 Emergency Services	The PSAP Grant Program	This service includes a multi-million dollar grant program administered by the Board to financially assist Virginia Primary Public Safety Answering Point (PSAP). PSAPs with the purchase of equipment and services that support the continuity and enhancement of wireless E-911. Grant Guidelines are established annually by the Board.



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Service Category	Service Name	Short description
Geographic Information Systems	Virginia Base Mapping Program (VBMP) Services	The Virginia Geographic Information Network (VGIN) provides several base mapping services for accessing or developing geospatial data. These services include statewide orthophotography (aerial photography), road centerlines and geocoding services. A statewide contract for aerial photography and related base mapping development is available for use in the Commonwealth.
Mainframe Services	Access Coordinator Assignment Request	This form allows you to change your Mainframe Access Coordinator.
Mainframe Services	Logon ID Request (Form VITA 003-01) – IBM Mainframe	This form, also known as VITA form 03-001, is used to request a logon ID to obtain access to the VITA IBM mainframe.
Mainframe Services	Mainframe Account Billing Request	
Mainframe Services	Mainframe CPU Hours	VITA provides an IBM z/OS mainframe system to users.
Mainframe Services	Mainframe Service Billing Contact Change	Mainframe Service Billing Contact Change
Mainframe Services	Mainframe Services Billing Questions	
Mainframe Services	Mainframe Services User ID Account Number	Mainframe Services User ID Account Number
Mainframe Services	Mainframe Software Services (CPU Hours)	VITA provides an IBM z/OS mainframe system to users.
Mainframe Services	Mainframe Storage Tier 1 - Direct Access Storage Device (DASD) usage	VITA provides an IBM z/OS mainframe system to users. Currently supporting multiple agencies with customers throughout the Commonwealth, the mainframe is a highly available and reliable solution for applications. VITA mainframe provides data replication to a disaster recovery site.
Mainframe Services	Mainframe Storage Tier 2 - Virtual tape usage	VITA provides an IBM z/OS mainframe system to users. Currently supporting multiple agencies with customers throughout the Commonwealth, the mainframe is a highly available and reliable solution for applications. VITA mainframe



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Service Category	Service Name	Short description
		provides data replication to a disaster recovery site.
Messaging Services	Airwatch for Mobile application management (MAM) and/or secure browser	<p>Airwatch for Mobile Application Management (MAM) enables state employees to securely access and manage Commonwealth of Virginia (COV) applications on a mobile device, including deployment to devices. Agencies will have to prepare applications for mobile deployment.</p> <p>Airwatch for secure browser enables users to seamlessly and securely connect to internal web-based resources such as intranet sites and Sharepoint without making those resources externally facing.</p>
Messaging Services	Encryption - Virtru Email Encryption	Secure Email service enables the commonwealth to encrypt emails, attachments, files and other content shared from messaging mailbox accounts.
Messaging Services	Enterprise Handheld Service - Google Mobile Device Management (MDM)	Enterprise Handheld Services Mobile Device Management (MDM) provides users the capability to access email, calendar, and contacts within the COV environment securely from Android & iOS mobile devices, including tablets.
Messaging Services	ESNA Fax to Email	Enterprise Fax service is an enhancement to existing messaging mailbox services that provides users the capability to send or receive faxes from an email mailbox.
Messaging Services	ESNA Voicemail to Email	Esna Officelinx Messaging lets you access and manage voice messages right from your email. (Must be a UCaaS customer)
Messaging Services	Google Vault	Messaging archiving service is an enterprise-wide solution that allows any customer subscribed to Messaging Mailbox to archive all inbound and outbound emails.
Messaging Services	Instant Messaging - Google Hangouts	Instant Messaging with Google Hangouts enables users to send and receive instant messages in real time communication with chats of up to 100 people in a group discussion.



