



VITA Catalog Services List

| Service Category | Service Name | Short description |
|----------------------------------|------------------------------------|---|
| Account Management | Folder/Share Access Request | Use this form when requesting to add, modify or remove access to folders and shares. |
| Account Management | KSE Assignment Group/Queue Request | This item should be used to create, modify, or disable an assignment group or queue in Keystone Edge. |
| Account Management | SARA Request | SARA Request |
| Account Management | ServiceNow Delegate User | Use this form to grant delegated access to a user in the VITA service catalog. |
| Account Management | SWAP Account Request | This is a request to create a Secure Web Application Portal (SWAP) Account. |
| 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 Services | Amazon Web Services | The cloud service is provided as a means to access computing services such as servers, networking, storage, database, deployment, developer tools and software. The hardware, operating system (OS), software, networking features chosen provide high availability, redundancy, security and service options. AWS must be implemented with Direct Connect. |
| Cloud 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 |



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| | | improved security by providing transparency through VITA oversight. |
| Cloud Services | Cloud Service Oversight (Monthly) | Enterprise Cloud Oversight Services (ECOS) Oversight |
| Cloud Services | Cloud Sourcing Specialist | Enterprise Cloud Oversight Services (ECOS) Supply Chain Management (SCM) Services |
| Cloud Services | eSignature | An electronic signature, often referred to as an e-signature, is intended to provide a secure and accurate identification method for the signatory to provide a seamless transaction and is a person's electronic expression of his or her agreement to the terms of a particular document. |
| Cloud Services | Microsoft Azure Infrastructure Service | The cloud service is provided as a means to access computing services such as servers, networking, storage, database, deployment, developer tools and software. The hardware, operating system (OS), software, networking features chosen provide high availability, redundancy, security and service options. Azure must be implemented with ExpressRoute. |
| Cloud Services | Oracle Cloud Infrastructure (OCI) | The cloud service is provided as a means to access computing services such as servers, networking, storage, database, deployment, developer tools and software. The hardware, operating system (OS), software, networking features chosen provide high availability, redundancy, security and service options. OCI must be implemented with Oracle FastConnect. |
| COV Account Updates | COV Security Group Request | Use this form to request new security groups or to make changes to an existing security group. |
| COV Account Updates | Extend Existing COV Account | Use this form to extend or renew COV accounts. |
| COV Account Updates | Offboarding Employee/Contractor | Use this form to off-board an employee or contractor. |
| COV Account Updates | Onboarding Employee/Contractor | Use this form to onboard an employee or contractor. |



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| COV Account Updates | Okta Authentication | This form can be used to update user information related to Okta application access. |
| COV Account Updates | Re-Enable Existing COV Account | Use this form to re-enable COV accounts that are currently disabled. |
| COV Account Updates | Temporary Disable COV Account | Use this form to temporarily disable a COV account in active directory (AD). |
| COV Account Updates | Update Existing COV Account | Use this form to change account information. |
| COV Account Updates | Urgent Account Disable | Use this form for URGENT account de-provisions. |
| 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." |
| Mainframe Services | Legacy Applications Assessment Service | A Legacy Applications Assessment is a method of understanding the agency's existing components in the mainframe environment before deciding how to perform their modernization that may involve automated conversions, re-platforming, tool-assisted re-engineering, or other agency requirements. |
| 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 Service Billing Contact Change | Mainframe Service Billing Contact Change |
| Mainframe Services | Mainframe Services User ID Account Number | Mainframe Services User ID Account Number |



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| Messaging | Google Group Request | Use this form when you need to have a distribution list (DL) created, modified, or deleted |
| Messaging | Google Resource Request | Use this form when you need a Google resource such as calendars or conference rooms. |
| Messaging | Shared Mailbox Request | Use this form when requesting to create, modify or remove a shared mailbox. |
| 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 | 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 Drive | Google Drive is a cloud storage service that allows document sharing within the COV domain. |
| Messaging Services | Google Chat and Google Meet | Google Chat is an instant messaging application that enables users to send and receive direct and group instant messages in real time. Google Meet allows users to |



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| | | participate in teleconferencing and video sessions, with features such as screen sharing, meeting chat, image capture and more. |
| Messaging Services | Google Meet with Recording | Google Meet with Recording allows users to host virtual audio or video conferences |
| 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 | Messaging Mailbox Service - Email | Messaging Mailbox Email service is a robust, cloud-based solution for email, calendar and messaging. |
| Messaging Services | Virtru Email Encryption | Secure Email service enables the commonwealth to encrypt emails, attachments, files and other content shared from messaging mailbox accounts. |
| 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 | 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 |



