



Service Category	Service Name	Short description
Account Management	Contact Record Request	Use this form when you need to create a contact record for external users for the purpose of being added to a distribution list (DL).
Account Management	Folder/Share Access Request	Use this form when requesting the ability to create, modify or remove a folder or share.
Account Management	KSE Assignment Group/Queue Request	Use this form to create, modify, or disable an assignment group or queue in Keystone Edge.
Account Management	KSE group roles/KSE permissions restore request	Use this form to add or remove roles for an existing Keystone Edge (KSE) group, or to restore a user's KSE permissions.
Account Management	Service Account Request	Use this form when requesting to create, modify or disable a service account.
Account Management	SWAP Account Request	This is a request to create a Secure Web Application Portal (SWAP) Account.
Application Integration Services	Application Integration Services (AIS) - Modification	Use this form to request modifications or removal of existing application integration services (AIS).
Cloud Services	Amazon Web Services (AWS)	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 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	Cloud sourcing specialist services provided by supply chain management (SCM).
Cloud Services	Cloud Workload Optimization Service	Workload optimization allows an application or group of applications the ability to leverage the underlying hardware and infrastructure layers to achieve peak performance. Cloud optimization is



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		the process of correctly assigning and selecting the proper resources for an application or workload.
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	Modify Public Cloud Implementation	This form provides the ability to modify the compute, storage and RAM of an existing public cloud instance.
Cloud Services	Modify Public Cloud Services	This form provides the ability to modify the compute, storage and RAM of an existing public cloud instance.
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	Advanced Onboarding - Additional Add-ons and Access	Use this form to request common add-ons and additional access for a newly onboarded employee or contractor.
COV Account Updates	Bulk onboarding employee/contractor	Participating agencies can use this form for bulk onboarding of employees or contractors.
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	COV-AUTH Okta Application Integration	The single sign-on (SSO) and multifactor authentication (MFA) service allows authorized Commonwealth (COV) and AUTH domain users to seamlessly access agency web applications with the same account they use to log on to their work computer. Further, it gives the means to modify / adjust previously integrated applications or Okta organization changes if required.



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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	Okta Authentication	This form can be used to update user information related to Okta application access.
COV Account Updates	Onboarding Employee/Contractor	Use this form to onboard an employee or contractor.
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 disables.
Domain Name Services	DNS Entry\Update	This form can be used to create, remove or update domain name system (DNS) entries.
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	This form is used to request a new billing account for an agency user.
Mainframe Services	Mainframe Service Billing Contact Change	This form is used to request a change to the agency point of contact for mainframe service billing.
Mainframe Services	Mainframe Services User ID Account Number	Mainframe Services User ID Account Number
Messaging	Distribution list request	Use this form to request the addition, modification or removal of an email distribution list (DL), as defined below. An email DL is a group of mail recipients that is addressed as a single recipient. The DL has a unique email address and may contain multiple members as recipients. The distribution list may be shown or hidden from the Commonwealth's global address list.
Messaging	Messaging Services Resource Request	Use this form when you need a resource such as calendars.



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Messaging	Shared Mailbox Request	Use this form when requesting to create, modify or remove a shared mailbox.
Messaging Services	Archive, eDiscovery and records management (AeRM) administrative accounts/role groups request	Archive, eDiscovery and records management (AeRM) administrative accounts provide administrative access to the AeRM system.
Messaging Services	Core messaging infrastructure administrative account	Use this form when requesting to create, modify or disable a core messaging infrastructure administrative account. This request is used to request administrative account access to systems which support the core messaging infrastructure, including Google and Microsoft services.
Messaging Services	Email allow/block request	Use this form to request to have an email address(es), Internet protocol (IP) address(es) or domain allowed/blocked.
Messaging Services	Email and Data Encrypting	Email and data encrypting provides the Commonwealth agencies with end-to-end encryption of email messages and content via rights management and advanced controls.
Messaging Services	Email List Management	Use this form to request a ListServ email list management, list addition or modification. The ListServe service distributes messages to subscribers using an electronic mailing list. This service is beneficial for newsletters, email groups, forums and blogs. Email list management enables agencies to interact with constituents and employees.
Messaging Services	Mailbox Delegation Request	Use this request to add or remove delegates from a mailbox, from a shared mailbox or the personal mailbox of an individual who is no longer with the Commonwealth.
Messaging Services	Microsoft - Support	Submit this form to request updates to the setup or configuration of Microsoft services.
Messaging Services	Microsoft 365 Email Platform	Microsoft 365 email platform are Microsoft licenses for Commonwealth of Virginia based platform applications providing best-in-class productivity apps combined with core security and compliance capabilities for your enterprise.