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Service Category	Service Name	Short description
Messaging Services	Messaging Mailbox Service - Email	Messaging Mailbox Email service is a robust, cloud-based solution for email, calendar and messaging.
Messaging Services	Single Sign-On and Multi-Factor Authentication for Applications	The single sign-on (SSO) and multi-factor authentication (MFA) service allows authorized commonwealth (COV) users to seamlessly access agency web applications with the same account they use to log on to their work computer.
Network Services	Managed LAN	Managed LAN provides for the complete management of local area network switches including management, monitoring, configuration, trouble resolution and reporting. Must be implemented with a managed WAN or managed router and secure gateway.
Network Services	Managed WAN (Change, Upgrade)	Managed WAN provides for the complete management of wide area networking with a router to include management, monitoring, configuration, trouble resolution and traffic reporting.
Network Services	Managed Wireless LAN	Managed WLAN provides for the complete management of wireless local area network equipment including management, monitoring, configuration, trouble resolution and reporting. Must be implemented with a managed WAN or managed router and secure gateway.
Network Services	Enterprise VPN 2-Factor Authentication Service (One-Time)	This VPN offering provides a user full port access to the Enterprise network using two factor authentication. Cost is for the purchase of a four year fob and service. Must be repurchased at the end of the term.
Network Services	Network - MACD (Move, Add, Change, Disconnect)	Use this form to request a change or disconnect to an existing MWAN, MLAN, or MWLAN service.
Network Services	Network Firewall Rule	This service is a standard service request for Eligible Customers to request the implementation of new network managed firewall rules, the change of existing firewall rules, or the removal of existing firewall



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Service Category	Service Name	Short description
		rules. The details expressed in the spreadsheet of the Project Information section of the associated standard service request form will be used by the vendor to fulfill the request.
Network Services	Secure Cloud Interconnect (SCI)	SCI provides an interconnection with the network of select third-party cloud providers enabling an agency to utilize those third-parties' cloud services over a private IP to the COV environment network. Once the first agency subscribes SCI, the service rises to an enterprise connection at CESC. The connection can grow as the commonwealth's usage grows.
Network Services	Secure Gateway Service	The secure gateway (SG) service is a network-based service that securely connects the customer's private network to the public internet through a logical, virtual port (universal port).
Other Catalog Needs	Add/Move/Change for Site Information	
Other Catalog Needs	Create a new Dispute	
Other Catalog Needs	General Service Request	Cannot find what you're looking for elsewhere in the service catalog? Utilize this form.
Other Catalog Needs	Request for Solution: General Requirements	Request for Solution (previously known as Custom Work Request)
Other Catalog Needs	Request for Solution: Move Asset List	Request for Solution (previously known as Custom Work Request)
Other Catalog Needs	Request for Solution: Move/New Location	Request for Solution (previously known as Custom Work Request) .
Other Catalog Needs	Request for Solution: Network	Request for Solution (previously known as Custom Work Request) .
Other Catalog Needs	Request for Solution: Server and Storage	Request for Solution (previously known as Custom Work Request) .
Other Catalog Needs	Request for Solution: UCaaS Assessment	Request for Solution: UCaaS Assessment .
Other Catalog Needs	SARA Request	SARA Request
Other Catalog Needs	Submit Improvement Suggestion	
Personal Computing	65W Power Supply	Part # Q5N-00001, Model # Q5N-00001



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Service Category	Service Name	Short description
Personal Computing	Active Pen for the Latitude 12 Rugged Tablet	Part # 642-BBBD, Model # V3HG4
Personal Computing	Dell 180-Watt AC Adapter with 6 ft Power Cord	Part # 450-AGCU, Model # 450-AGCU
Personal Computing	Dell 22" Monitor	Part # 210-AGMV, Model # E2216H
Personal Computing	Dell 24" Monitor	Part # 210-AQDX, Model # P2419H
Personal Computing	Dell 26 WHr 2-Cell Primary Lithium-Ion Battery	Part # 451-BBOR, Model # VW5Y4
Personal Computing	Dell 27" Monitor	Part # 210-AQCS, Model # P2719H
Personal Computing	Dell 3-Prong AC Adapter - 65 Watt	Part # 332-1831, Model # M1P9J
Personal Computing	Dell 72 WHr 6-Cell Primary Lithium-Ion Battery	Part # 451-BBSB, Model # 1G9VM
Personal Computing	Dell Adapter 65-Watt Type-C with 1M Power Cord	Part # 492-BCBI, Model # 9FNYW
Personal Computing	Dell Business Dock - WD15 with 130W adapter	Part # 450-AFGM, Model # R8JC8
Personal Computing	Dell Business Dock - WD15 with 180W adapter	Part # 450-AEUO, Model # RD43V
Personal Computing	Dell KM636 Wireless Keyboard & Mouse Black (English)	Part # 580-AEYY, Model # 6PM08
Personal Computing	Dell Latitude 14 Rugged 5420	Field Worker - Ruggedized Laptop
Personal Computing	Dell Latitude 5490	Desk Centric - Standard Laptop
Personal Computing	Dell Latitude 7212 Rugged Extreme	Field Worker - Ruggedized Tablet
Personal Computing	Dell Latitude 7390 2-in-1	Traveling Professional - Tablet (Detachable & Convertible)
Personal Computing	Dell Latitude Rugged Display Port Desk Dock	Part # 452-BCGQ, Model # Y0WTV
Personal Computing	Dell Optiplex 3060	Desk Centric - Standard Desktop
Personal Computing	Dell Optiplex 5060	Desk Centric - Performance Desktop



