New Services Available on July 1

The new services below will be available in the VITA service catalog on July 1, 2019. These services have completed key steps in the service portfolio lifecycle management process, meaning VITA believes the supplier is ready to provide them to agency customers.

Voice and Data Network Services

Service Name
Secure gateway (SG)
Webex conferencing - single account
Audio conferencing: instant meeting
Unified communications collaboration as a service (UCCaaS)
Secure cloud interconnect (SCI)

Managed Security Services

Service Name
Managed Firewall Services 100MB

End User Computing Services

Service Name
Desktops, Laptops, and tablets
Peripherals

Managed Print Services

Service Name
Multifunctional devices
Network single function printers

Server, Storage and Data Center Services

Service Name
EAPS Instance New - RFS
EAPS End User Concurrent Subscription
Physical Server - New and Modify
Database Physical Administration
Enhanced Database Security (EDS) - MODIFY
Network Attached Storage
NAS at Agency Datacenter - NEW
NAS at Central Datacenter – MODIFY

Messaging Services

Service Name
30 GB Mailbox
Business Unlimited Mailbox
Enterprise Unlimited Mailbox

New FY20 Support Tiers Available
Three service towers are introducing support tier models that can be applied to their services

End User Computing	Managed Print
Bronze Tier	Bronze Tier
Silver Tier	Silver Tier
Gold Tier	Gold Tier
VIP Tier	

New Services Available in July 2019

The services below are expected to be available in the VITA service catalog between July 10 and July 24.

Voice and Data Network Services

Service Name

Managed wide area network (MWAN)

Managed local area network (MLAN)

Managed wireless local area network (MWLAN)

Server, Storage and Data Center Services

Service Name

Modify Existing Virtual Server at Primary Datacenter - Change Existing

Virtual Servers at Agency Data Centers - RFS

Virtual Server (Windows, Linux)

Disaster recovery (included in server order forms) – RFS only on July 1

New Services Available Later in FY20

The services below will be available in the VITA service catalog within FY20 but are not expected to be available in July. This is not a comprehensive list as new services could begin and complete the service portfolio lifecycle management process later on during FY20.

Managed Security Services

Service Name

Certificate management

Network compliance

Enhanced data loss prevention service

Endpoint file/folder level encryption service

Application security / source code scanning

Enterprise data encryption service

Firewall analyzer licence

Voice and Data Network Services

Service Name

Virtual contact center (VCC)

Virtual communications express (VCE)

End User Computing Services

Service Name

Bring your own device (BYOD) assessment and initial image load service

Keep Your Hard Drive

Server, Storage and Data Center Services

Service Name

Virtual server (appliance)

SSO and MFA for Applications

Managed Security Services

Service Name

Managed Firewall Services – Medium and Large