



## Frequently Asked Questions

### **What is workplace collaboration services?**

Virginia Information Technologies Agency (VITA) offers workplace collaboration services (WCS) featuring Microsoft SharePoint 2013, a Web-based project collaboration system that provides a single integrated location where employees can efficiently collaborate, find organizational resources, manage content and workflows and leverage business insight to make better informed decisions.

**What is the scope of the WCS offering? What's included?** The initial service offering includes pricing for the standard SharePoint client access license (CAL). Enterprise client access license (eCAL) features can be added based on eligible customer requirements and will result in additional fees. An eCAL license is required for any end user accessing enterprise SharePoint services. The service is available to members of the Commonwealth of Virginia (COV) domain; Windows authentication will be used to gain access to SharePoint services. The service is also available to localities, partners, and associates currently working with an agency.

The initial service offering available to customer agencies include the following:

- Governance
- Best practices
- Implementation of SharePoint 2013 on VITA-hosted site
- Migration to SharePoint 2013 on VITA-hosted site
- Management and administration of SharePoint 2013
- Support and maintenance of hosted sites
- Training

### **What options are available for new customers of this service offering?**

Two options are available: a base service offering and full service offering.

#### **Base offering**

The base service offering includes hosting of agency SharePoint solution including initial portal and site collections templates. The agency is responsible for all administration and support of agency site collections.

Base service offerings include one instructor-led introduction class (15 seats).

#### *Base service offering summary*

- Base service (agencies with available support staff)
  - VITA hosts and agency supports
  - VITA provides best practices and governance template
  - VITA provides governance (farm level)

### **Full service offering**

The full service offering includes base offering features along with support and administration of site collections with resources provided by VITA.

Full service offerings include one instructor-led introduction class (15 seats).

#### *Full service offering summary*

- Full service (small agencies with little or no support staff)
  - VITA hosts and supports
  - VITA provides best practices and governance template
  - VITA provides governance (farm level and site collection level)

### **Who is eligible for this service offering?**

Any customer receiving standard COV messaging services through VITA's IT infrastructure program can order this service. This service is also available to localities and/or local government agencies, and partners or associates currently transacting business with an agency.

WCS has seamless integration into the COV Active Directory, Exchange and Office Communicator server platforms. The delivery of these capabilities will be realized via the Microsoft SharePoint platform. The primary market includes in-scope executive branch agencies. Customers have the option to become full service or base service members.

### **What are the customer benefits of WCS?**

WCS will improve worker efficiency while reducing IT overhead by providing a standardized and scalable collaboration service for agencies to address the business and productivity needs of COV information workers. The service can address the following for customers:

- Cut down on email attachments thus freeing up additional mailbox space
- Utilize search feature to provide the ability to engage employees, partners and customers in an effective manner
- Increase collaboration among work groups
- Provide tighter integration with other Microsoft products to help solve business problems
- Eliminate file shares utilized for information sharing
- Provide a common method and set of techniques for managing information

### **What are some typical business benefits and cost savings?**

WCS can provide cost savings, time savings and improved service for more efficient operations for customers.

- 40 to 60 percent of office staff time is spent on managing content
- 7.5 percent of all documents get lost; 3 percent of the remainder get misfiled
- Professionals spend 5 to 15 percent of their time reading information, but up to 50 percent of their time looking for it
- Companies spend \$20 in labor to file a document, \$120 in labor to find a misfiled document and \$220 in labor to reproduce a lost document

Source: Coopers & Lybrand

### **Why should customers utilize VITA's WCS offering?**

The benefits and cost savings are numerous, including:

- Lower cost of ownership and maintenance
- Consistent user interface across agencies, departments, applications and tools
- Increased efficiencies (workflows, access to data, trained users, common tools)
- Increased transparency and access to information
- Increased communication and collaboration
- Increased security of information utilizing current best practices and COV authorization and authentication for access meaning lower risks for customers data to be compromised
- Quick to service and integrated with Active Directory
- Information control – information stored and maintained on site at the Commonwealth Enterprise Solutions Center (CESC) and data belongs to COV users, not miscellaneous customers
- Service level agreements in place to support availability requirements

### **Does WCS offer training for new and existing customers?**

Training is available for new and existing customers. Training consists of instructor-led training and online training. Instructor-led training is available at CESC, as well as at agency sites in the Metro Richmond area, and are based on availability. A training catalog is available for existing courses, and customers can request training on specialized topics. Both base and full service offerings include one instructor-led introduction class (15 seats).

### **How do I order the WCS offering?**

Customers should begin the process by communicating an interest in the service offering to their assigned customer account manager (CAM) for their agency. The CAM will guide customers through required forms for the service offering and engage the service owner as needed. Forms are located on the IT service catalog (<http://shop.vita.virginia.gov/>).

### **How long does it take to process service order and implement service?**

Service implementation and delivery times vary for each customer. For new customers who do not have data to be migrated, requests can generally be completed within 20 business days. This request is initiated via a standard work request. Customer requests requiring data to be migrated will take longer. Migrations require a custom work request.

### **What roles are required for all customers?**

Each customer must have a primary and secondary point of contact. For base service customers, these contacts will serve as site collection administrators and provide support for existing agency users. For full service customers, the primary point of contact will provide direction and decisions for all agency SharePoint users. VITA will serve in the capacity of site collection administrators and provide support for full service customers.

### **What are the costs for the WCS offering?**

Below are the costs for the service:

- Base service offering – \$8.93/user, billed monthly
- Full service offering – \$8.93/user plus \$2.64/user upcharge, billed monthly

- Note: Agencies are responsible for user fees for all employees within their agency. Agencies are also responsible for user fees when granting access to customers who are not members of the current WCS offering.
- Storage fees – Based on allocated storage amount charged at VITA current Tier 2 storage rates. Customers will be billed monthly for storage area network (SAN) storage fees.
- Disaster Recovery fees – Based on allocated storage amount charged at VITA current Tier 6 storage rates. Customers will be billed monthly.
- Training – Pricing is per user for instructor-led training classes.

**Who is the “go to” person for this service offering?**

For more information or to place an order, please contact:

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Customers may also contact their CAM.