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Service Category	Service Name	Short description
Personal Computing	Dell Power Companion (12,000 mAh) USB-C - PW7015MC	Part # 451-BBVQ, Model # VK70X
Personal Computing	Dell Precision 3530	Traveling Professional - Performance Laptop
Personal Computing	Dell Precision 5530	Engineer - Premium Laptop
Personal Computing	Dell Precision Tower 3630	Engineer - Premium Desktop
Personal Computing	Dell Rugged Tablet Dock	Part # 470-ABNJ, Model # F5Y9P
Personal Computing	Dell Slim Power Adapter - 65-Watt	Part # 492-BBOM, Model # DPW2X
Personal Computing	Dell Stereo Speaker System USB	Part # 313-7362, Model # AX210
Personal Computing	Dell USB Slim DVD +/- RW Drive	Part # 429-AAUQ, Model # DW316
Personal Computing	Dell Wired Keyboard - KB216 and Wireless Mouse-WM126 (Black)	Part # 203-BBIO, Model # FTCG3, D00FP
Personal Computing	Dell Wired Keyboard with Laser USB 6-Button Mouse	Part # 203-BBGU, Model # FTCG3, 20PY5
Personal Computing	External Battery Charger for Latitude 7212 Rugged Tablet	Part # 451-BCCO , Model # 68NDJ
Personal Computing	Handhelds - Support and Services	This product is part of a bundled service which includes: Wireless Handheld Device Support, purchased as a component of the Enterprise Handheld Services (non-Blackberry) and EHS-Enterprise Handheld Services (excluding BlackBerry).
Personal Computing	HP 27" Monitor	Part # 1FH50A8, Model # EliteDisplay E273
Personal Computing	HP Adjustable Dual Monitor Stand	Part # AW664AA#ABA, Model # AW664AA
Personal Computing	HP Adjustable Monitor Stand	Part # AW663AA, Model # AW663AA
Personal Computing	HP Business Speakers v2	Part # N3R89AA, Model # N3R89AT
Personal Computing	HP Display Port to VGA Adapter	Part # F7W97AA, Model # F7W97AA
Personal Computing	HP DM Integrated Work Center Stand	Part # G1V61AA, Model # G1V61AA