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Messaging Services	Mobile Device Management (MDM)	Mobile device management (MDM) provides users the capability to use their personal or work devices to securely access and manage Commonwealth of Virginia (COV) applications on a mobile device. It allows the ability to configure and manage settings, deploy applications and provide up-to-date metrics on the state of a device.
Messaging Services	Remove inactive Microsoft account and data request	Use this form to request the removal of an inactive Microsoft account and corresponding mail/data. Note: Accounts that have a legal hold cannot have data removed.
Messaging Services	Vault for former employee (VFE) permanent deletion	Use this form to request permanent deletion for archived accounts.
Network Services	Digital customer experience (Digital CX)	Digital Customer Experience (Digital CX) is a cloud-based product suite that blends human and artificial intelligence to enhance an agency's customer engagement across multiple digital channels to reach their customers wherever the customer is located. The end-to-end solution set is designed to address an agency's needs for digital transformation using special features such as Virtual Agent, Live Agent, Knowledge Assist and Social Engagement.
Network Services	LiveNX access request	Service tower supplier (STS) and agency request for access to LiveNX network monitoring tool.
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



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		<p>equipment including management, monitoring, configuration, trouble resolution and reporting.</p> <p>Must be implemented with a managed WAN or managed router and secure gateway.</p>
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	SD-WAN analysis reporting	Software-defined wide area network (SD-WAN) analysis reporting allows authorized agency users to request access to view historical, as well as current, network analysis and to access multiple reporting options for SD-WAN services.
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	Server or Network device monitoring - (Add, Remove, Suppress)	Request Server or Network to be added or removed from monitoring, modifications to existing monitoring configurations and monitoring suppressions.
Network Services	Software-defined Wide Area Network (SD-WAN): Migration and Broadband (Wireline) Activation	Managed software-defined wide area network (SD-WAN) enables the seamless connection of multiple technologies, creating a consistent user experience by leveraging ethernet and broadband networks. Working across any type of connection, SD-WAN offers the capability to manage your application(s) and not the device. Adaptive software-defined policies enable intelligent traffic routing that takes into account performance, security requirements, dynamic, real-time network conditions and utilizes low-cost connections for non-mission-critical applications.
Network Services	Static IP Address Request/Release	User requests/releases a Static IP Address



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Network Services	Telecommunications service priority (TSP) coding	Telecommunications service priority (TSP) is a U.S.-only program that authorizes national security and emergency preparedness (NS/EP) organizations to receive priority treatment for vital voice and data circuits or other telecommunications services.
Network Services	Third-party Postage Machine Installation and Network Connection	This form is used to request a third-party postage machine connection to the Commonwealth of Virginia (COV) network. A third-party postage machine is defined as any postage device that is not owned by VITA's service supplier or does not have an associated billable Resource Unit (RU).
Network Services	Wide area network (WAN) analysis reporting	Wide area network (WAN) analysis reporting allows authorized agency users to request access to view historical, as well as current, network analysis and to access multiple reporting options.
Other Catalog Needs	Add/Move/Change for Location Information	Adding or modifying Agency location (site) information within KSE
Other Catalog Needs	Agency Specific General Service Request	Use this form to submit a request that will be routed to the service desk within your agency for fulfillment.
Other Catalog Needs	AITR/ISO Update Request	Use this form to add or remove Agency or STS AITRs or ISOs.
Other Catalog Needs	Change Suspensions	This request is used to notify all IT Infrastructure Service Platform (ITISP) Service Providers and Users of planned suspensions affecting Agencies.
Other Catalog Needs	CMDB Configuration Item (CI) Update Request	Modifying configuration items (CI) in the configuration management database (CMDB)
Other Catalog Needs	General Service Request	Cannot find what you're looking for elsewhere in the service catalog? Utilize this form.
Other Catalog Needs	Service Catalog Form Maintenance Request	This form is used by suppliers to request the creation, modification or removal of a form in the VITA service catalog.
Other Catalog Needs	ServiceNow Feature Request	This form is used to request enhancements, report defects, or request the ServiceNow Tools Team to perform a task within ServiceNow.
Other Catalog Needs	Virginia Website Solutions (VWS)	Virginia website solutions (VWS) is a service to provide partnership, guidance and assist executive branch agencies seeking to migrate agency