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| | | firewall rules, the change of existing firewall rules, or the removal of existing firewall 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). |
| Network Services | Wide Area Network (WAN) Analysis Reporting | The Wide Area Network (WAN) Analysis Reporting will allow authorized agency users to request access to view historical, as well as current, network analysis and to access multiple reporting options. This tool only supports agency sites that have undergone modernization. |
| Other Catalog Needs | Add/Move/Change for Site Information | |
| Other Catalog Needs | CMDB Configuration Item (CI) Update Request | Modifying configuration items (CI) in the configuration management database (CMDB) |
| Other Catalog Needs | Create a new Dispute | |
| Other Catalog Needs | Data Center Move Request for Information | Request further information or ask questions regarding the data center move. |
| Other Catalog Needs | General Service Request | Cannot find what you're looking for elsewhere in the service catalog? Utilize this form. |
| Other Catalog Needs | Submit Improvement Suggestion | |



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| Personal Computing | Agency Specific Device | This allows customers to bring devices to their agency that are not currently being offered in the service catalog. |
| Personal Computing | Apple MacBook Pro | Traveling Professional - Premium Laptop Plus |
| Personal Computing | Asset Move | This form allows users to move assets from one site to another. |
| Personal Computing | Asset Removal | This form allows users to complete up to 20 agency asset removals on site including desktops, laptops and monitors. |
| Personal Computing | Asset install | Use this form to request that existing devices be installed onsite. |
| Personal Computing | Asset tag replacement | Use this form to order a new asset tag for a device (e.g., if the original asset tag is damaged or missing). |
| Personal Computing | Data transfer | Use this form to request data transfer from one device to another device. If more than 20 assets require data transfer, please submit a request for solution (RFS). |
| Personal Computing | Dell 24" Monitor | Part # 210-AQDX, Model # P2419H |
| Personal Computing | Dell 27" Monitor | Part # 210-AQCS, Model # P2719H |
| Personal Computing | Dell Adapter 65-Watt Type-C with 1M Power Cord | Part # 492-BCBI, Model # 9FNYW |
| Personal Computing | Dell Business Dock - Thunderbolt WD19TB (180W) | Manufacturer part 9GMPM - Dell part 210-ARIK |
| Personal Computing | Dell Business Dock - WD19 (130W) | Manufacturer part 5H8CR - Dell part 210-ARIO |
| Personal Computing | Dell Business Dock - WD19 (180W) | Manufacturer part KXFHC - Dell part 210-ARIQ |
| Personal Computing | Dell Keyboard Cover with Kickstand | Manufacturer part HDXX9 - Dell part 580-AGLL |
| Personal Computing | Dell KM636 Wireless Keyboard & Mouse Black (English) | Part # 580-AEYY, Model # 6PM08 |
| Personal Computing | Dell Latitude 5310 2-in-1 | Traveling Professional - Tablet (Detachable & Convertible) |
| Personal Computing | Dell Mobile Precision 3550 | Traveling Professional - Standard Laptop Plus |
| Personal Computing | Dell Mobile Precision 3551 | Traveling Professional - Premium Laptop |



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| Personal Computing | Dell Mobile Precision 5550 | Engineer - Premium Laptop |
| Personal Computing | Dell Latitude 5410 | Desk Centric - Standard Laptop |
| Personal Computing | Dell Latitude 5420 Rugged Laptop | Field Worker - Ruggedized Laptop |
| Personal Computing | Dell Latitude 7220 Rugged Tablet | Field Worker - Ruggedized Tablet |
| Personal Computing | Dell Latitude 9510 2-in-1 | Traveling Professional - Premium Laptop Plus |
| Personal Computing | Dell Latitude Rugged Display Port Desk Dock | Part # 452-BCGQ, Model # Y0WTV |
| Personal Computing | Dell Precision 3440 | Desk Centric - Performance Desktop |
| Personal Computing | Dell Precision 3630 Tower | Engineer - Premium Desktop |
| Personal Computing | Dell Rugged Active Pen | Model # 750-ABNG |
| Personal Computing | Dell Rugged Tablet Dock | Part # 470-ABNJ, Model # F5Y9P |
| 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 | EUC C MDB Device Update | Use this form to update computer asset inventory information (e.g., user address, asset tag and agency) in the configuration management database (C MDB). |
| Personal Computing | HP 27" Monitor | Part # 1FH50A8, Model # EliteDisplay E273 |
| Personal Computing | HP Display Port to VGA Adapter | Part # F7W97AA, Model # F7W97AA |
| Personal Computing | HP EliteBook x360 1030 G7 | Traveling Professional - Tablet (Detachable & Convertible) |
| Personal Computing | HP Elite Display E243 24" Monitor | Part # 1FH47A8, Model # EliteDisplay E243 |
| Personal Computing | HP External DVDRW Drive | Part # F2B56AA , Model # F2B56UT |
| Personal Computing | HP ProDesk 600 G5 | Desk Centric - Standard Desktop |
| Personal Computing | HP Slim Wireless Keyboard and Mouse | Part # T6L04AA, Model # T6L04AA |
| Personal Computing | HP Thunderbolt Dock 230W G2 | Manufacturer Pat # 3TR87AA#ABA |