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Service Category	Service Name	Short description
Personal Computing	HP Elite Display E243 24" Monitor	Part # 1FH47A8, Model # EliteDisplay E243
Personal Computing	HP EliteBook 1030 G3	Traveling Professional - Tablet (Detachable & Convertible)
Personal Computing	HP EliteBook 840 G5	Desk Centric or Traveling Professional - Standard Laptop
Personal Computing	HP EliteBook 850 G5	Traveling Professional - Standard Laptop Plus
Personal Computing	HP EliteDesk 800 G4	Desk Centric - Performance Desktop
Personal Computing	HP External DVDRW Drive	Part # F2B56AA , Model # F2B56UT
Personal Computing	HP IWC4 USDT TC Stand All	Part # E8H16AA, Model # E8H16AA
Personal Computing	HP ProDesk 600 G4	Desk Centric - Standard Desktop
Personal Computing	HP Slim Wireless Keyboard and Mouse	Part # T6L04AA, Model # T6L04AA
Personal Computing	HP UltraSlim Side Docking Station	Part # D9Y32AA, Model # D9Y32AA
Personal Computing	HP USB Business Slim Keyboard	Part # N3R87AA, Model # N3R87AA
Personal Computing	HP USB Optical Scroll Mouse	Part # QY777AT, Model # QY777AT
Personal Computing	HP USB-C Dock G4	Part # 3FF69AA, Model # 3FF69UT
Personal Computing	HP Z2 G4	Engineer - Premium Desktop
Personal Computing	HP ZBook 15 G5 Mobile Workstation	Engineer - Premium Laptop
Personal Computing	LandingZone DOCK for the MacBook Pro	Part # LZ008A , Model # A1398
Personal Computing	LG 22 Monitor UltraFine 4K Display	Part # 22MD4KA-B, Model # 22MD4KA-B
Personal Computing	LG 27 Monitor UltraFine 5K Display	Part # 27MD5KA-B, Model # 27MD5KA-B
Personal Computing	MacBook Pro	Traveling Professional - Premium Laptop
Personal Computing	Microsoft MS Wireless Display	Part # P3Q-00001, Model # P3Q-00001
Personal Computing	Request for Modification of Computer	Modification of Personal computers
Personal Computing	Service Desk Services	Service Desk Services are the services and activities required to coordinate and to respond to problems and service requests



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Service Category	Service Name	Short description
		made by the end-users and Commonwealth technical staff. The Service Desk provides a toll-free contact number and is responsible for end to end ownership (e.g., logging, tracking, resolution and reporting) of Service Desk trouble tickets and service requests. Requests for information, Service Desk trouble tickets and service requests shall be resolved by the Service Desk staff or may need to be referred/escalated to more specialized entities for resolution such as VITA staff, a vendor or other designated third parties.
Personal Computing	Surface Arc Mouse - Light Grey	Part # FHD-00001, Model # FHD-00001
Personal Computing	Surface Connect to USB-C Adapter	Part # HVU-00001, Model # HVU-00001
Personal Computing	Surface Dial	Part # 2WS-00001, Model # 2WS-00001
Personal Computing	Surface Dock	Part # PF3-00005, Model # PF3-00005
Personal Computing	Surface Dongle mDP-HDMI	Part # EJU-00001, Model # EJU-00001
Personal Computing	Surface Dongle mDP-VGA	Part # Ejq-00001, Model # Ejq-00001
Personal Computing	Surface Dongle USB-Ethernet	Part # EJS-00002, Model # EJS-00002
Personal Computing	Surface Ergonomic Keyboard - Gray	Part # 3SQ-00008, Model # 3SQ-00008
Personal Computing	Surface Go Signature Type Cover - Keyboard	Part # FMN-00001, Model # FMN-00001
Personal Computing	Surface Keyboard - Gray	Part # 3YJ-00022, Model # 3YJ-00022
Personal Computing	Surface Laptop	Traveling Professional - Performance Laptop
Personal Computing	Surface Mouse - Gray	Part # 3YR-00001, Model # 3YR-00001
Personal Computing	Surface Pen	Part # EYV-00001, Model # EYV-00001
Personal Computing	Surface Pen Tip - MultiPack 80	Part # WZ5-00001, Model # WZ5-00001
Personal Computing	Surface Pen Tips	Part # GFV-00001, Model # GFV-00001
Personal Computing	Surface Precision Mouse - Light Grey	Part # FUH-00001, Model # FUH-00001