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		websites to approved website CMS vendors. This service provides oversight to ensure approved vendors are consistently delivering website services.
Personal Computing	Agency Specific Device	A PC the agency needs that is not a standard PC offering
Personal Computing	Apple Magic Keyboard with Numeric Keypad	Apple Keyboard Part# - MQ052LL/A
Personal Computing	Apple Magic Keyboard with Touch ID and Numeric Keypad	Apple Keyboard Part# - MK2C3LL/A
Personal Computing	Apple Magic Mouse	Apple Mouse Part# - MK2E3AM/A
Personal Computing	Apple Studio Display	Apple Monitor Part# - MK0U3LL/A
Personal Computing	Apple USB-C Digital AV Multiport Adapter	Apple Adapter Part# - MUF82AM/A
Personal Computing	Asset Install	Use this form to request that existing devices be installed onsite.
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 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	Deferred personal computer (PC) refresh re-engagement	This form is used to re-engage agencies in the PC refresh process.
Personal Computing	Dell 130-Watt Type-C 3-Prong AC Adapter with 3.2 ft Power Cord	Dell Charger Part# - 450-AHOM
Personal Computing	Dell 24in Monitor – E2423HN	Dell monitor Part# - 210-BEMK



Service Category	Service Name	Short description
Personal Computing	Dell 27in Monitor - E2723H	Dell Monitor Part# - 210-BEMI
Personal Computing	Dell 45-Watt 3-Prong AC Adapter with 1 meter Power Cord	Dell Charger Part # - 492-BBUU
Personal Computing	Dell 65 Watt 3-Prong AC Adapter with 6 ft Power Cord	Stop lugging your AC adapter back and forth between home and office. Get a second AC adapter for your notebook and keep one in the office and one for home or travel. Part # - 492-BBME
Personal Computing	Dell 7.4mm Barrel 90W AC Adapter with 1m Power Cord	Dell Part 492-BBZU
Personal Computing	Dell 90-Watt Type-C Adapter with 1M Power Cord	Model #492-BCBK
Personal Computing	Dell Adapter (USB-C to Ethernet)	Dell Adapter Part# - 470-ABND
Personal Computing	Dell Adapter (USB-C to HDMI)	Dell Adapter Part# - 470-ABMZ
Personal Computing	Dell Business Dock - WD19S 130W Power Delivery / 180W adapter	Dell Docking Station Part# - 210-AZBM
Personal Computing	Dell Business Dock - WD19S 90W Power Delivery / 130W adapter	Dell Docking Station Part# - 210-AZBG
Personal Computing	Dell Keyboard Cover with Kickstand	Dell Keyboard Peripheral Part# - 580-AGLL
Personal Computing	Dell Latitude Rugged Display Port Desk Dock	Dell Docking Station Part# - 452-BCGQ
Personal Computing	Dell Pro Wireless Keyboard and Mouse - KM5221W	Dell Keyboard and Mouse Part# - 580-AJIS
Personal Computing	Dell Rugged Active Pen – PN720R	Model # 750-ABNG
Personal Computing	Dell Rugged Tablet Dock	Dell Docking Station Part# - 470-ABNJ
Personal Computing	Dell Thunderbolt 4 Dock WD22TB4	Dell Docking Station Part# - 210-BDQH