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| Personal Computing | HP USB Business Slim Keyboard | Part # N3R87AA, Model # N3R87AA |
| Personal Computing | HP USB-C Dock G5 | Manufacturer Pat # 5TW10UT#ABA |
| Personal Computing | HP USB Optical Scroll Mouse | Part # QY777AT, Model # QY777AT |
| Personal Computing | HP Z2 G4 | Engineer - Premium Desktop |
| Personal Computing | HP ZBook Fury 15 G7 | Engineering - Premium Laptop |
| Personal Computing | HP ZBook Firefly 14 G7 | Desk Centric - Standard Laptop |
| Personal Computing | HP ZBook Firefly 15 G7 | Desk Centric - Standard Laptop |
| Personal Computing | Keep Your Hard Drive | To allow customers to keep their hard drive instead of returning it with the device. |
| Personal Computing | Microsoft Surface Dock 2 | Model # 1GK-00001 |
| Personal Computing | Microsoft Surface Pro 7 | Traveling Professional - Tablet |
| Personal Computing | Microsoft Surface Laptop 3 - 13.5in | Traveling Professional - Performance |
| Personal Computing | Microsoft Surface Laptop 3 - 15in | Traveling Professional - Premium |
| Personal Computing | Microsoft Surface Power Supply (65W) | Part # Q5N-00001, Model # Q5N-00001 |
| Personal Computing | Microsoft Surface USB-C Travel Hub | Model # 1E4-00001 |
| Personal Computing | Logitech Z207 Speakers | Manufacturer part 980-001294, Dell part A9919254 |
| Personal Computing | Personal Device Service Tier Change | Use this form to request a service (support) tier change for an end user computing device. The available service tiers are Gold, Silver, Bronze and Offline. |
| Personal Computing | PC Reimage | Use this form to request that a PC be reimaged. If more than 20 PCs require reimaging, please submit a request for solution (RFS). |
| Personal Computing | Printer Driver Install | This form allows users to install print drivers on up to 20 machines. |
| 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 made by the end-users and Commonwealth |



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| | | 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 | Software Install | This form allows users the ability to install software on up to 20 agency devices. |
| Personal Computing | Software Change-Removal | Use this form to request a software update to or removal from a workstation. If more than 20 workstations require a software update or removal, please submit a request for solution (RFS). |
| Personal Computing | Surface Arc Mouse - Light Grey | Part # FHD-00001, Model # FHD-00001 |
| 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 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 Mouse - Gray | Part # 3YR-00001, Model # 3YR-00001 |
| Personal Computing | Surface Pen | Part # EYV-00001, Model # EYV-00001 |
| 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 | Targus Intellect Sleeve with Strap (TBT240US) | Part # TBT240US - Model # TBT240US |



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| Printer Services | Printer - MACD (Move, Dispose) | Use this form to request to move or dispose of a networked multifunction or single-function printer. |
| Printer Services | Printer – Consumables | Use this form to request consumables for a networked multifunction or single-function printer. |
| 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 M404DN | This category 1 networked single-function printer is a desktop model with black and white print capability that is suited for low use. This device prints 40 pages per minute on up to 8.5x14" paper. |
| Printer Services | HP LaserJet M607N | This category 3 networked single-function printer is a desktop model with black and white print capability that is suited for 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 | 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. |



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| 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 B8145H | 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 B8170H | 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. |
| 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 C8135H | 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 C8145H | 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 |



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| | | 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 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. |
| Request for Solution | Request for Estimate | Request for Estimate - Rough Order of Magnitude (ROM) |
| Request for Solution | Request for New or Modified Enterprise Service | This form enables customers to provide requirements for a solution or service that do not have a specialized requirements document or are not able to be requested using the VITA service catalog. Requests for other services should be made using the service catalog or one of the other request for solution forms. |
| Request for Solution | Request for Solution: Cloud Services | This form enables customers to provide requirements for a solution or service that do not have a specialized requirements document or are not able to be requested using the VITA service catalog. Requests for other services should be made using the service catalog or one of the other request for solution forms. |



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| Request for Solution | Request for Solution: General Requirements | Request for Solution (previously known as Custom Work Request) |
| Request for Solution | Request for Solution: Move/New Location | Request for Solution (previously known as Custom Work Request) . |
| Request for Solution | Request for Solution: Network | Request for Solution (previously known as Custom Work Request) . |
| Security Services | Application and source code security | The Application and source code security service is a cloud-based service for 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. |
| 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). |