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Service Category	Service Name	Short description
Personal Computing	Surface Pro	Traveling Professional - Tablet (Detachable & Convertible)
Personal Computing	Surface Pro LTE	Traveling Professional - Tablet (Detachable & Convertible)
Personal Computing	Targus 15.6" Intellect Advanced Backpack	Part # TSB968GL, Model # TSB968GL
Personal Computing	Targus 15.6" Meridian II Toploading Laptop Case	Part # TST031US, Model # TST031US
Personal Computing	Thunderbolt 3 Express Dock HD for the MacBook Pro	Part # E9M062TT, Model # E9M062TT
Personal Computing	Universal USB 3.0 DV Docking Station with Power	Part # ACP71USZ, Model # ACP71USZ
Personal Computing	USB 3.0 4 Port Hub + USB-C	Part # F4U088TT, Model # F4U088TT
Personal Computing	USB-C Express Dock 3.1 HD	Part # B2B152TT, Model # B2B152TT
Personal Computing	USB-C Travel Dock with Power Delivery 3.0	Part # 881317515186, Model # GUD3C06
Personal Computing	USB-C Universal Dual 4K Dock w/ 60W PD	Part # K38231WW, Model # SD4600P
Printer Services	HP Color LaserJet Enterprise M553DN	This category 2 networked single-function printer is a desktop model with color print capability that is suited for moderate use. This device prints 40 pages per minute on up to 8.5x14" paper.
Printer Services	HP Color LaserJet Pro M452DN	This category 1 networked single-function printer is a desktop model with color print capability that is suited for low use. This device prints 28 pages per minute on up to 8.5x14" paper.
Printer Services	HP LaserJet Enterprise M608DN	This category 4 networked single-function printer is a desktop model with black and white print capability that is suited for high use. This device prints 65 pages per minute on up to 8.5x14" paper.
Printer Services	HP LaserJet M607N	This category 2 networked single-function printer is a desktop model with black and white print capability that is suited for



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Service Category	Service Name	Short description
		moderate use. This device prints 55 pages per minute on up to 8.5x14" paper.
Printer Services	HP LaserJet Pro CP4025DN	This category 2 networked single-function printer is a desktop model with color print capability that is suited for moderate use. This device prints 35 pages per minute on up to 8.5x14" paper.
Printer Services	Lexmark C4150	This category 4 networked single-function printer is a desktop model with color print capability that is suited for high use. This device prints 50 pages per minute on up to 8.5x14" paper.
Printer Services	Managed Print Services Order Guide	Need assistance in selecting a device? Complete the managed print services order guide to determine what device best meets your agency need.
Printer Services	Xerox B405DN	This category 1 multifunctional print device is a desktop model with black and white print capability that is suited for low use. This device prints at 47 pages per minute on up to 8.5x14" paper.
Printer Services	Xerox B7025D	This category 1 multifunctional print device is a desktop model with black and white print capability that is suited for low use. This device prints at 25 pages per minute on up to 11x17" paper.
Printer Services	Xerox B7035H	This category 1 multifunctional print device is a standalone model with black and white print capability that is suited for low use. The device prints at 35 pages per minute on up to 11x17" paper.
Printer Services	Xerox B8045H	This category 2 multifunctional print device is a standalone model with black and white print capability that is suited for moderate use. This device prints 45 pages per minute on up to 11x17" paper.
Printer Services	Xerox B8075H	This category 3 multifunctional print device is a standalone model with black and white print capability that is suited for high use. This device prints 75 pages per minute on up to 11x17" paper.



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Service Category	Service Name	Short description
Printer Services	Xerox C405DN	This category 4 multifunctional print device is a desktop model with color print capability that is suited for low use. This device prints 36 pages per minute on up to 8.5x14" paper.
Printer Services	Xerox C7025D	This category 4 multifunctional print device is a desktop model with color print capability that is suited for low use. This device prints 25 pages per minute on up to 11x17" paper.
Printer Services	Xerox C8035H	This category 4 multifunctional print device is a standalone model with color print capability that is suited for low use. This device prints 35 pages per minute on up to 11x17" paper.
Printer Services	Xerox C8045H	This category 5 multifunctional print device is a standalone model with color print capability that is suited for moderate use. This device prints 45 pages per minute on up to 11x17" paper.
Printer Services	Xerox C8070H	This category 6 multifunctional print device is a standalone model with color print capability that is suited for high use. This device prints 70 pages per minute on up to 11x17" paper.
Printer Services	Xerox VersaLink B400DN	This category 2 networked single-function printer is a desktop model with black and white print capability that is suited for moderate use. This device prints 47 pages per minute on up to 8.5x14" paper.
Printer Services	Xerox VersaLink B600DN	This category 3 networked single-function printer is a desktop model with black and white print capability that is suited for moderate to high use. This device prints 58 pages per minute on up to 8.5x14" paper.
Printer Services	Xerox VersaLink B610DN	This category 4 networked single-function printer is a desktop model with black and white print capability that is suited for high use. This device prints 65 pages per minute on up to 8.5x14" paper.
Printer Services	Xerox VersaLink C500DN	This category 2 networked single-function printer is a desktop model with color print