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Personal Computing	Dell USB Slim DVD +/- RW Drive	Dell External DVD Drive Part# - 429-AAUQ
Personal Computing	Dell Wired Keyboard - KB216 and Wireless Mouse-WM126	Dell Keyboard and Mouse Part# - 203-BBIO
Personal Computing	Desktop Pilot Group Update	Use this form to add and/or remove users from your agency's pilot deployment group.
Personal Computing	EUC CMDB Device Update	Use this form to update computer asset inventory information (e.g., user address, and asset tag) in the configuration management database (CMDB).
Personal Computing	HP 235 Wireless Mouse and Keyboard Combo	HP Keyboard and Mouse Part# - 1Y4D0UT#ABA
Personal Computing	HP 65W Smart AC Adapter	The smart AC adapter can be used with any notebook and it adjusts the power to whatever your notebook requires. Part# - H6Y89AA#ABA
Personal Computing	HP Display Port to VGA Adapter	HP Adapter Part# - F7W97AA
Personal Computing	HP E14 G4 portable monitor	HP monitor Part# - 1B065AA
Personal Computing	HP E24 G5 FHD monitor	HP Monitor Part# - 6N6E9AA#ABA
Personal Computing	HP E24d G4 USB-C docking FHD Monitor	HP monitor Part# - 6PA50A4#ABA
Personal Computing	HP E27 G5 FHD monitor	HP monitor Part# - 6N4E2AA#ABA
Personal Computing	HP Thunderbolt Dock 280W G4 w/combo cable	HP Docking Station Part# - 4J0G4AA#ABA
Personal Computing	HP USB External DVDRW Drive	HP External DVD Drive Part# - F2B56UT
Personal Computing	HP USB-C 65W Laptop Charger	HP Charger Part# - 671R3UT#ABA
Personal Computing	HP USB-C G5 Essential Dock	HP Docking Station Part# - 72C71AA#ABA
Personal Computing	HP USB-C to HDMI 2.0 adapter	HP Adapter Part# - 1WC36AA
Personal Computing	HP USB-C to RJ45 Adapter G2	USB Adapter



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Personal Computing	HP ZBook 4.5mm 200W Slim Smart AC Adapter	Power up your supported HP laptop with the 200W Slim Smart AC Adapter from HP. Part# - 491C7AA#ABA
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	Microsoft Docking Station Part# - 1GK-00001
Personal Computing	Microsoft Surface Power Supply (65W)	Microsoft Charger Part# - Q5N-00001
Personal Computing	Microsoft Surface Pro Signature Keyboard – Platinum	Microsoft Keyboard Cover Part# - 8XB-00061
Personal Computing	Microsoft Surface Thunderbolt 4 Dock	Microsoft Docking Station Part# - T8I-00001
Personal Computing	Microsoft Surface USB-C Travel Hub	Microsoft Adapter Part# - 1E4-00001
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	Persona – Desk-Centric	The desk-centric role is recommended for end users who are categorized as performing administrative, finance, contracts and human resource functions. These users primarily utilize email, a limited number of applications outside of the normal MS Office suite, perform web-browsing and spend 80% or more time at the office.
Personal Computing	Persona – Engineer	The engineer role is recommended for end users who are categorized as developers, programmers, database administrators, computer aided design (CAD) engineers or geospatial engineers. These users need a performance driven device that supports heavy application driven use cases.
Personal Computing	Persona – Field Worker	The field worker role is recommended for end users that are 100% mobile and are categorized as field service technicians, law enforcement, health care or environmental agency end users.
Personal Computing	Persona – Traveling Professional	The traveling professional role is recommended for end users who need the ability to work



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		remotely. They include managers or supervisors, in addition to resources who also primarily utilize email, a limited number of applications (primarily the MS Office suite) and perform some web browsing. These users must have the ability to work through a virtual private network (VPN) connection and do not always have access to a reliable wireless network.
Personal Computing	Personal Computing Order Cancellation Request	This form is used to request cancellation of an active Personal Computing device or peripheral order.
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	Printer Driver Install	This form allows users to install print drivers on up to 20 machines.
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	Software Install	This form allows users the ability to install software on up to 20 agency devices.
Personal Computing	Solution Center Asset Quarantine	This form allows the solution center to determine disposition of quarantined assets at the disposal vendor.
Personal Computing	Solution Center Field Swap	This form allows solution center to conduct a field swap (install and/or removal) for a broken asset.
Personal Computing	Surface Arc Mouse - Light Grey	Microsoft Mouse Part# - FHD-00001
Personal Computing	Surface Go Signature Type Cover - Keyboard	Part # FMN-00001, Model # FMN-00001
Personal Computing	Surface Keyboard - Gray	Microsoft Keyboard Part# - 3YJ-00022
Personal Computing	Surface Mouse - Gray	Microsoft Mouse Part# - 3YR-00001
Personal Computing	Surface Pen	Microsoft Pen Peripheral Part# - EYV-00001



