



FY20 Services Rollout

New VITA service catalog available; additional services to be launched July 10

July 9, 2019

On July 1, VITA launched new services that provide additional choices and flexibility to support agencies' missions and goals. With eight new suppliers, VITA plans to introduce additional IT infrastructure services more frequently than in past years. Additional services are expected to be offered on a rolling basis, with the next releases planned July 10 and 24.

Over the last six weeks, we have offered details about each of the new services expected to become available. This week, we are featuring services that will be added to the catalog on July 10.

Important FY20 dates

July 10: AITR meeting

July 10: Relationship Management Committee working group – system slowness

July 10: Additional services rollout

July 18: Relationship management committee meeting

July 24: Additional services rollout

Sept. 11: AITR meeting

FY20 Catalog Launch

As of July 1, 19 new and enhanced information technology (IT) infrastructure services are available in VITA's online service catalog under the multisupplier services model. Below are some metrics on the launch to date:

Total number of new FY20 catalog item orders submitted since July 1: 28

Most popular FY20 catalog item orders: HP EliteBook 850 G5, HP EliteBook 840 G5, Dell Precision 5530

In addition to launching 19 new services in the VITA service catalog, changes were made to the catalog to make it faster and easier to locate and order VITA services. Navigation was streamlined, categories of services updated and order guides created to ensure all the right information is collected up front to fulfill services more quickly.

Services launching July 10

Server, storage and data center

The server, storage and data center services launching in the service catalog on July 10 primarily include server options. Service names and descriptions can be found in the chart below.

Note server and storage services have been unbundled from a single rate that included hardware, software and support to separate rates (with the exception of Windows software, which is a VITA-retained cost and is included in the support charge). Agencies will now be able to customize services to meet their needs and pay only for the services they need.

Service name	Description
Virtual server at agency – 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.
Virtual server – appliance	Order NEW instances of one to three 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).
Virtual server at central data center - 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).
Disaster recovery	Order NEW instances of disaster recovery (DR) for new or existing servers OR MODIFY instances of 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.
Virtual server central data center - 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; change, subscribe or unsubscribe disaster recovery tiers one-four. Recurring pricing adjusted per new selections.
Okta single sign-on and multifactor 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.

Voice and data network

The voice and data network services launching in the service catalog on July 10 primarily include network management options. Service names and descriptions can be found in the chart below.

Service name	Description
Network - MACD (move, add, change, disconnect)* <i>*Used to request change or disconnects to existing services</i>	Use this form to request a change or disconnect to an existing MWAN, MLAN, or MWLAN service.
VOIP - MACD (move, add, change, disconnect)* <i>*Formerly known as IMAC UCaaS</i>	Use this form to request a change or disconnect to an existing voice over internet protocol (VoIP) service.

VITA Finance Support

To assist agencies as they forecast IT expenses for FY20, a rates crosswalk is available here. If you need assistance in using this tool, contact ITFBilling@VITA.virginia.gov

On July 11, VITA is hosting live webinar sessions open to all finance employees. These virtual calls are designed to provide vision and context for FY20 and the new ITFM system beyond what was covered in training courses. The webinars will review the specific details you need to successfully navigate this transition. [Please click here to review the timeslots and sign up](#) for one of these one-hour sessions.



**Visit the
Connections
page**

Click the image above to visit the Connections page where you can find information on each service tower supplier, all services fair materials and past AITR communications.



**View
FY20
rates**

Click the image above to view the FY20 service and labor rates. VITA shifted the pricing structure on July 1 for FY20 IT services to better support the multisupplier model. [Click here](#) to view the rates crosswalk, job aids and FAQs on the FY20 rates and new financial management tool.

Thank you for reading! Please [click here](#) to complete a brief survey to provide VITA with feedback.

If you have any program recommendations, comments or concerns, please email ITInfrastructureServicesProgram@vita.virginia.gov