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Service Category	Service Name	Short description
		capability that is suited for moderate use. This device prints 45 pages per minute on up to 8.5x14" paper.
Printer Services	Xerox VersaLink C600DN	This category 3 networked single-function printer is a desktop model with color print capability that is suited for moderate to high use. This device prints 55 pages per minute on up to 8.5x14" paper.
Printer Services	Xerox VersaLink C8000DT	This category 4 networked single-function printer is a desktop model with color print capability that is suited for high use. This device prints 45 pages per minute up to 12x18" paper and banners on up to 12x52" paper.
Security Services	Application Process Whitelisting	This product is the ongoing monthly charge per workstation using WWLS. It is a compensating control for systems running at an elevated level of risk by allowing only authorized applications and processes to execute.
Security Services	Centralized Information Security Officer (ISO) Service	The Centralized Information Security Officer (ISO) service will assist agencies in performing and documenting: Business Impact Analysis and IT System Security Plans (consisting of IT Security Risk Assessment and Risk Treatment Plans) including required annual updates. ISO Service analysts will also be able to provide consulting and other ISO services.
Security Services	Centralized IT Audit Service	Agencies may contract for IT security audits to be conducted through this service. The audits will be performed in accordance with commonwealth IT auditing standards and will be compliant with the requirement to have a sensitive IT system audited (at least once every 3 years).
Security Services	COMING SOON - Application security / source code scanning service	Please note this service will not be available July 1, but will be offered to agencies later in the calendar year. The application security / source code scanning service is a cloud-based service for



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Service Category	Service Name	Short description
		<p>securing applications across the enterprise. It offers a complete application security program that spans the software development life cycle (SDLC), from initiation, to test, to production. The service consists of plugins that give developers continuous flaw feedback while coding, scanning of application's source or binary code, assessment of third-party components, automated vulnerability scans for live sites and training around software security.</p>
Security Services	COMING SOON - Endpoint file/folder level encryption service	<p>Please note this service will not be available July 1, but will be offered to agencies later in the calendar year.</p> <p>Endpoint folder/file level encryption provides transparent and automated file system level encryption for end-user workstation directories, shared drives and removable media such as USB drives. The solution encrypts unstructured, sensitive data in the specified files and folders.</p>
Security Services	COMING SOON - Enhanced data loss prevention service	<p>Please note this service will not be available July 1, but will be offered to agencies later in the calendar year.</p> <p>The enhanced data loss prevention (EDLP) service monitors and prevents confidential data loss. Unified EDLP provides quick monitoring of real-time events, centrally managed security policies to control how employees use and transfer sensitive data, and generates detailed forensics reports with minimal impact to daily business activities. This solution prevents data loss and leakage when data is modified, copied, pasted, printed or transmitted, while enabling its flexible use.</p>
Security Services	COMING SOON - Enterprise data encryption service	<p>Please note this service will not be available July 1, but will be offered to agencies later in the calendar year.</p>



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Service Category	Service Name	Short description
		The enterprise data encryption service (EDES) offers a complete centralized encryption and key management solution that provides persistent protection of sensitive data at all critical points in its lifecycle.
Security Services	COV Security Outreach & Information Sharing Service	The Commonwealth Security and Risk Management (CSRM) COV Security Outreach & Information Sharing Team actively participates in the Multi-State Information Sharing Group, Local, State (VA Fusion Center and Commonwealth Preparedness Working Group), and Federal Law Enforcement (FBI), and multiple COV Information/Infrastructure Security groups
Security Services	Managed Firewall Services 100MB	Small firewall.
Security Services	Secure Sockets Layer (SSL) Server Certificate Service	The Secure Sockets Layer (SSL) Server Certificate Service allows VITA customers and suppliers to order public-facing Certificate Authority (CA) and internal secure certificates (CA or self-signed) for support of applications. The service provider may alter the certificate type requested to comply with VITA security requirements based on the application use.
Security Services	Security Threat and Vulnerability Assessment Service	Commonwealth Security and Risk Management (CSRM) works with the FBI, law enforcement and third parties to gather cyber intelligence.
Security Services	Server Managed Host Intrusion Protection	Managed services provided to a server in the VITA Environment monitored by the Supplier using the host based intrusion detection system for Windows and LINUX servers.
Security Services	VITA Security Program Support	This VITA service arbitrates security determinations made by VITA when customers request escalation. This role researches decisions and historical information, customer information, and the VITA Procedures Manual.