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Personal Computing	Targus 15.6in Citylite Briefcase	Laptop Briefcase Part# - TBT053US
Personal Computing	Targus 15.6in Intellect Advanced Backpack (TSB968GL)	Part # TSB968GL, Model # TSB968GL
Personal Computing	Targus 16in Classic Slim Briefcase	Laptop Briefcase
Personal Computing	Virtual desktop infrastructure (VDI)	The virtual desktop infrastructure (VDI) service provides a Microsoft Azure virtual desktop (AVD) that is securely accessible from any location with an internet connection. This service enables Commonwealth of Virginia (COV) users to work remotely on a variety of devices, including personal devices.
Personal Computing	Virtual Desktop Infrastructure (VDI) Fulfillment	The virtual desktop infrastructure (VDI) service provides a Microsoft Azure virtual desktop (AVD) that is securely accessible from any location with an internet connection. This service enables Commonwealth of Virginia (COV) users to work remotely on a variety of devices, including personal devices.
Personal Computing	Windows 10 Semi-Annual Channel (SAC) Approval	Use this form to provide approval for a Windows 10 semi-annual channel (SAC) operating system (OS) update.
Personal Computing	Workstation Repair or Buyout	This form will allow an agency to request the repair of a damaged device or buyout the lease of the damaged device. A VITA customer care center (VCCC) incident ticket must have been opened for the workstation damage prior to the submittal of this form.
Printer Services	HP Color LaserJet Enterprise M555DN	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. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the printer needs to be networked to gain the benefit of all features.
Printer Services	HP Color LaserJet Pro M454DN	This category 1 networked single-function printer is a desktop model with color print capability that



Service Category	Service Name	Short description
		is suited for low use. This device prints 35 pages per minute on up to 8.5x14" paper. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the printer needs to be networked to gain the benefit of all features.
Printer Services	HP LaserJet Enterprise M611DN	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. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the printer needs to be networked to gain the benefit of all features.
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. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the printer needs to be networked to gain the benefit of all features.
Printer Services	HP LaserJet M610DN	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. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the printer needs to be networked to gain the benefit of all features.
Printer Services	Printer - MACD (Move, Dispose)	This form is used to request moves of networked multifunction or single-function printers, or to request disposal of any networked multifunction or single-function printer in the VITA managed print services (MPS) program.
Printer Services	Printer – Consumables	This form can be used to request consumables for a networked multifunction or single-function printer.



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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. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the MFD device needs to be networked to gain the benefit of all features.
Printer Services	Xerox B7135H	This category 1 multifunctional print device is a floor standing 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. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the MFD device needs to be networked to gain the benefit of all features.
Printer Services	Xerox B8145H	This category 2 multifunctional print device is a floor standing 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. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the MFD device needs to be networked to gain the benefit of all features.
Printer Services	Xerox B8170H	This category 3 multifunctional print device is a floor standing 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. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the MFD device needs to be networked to gain the benefit of all features.
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. Xerox catalog



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		devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the MFD device needs to be networked to gain the benefit of all features.
Printer Services	Xerox C8135H	This category 4 multifunctional print device is a floor standing model with color print capability that is suited for low use. This device prints 35 pages per minute on up to 11x17" paper. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the MFD device needs to be networked to gain the benefit of all features.
Printer Services	Xerox C8145H	This category 5 multifunctional print device is a floor standing model with color print capability that is suited for moderate use. This device prints 45 pages per minute on up to 11x17" paper. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the MFD device needs to be networked to gain the benefit of all features.
Printer Services	Xerox C8170H	This category 6 multifunctional print device is a floor standing model with color print capability that is suited for high use. This device prints 70 pages per minute on up to 11x17" paper. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the MFD device needs to be networked to gain the benefit of all features.
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. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the printer needs to be networked to gain the benefit of all features.



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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. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the printer needs to be networked to gain the benefit of all features.
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. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the printer needs to be networked to gain the benefit of all features.
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. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the printer needs to be networked to gain the benefit of all features.
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. Xerox catalog devices are 60-month leases, and the associated accessories must be ordered with the initial device request. Also, the printer needs to be networked to gain the benefit of all features.
Request for Solution	Request for a New, Modification, or Retirement of a Service	This form enables suppliers 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.