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| Security Services | Cyber Threat Management | This form is used by the Service Towers to report current and emerging threats. |
| Security Services | Data Tokenization | Single license for tokenization which protects sensitive data by replacing it with a unique token. |
| Security Services | File Level Encryption | 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. |
| Security Services | KSE Assignment Group/Queue Request | This item should be used to create, modify, or disable an assignment group or queue in Keystone Edge. |
| Security Services | Managed Firewall Services 100Mb | Small firewall. |
| Security Services | Modify Existing Site-to-Site VPN Tunnel Endpoint Change | Use this form to change the third-party virtual private network (VPN) end point internet protocol (IP) address of an existing third party site-to-site VPN. |
| 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 | Special Agency Clearance Request | This form is used to request service tower supplier access (clearance) to agency |



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| | | systems. This request should be submitted by the service tower supplier ISO. |
| Security Services | Specialized Managed Firewall Services | Medium and/or large firewall services. |
| Security Services | System or Application Log File Request | Request log files from VITA platform systems or applications |
| Security Services | Web Application Vulnerability Scanning Services | Multiple levels of service are available. Please review the service description page for details. |
| Security Services | Web proxy whitelist for workstations | Use this form to whitelist a URL. This service is only provided for access to URLs, via COV workstations. |
| 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 | Batch Process | This form can be used to request information related to a batch job or process. This catalog form should be used by current subscribers. |
| Server Services | Database Logical Administration | Database logical administration is a support service for Microsoft SQL or Oracle database assistance for COV agencies not currently managed through physical database administration full service support. |
| 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 |



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| | | 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 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 |



VITA Catalog Services List

| Service Category | Service Name | Short description |
|------------------|--|---|
| | | 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 | NAS at Central Datacenter - NEW | 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. |
| 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 Decommission | This is a request to decommission servers from service. |
| Server Services | Virtual Server Windows or Linux 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 Windows or Linux 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). |



VITA Catalog Services List

| Service Category | Service Name | Short description |
|--------------------------|--|---|
| Server Services | Virtual Server Windows or Linux at Agency Datacenter - 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. |
| Service Accounts | Local Account Rights Request | Use this form to request local admin access to specific COV assets. |
| Service Accounts | Test Account Request | Use this form when requesting to create, modify or disable a COV test account. |
| Service Accounts | UNIX-Linux Admin 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. |
| Service Accounts | UNIX-Linux Standard 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 standard level of access. |
| Service Accounts | zz/aa Admin Account Request | Use this form when requesting to create, modify or disable a "zz" or "aa" account. |
| Voice and Video Services | Audio Conferencing: Instant Meeting | |
| Voice and Video Services | Virtual Communications Express (VCE) | 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. |
| Voice and Video Services | Virtual Contact Center (VCC) | Our global cloud contact center solution enables agency help desks to manage |



VITA Catalog Services List

| Service Category | Service Name | Short description |
|--------------------------|---|--|
| | | <p>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 | UCCaaS | <p>UCCaaS is a hosted and managed unified communications service based on Cisco's hosted collaboration solution (HCS). UCCaaS offers enterprise-grade call control, 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 | |
| VPN | Bulk Hard Tokens | Request hard tokens for Customer-maintained inventory at Customer site. Tokens are used to provide multi-factor authentication (MFA) for access to the Enterprise environment. |
| VPN | Multi-factor Authentication (MFA) Token | Request a new token for an end user account. Tokens are used to provide multi-factor authentication (MFA) for access to the enterprise environment. (Soft or hard token) |
| VPN | Reassign/Revoke Token | Add a hard token to an end users account. Tokens are used to provide multi-factor |



VITA Catalog Services List

| Service Category | Service Name | Short description |
|----------------------------------|--|--|
| | | authentication (MFA) for access to the Enterprise environment. |
| Workplace Collaboration Services | Workplace Collaboration Services - New Functionality | Submit this workplace collaboration services (WCS) form if you would like to request a new Microsoft app, Teams app, Power app or connector to be added to the workplace collaboration services (WCS) offering. |
| Workplace Collaboration Services | Workplace Collaboration Services - Consulting Services | Workplace collaboration services (WCS) consulting services provides application development using the Office 365 platform (SharePoint, Teams and Office 365 Power Platform) and SharePoint support services for our customer agencies. This service is available to current WCS customers. |
| Workplace Collaboration Services | Workplace Collaboration Services – Subscription | Virginia Information Technologies Agency (VITA) offers workplace collaboration services (WCS) featuring Microsoft Office 365. |
| Workplace Collaboration Services | Workplace collaboration services – Support | Submit this form if you need updates made to the set up or configuration of your workplace collaboration services. |