FY20 Catalog Services List

Service Category	Service Name	Short description
Security Services	Web Application Vulnerability Scanning Services	Multiple levels of service are available. Please review the service description page for details.
Security Services	Workstation Encryption	Workstation Encryption provides the Commonwealth whole disk encryption for personal computing devices. This service comes built into Commonwealth laptops and tablets and is an optional enhancement for desktop computers.
Server Services	Database Physical Administration	Order one instance of Microsoft SQL, Oracle database, or Oracle cluster installation, monitoring, tools, patching, backups and upgrades necessary to manage and maintain the physical standalone database instance.
Server Services	Disaster Recovery (Server) - NEW and MODIFY	Order NEW instances of disaster recovery (DR) for new or existing servers OR MODIFY instances of disaster recovery (DR) for existing servers. Identify DR tier and amount of storage required. Agencies should consider the critical business needs of each server/application and apply the service tier best suited to return to operations. Costs include the DR tier level and amount of storage requested/required for the DR instance.
Server Services	EAPS End-User Concurrent Subscription	ADD new concurrent user license to the enterprise application publishing service (EAPS) instance. The enterprise service enables customers to utilize a shared Citrix infrastructure by providing virtual desktop or application to a user, regardless of their location.
Server Services	EAPS Instance - NEW	The enterprise application publishing service (EAPS) service enables customers to utilize shared Citrix infrastructure to present a virtual desktop or application to subscribed users. The service consists of published application(s), concurrent user licenses per number of users identified and



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Service Category	Service Name	Short description
		total storage costs, based on customers' requirements during initiation phase.
Server Services	Enhanced Database Security (EDS) - MODIFY	Enhanced security for one instance of Microsoft SQL or Oracle database using enhanced security software. Includes monitoring and configuration updates in collaboration with the customer to evaluate and implement security patches released by the EDS software vendor necessary to manage and maintain the solution. Includes initial set-up and startup of the service.
Server Services	Large File Transfer (LFT)	The Large File Transfer (LFT) is a web based application that allows users to send and receive large files that are typically blocked due to size by e-mail systems. The service is available to all COV users with a COV mailbox and provides reliable delivery with checkpoint restart and integrity check and web browser integration.
Server Services	NAS at Agency Datacenter - NEW	NAS (network-attached storage) file system provisioned at agency datacenter, as available, over the commonwealth's network using CIFS or NFS protocols using tier two storage. Customer will identify amount of storage required and other parameters as listed on service catalog.
Server Services	NAS at Central Datacenter - MODIFY	Modify existing NAS (network-attached storage) file system provisioned at primary datacenter over the commonwealth's network using CIFS or NFS protocols using tier two or tier three storage. Customer will identify amount of tier storage to increase or decrease and other parameters as listed on service catalog.
Server Services	Network Attached Storage	Order one NEW instance of NAS (network-attached storage) file system provisioned at primary datacenter over the commonwealth of Virginia network using CIFS or NFS protocols using tier two or tier three storage. Customer will identify amount of storage required and other parameters as listed on service catalog.