Service Category	Service Name	Short description
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 agencies 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 (RFS): Workstation Upgrades	This form is only to be used if the customer is requesting an upgrade to a PC on the standard catalog, requesting 21 or more standard workstations or an early refresh of 21 or more current workstations.
Request for Solution	Request for Solution: Application Integration Services (AIS)	Use this form to request and establish new application integration services (AIS).
Request for Solution	Request for Solution: General Requirements	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: Move/New Location	This form enables customers to request a solution for relocation, reconnection, and disconnection services. This requirements form is limited to requesting a proposal for this service (move or new location) only. Requests for other services should be made using the service catalog or one of the other RFS forms.
Request for Solution	Request for Solution: Network	This form enables customers to request a solution (RFS) for data network services and infrastructure. This requirements form is limited to requesting a proposal for this service. Requests for other services should be made using one the service catalog or one of the other RFS forms.
Request for Solution	Request for Solution: Public Cloud Services	This form enables customers to provide requirements for a solution or service that do not have a specialized requirements document or are



Service Category	Service Name	Short description
		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: Workstation Repair	This form is only to be used to request a repair of a broken workstation and once a notice has been provided to the customer by the supplier that the standard catalog form cannot be used. This form enables customers to provide requirements for a workstation to get repaired. Customers must have already opened an incident for the damage and submitted the standard "Workstation Repair or Buyout" form prior to the submittal of this request for solution.
Security Services	Application and source code security	The application and source code security 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	The application whitelisting service will incur an ongoing monthly charge per workstation or server. Application whitelisting 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 ISO Security Service	The centralized information security officer (ISO) security service (CISS) will assist agencies in performing and documenting business impact analysis, IT security risk assessments and development of system security plans for systems classified as sensitive.
Security Services	Centralized IT Audit Service	Agencies may contract for IT security audits to be conducted through this service.



Service Category	Service Name	Short description
Security Services	COV Audit Coordination Request	Use this form to request the completion or retrieval of artifacts prior to an audit beginning and the remediation of corrective action plans after an audit has been completed.
Security Services	Cyber Threat Management	This form is used by the Service Towers to report current and emerging threats.
Security Services	Enhanced Data Loss Prevention	This form enables customers to provide requirements for the enhanced data loss prevention (DLP) service. Enhanced DLP monitors and prevents confidential data loss. It also 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 service does not protect against data leakage via email.
Security Services	Enterprise remote access: Third-party virtual network connection	Third-party virtual network connection is for a site that requires a secure connection to a remote resource. This service is similar to site-to-site virtual private network (VPN).
Security Services	International Travel	Use this form when preparing for international travel and access to Commonwealth information technology (IT) resources may be required.
Security Services	Managed firewall decommission	Use this request form to decommission firewall assets. The requested decommissioned firewall should not be currently used in a production capacity and all operations must already be suspended or moved to a new firewall. The agency information technology resource (AITR) must approve the decommission request.
Security Services	Managed Firewall New, Refresh	This form is to be used by the managed security supplier to manage systems associated with the implementation and refresh of a firewall asset.
Security Services	Managed Firewall Services 100Mb	Small firewall.
Security Services	Network firewall rule – Complex (15 or more rules)	This form is 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 rules.



Service Category	Service Name	Short description
Security Services	Network Firewall Rule – Simple (14 rules or less)	This form is 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 rules.
Security Services	Prisma connection – Enterprise SD-WAN Virtual Network Connection, Connection Implementation	This catalog form was created in support of establishing a Prisma connection for the software defined wide area network (SD WAN) service offering.
Security Services	Request for Patching of Devices	Request for device patching
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	Special Agency Clearance Request	This form is used to request service tower supplier access (clearance) to agency 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	VITA Baseline Hardening Standard Implementation	Use this form to implement newly approved VITA baseline hardening standards or changes to those standards.
Security Services	Web Application Firewall (WAF)	Web application firewall (WAF) cloud service consists of a web application security firewall that provides protection against sophisticated security threats. The cloud WAF subscription is an integrated, defense in depth (DiD) suite of application security and delivery services.
Security Services	Web Application Vulnerability Scanning Services	Multiple levels of service are available. Please review the service description page for details.