FY20 Catalog Services List

Service Category	Service Name	Short description
Server Services	Physical Server - NEW and MODIFY	Add NEW or MODIFY existing physical server instance located at the primary or agency data center. VITA enterprise architecture physical server exception approval by the VITA CIO required. Subject to recurring hardware service charge (HSC).
Server Services	Server Removal	This is a request to deprovision or decommission servers from service.
Server Services	Virtual server appliance, central data center - NEW	Order NEW instances of virtual server appliance(s) with customer provided and maintained image located at the commonwealth's central data center. Customers choose the server profile, operating system version and compute profile (vCPUs, vRAM, and vDISK sizing).
Server Services	Virtual Server at Central Datacenter - MODIFY	Modify compute profile of an existing single instance of a virtual server hosted at the commonwealth central data center by increasing or decreasing the number of virtual CPUs (vCPUs) and amount of virtual RAM (vRAM); adjust, add or remove vDISK storage. Recurring pricing adjusted per new selections.
Server Services	Virtual Server at Central Datacenter - NEW	Order NEW instances of one to three virtual server(s) with MS Windows Server and Linux-based at the commonwealth's central data center. Customers choose the server profile, operating system version and compute profile (vCPUs, vRAM, and vDISK sizing).
Server Services	Virtual Servers at Agency Data Centers - New or Modify	Single instance of a virtual server with MS Windows Server or Linux-based (e.g. RHEL, UNIX etc.) located at the agency data center per supplier's standard build. Customers choose the required operating system and version, number of virtual CPUs (vCPUs), amount of virtual RAM (vRAM) and virtual disk (vDISK) required. vDISK may be provisioned using physical SAN or virtual SAN (vSAN) depending on the deployed solution.



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Service Category	Service Name	Short description
Voice and Video Services	Audio Conferencing: Instant Meeting	
Voice and Video Services	COMING SOON - Virtual Communications Express (VCE)	<p>Please note this service will be orderable in the Service Catalog soon after July 1.</p> <p>Virtual Communications Express (VCE) is cloud-based communications with enterprise-level features. VCE offers feature rich, end-to-end business phone systems solutions delivered reliably via the Verizon cloud. The "plug and play" option helps your agency boost productivity while using your existing internet broadband service and leverage the efficiencies of unified communications.</p>
Voice and Video Services	COMING SOON - Virtual Contact Center (VCC)	<p>Please note this service will not be available July 1, but will be offered to agencies later in the calendar year.</p> <p>Our global cloud contact center solution enables agency help desks to manage contacts when and how they want — by phone, email, chat or even text. VCC provides the flexibility and innovation you need to deliver efficient, world-class customer experiences.</p> <p>With an internet connection, a PC and a phone number, your agency agents can work from virtually anywhere and collaborate in real time. VCC improves the performance of your contact center agents, control operating expenses and help you meet your agency's mission.</p>
Voice and Video Services	Jabber	Jabber
Voice and Video Services	Training Center: Overage	Overage charge for a TrainingCenter event exceeding the number of allowed attendees on a per attendee basis.
Voice and Video Services	UCCaaS	UCCaaS is a hosted and managed unified communications service based on Cisco's hosted collaboration solution (HCS). UCCaaS offers enterprise-grade call control,



FY20 Catalog Services List

Service Category	Service Name	Short description
		<p>voice mail, instant messaging, presence and enterprise mobility. Multiple phone models are also included with the monthly service rate.</p> <p>UCCaaS requires a MPLS connection and has inherent built in failover feature.</p>
Voice and Video Services	VoIP - MACD (Move, Add, Change, Disconnect)	Use this form to request a change or disconnect to an existing voice over internet protocol (VoIP) service.
Voice and Video Services	WebEx Conferencing - Single Account	
Workplace Collaboration Services	WCS Migration	Migration services are available for those customers who have existing on premise SharePoint environments and are interested in migrating their existing data to the VITA SharePoint Online Service.
Workplace Collaboration Services	WCS Service	The service works well for larger agencies with internal staff available to support their SharePoint initiatives. The services includes hosting of agency SharePoint solution including initial portal and site collections templates, administration and support of agency site collections.
Workplace Collaboration Services	WCS Service Modification	This document is a standard form for an Eligible Customer, "Customer," to change the type of service offering, storage, or site collections for Workplace Collaboration Services (WCS SharePoint) featuring Microsoft SharePoint Online provided by VITA.
Workplace Collaboration Services	WCS Training	Training consists of instructor-led training and online training. Instructor-led training is available at an additional cost. Training can be provided at CESC, or any agency site within the Metro Richmond area, and is based on availability. A training catalog is available for existing courses, and customers can request training on specialized topic.