Service Category	Service Name	Short description
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	Data Center Cross Connect	Data center cross connects links hardware at supplier data centers, used to provide the services. This form enables customers to provide requirements for a solution or service that do not have a specialized requirements document.
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	Use this form to order instances 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 all critical business needs of the application that will be placed on DR. Dependencies considered include multiple servers, mainframe services and any public cloud services.
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



Service Category	Service Name	Short description
		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 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 (NAS) at Agency Data Center – NEW	Network-attached storage (NAS) service is a file storage system provisioned at an agency data center using the Commonwealth's network and common internet file system (CIFS) or network file system (NFS) protocols for tier two storage. Customers identify the amount of storage required and other specifications as listed in the service catalog.



Service Category	Service Name	Short description
Server Services	Network-attached storage (NAS) at Primary Datacenter – New	Order one NEW instance of NAS (network-attached storage) CIFS Server 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	Public cloud server decommission	Use this form to decommission virtual servers located within the public cloud offerings – Azure, AWS or Oracle Cloud Infrastructure (OCI).
Server Services	Restore Requests	Use this catalog item to request file restores from servers or network attached storage (NAS).
Server Services	Secure Rack	Secure rack hosting allows Commonwealth agencies to host third-party hardware that provides services to the Commonwealth. This service also includes the option of redundant 30 AMP and redundant 50 AMP power to the rack-hosted equipment. This form enables customers to provide requirements for a solution or service that do not have a specialized requirements document.
Server Services	Server Decommission	Use this request form to decommission physical and virtual servers located at agency datacenter and/or primary datacenter locations. The requested decommissioned server should not be currently used in a production capacity and all operations must already be suspended or moved to a new server. The agency AITR must approve the decommission request.
Server Services	Smart Hands	Smart hands is the labor only hourly charge for technical services provided in primary data centers.
Server Services	Storage Area Network (SAN) - Add or Expand	Use this form to request storage area network (SAN) expansion or new logical unit number (LUN) for existing physical primary & disaster



Service Category	Service Name	Short description
		recovery server information. Agencies should use this form to add or increase physical SAN storage LUNs. Storage is billed to the customer as an aggregate total amount based on current tier one storage pricing.
Server Services	Unisys Oracle private cloud service	Use this catalog item to request a virtual server build in the Unisys Oracle private cloud. The Unisys Oracle private cloud extends the capabilities to service Oracle core licensed workloads and offers a memory-rich option for other servers that require large memory allocations and are not candidates for the shared resource virtualization platform.
Server Services	Virtual Server Windows or Linux at Agency Datacenter - MODIFY	Use this form to modify the compute profile of an existing single instance of a virtual server hosted in an agency data center by increasing or decreasing the number of virtual central processing units (vCPUs) and amount of virtual random-access memory (vRAM); Adjust, add or remove vDISK storage. Recurring pricing is adjusted per new selections.
Server Services	Virtual Server Windows or Linux at Agency Datacenter - NEW	Use this form to order NEW instances of one to three virtual server(s) with Microsoft Windows or Linux-based servers, located in at an agency data center. Customers choose the server profile, operating system version and compute profile (virtual central processing units (vCPUs), virtual random-access memory (vRAM) and virtual disk (vDISK) sizing).
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



Service Category	Service Name	Short description
		system version and compute profile (vCPUs, vRAM, and vDISK sizing).
Service Accounts	Local Account Rights Request	Use this form to request local admin access to specific COV assets.
Service Accounts	ServiceNow Delegate User	Use this form to grant delegated access to a user in the VITA service catalog.
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	The admin account is used to log on to a UNIX and/or Linux server(s) when elevated privileges are required.
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.
Software as a Service (SaaS)	Box Content Management Service	Box content management (BCM) is a platform used to access and share digital content. Box is a cloud-based, user-centric platform that enables users to easily share, manage and secure their content using any device. BCM includes Box Sign, which enables users to send unlimited documents for electronic signatures.
Software as a Service (SaaS)	Low code application platform (LCAP) - Salesforce AppExchange Approval	Submit this form if you would like to request a new app or connector to be added to the low code application platform (LCAP) – Salesforce public sector offering.
Software as a Service (SaaS)	Low-Code Application Platform (LCAP) - Power Platform	Low-code application platform (LCAP) Power Platform service is a line of business intelligence (BI), app development and app connectivity software applications to bring ease and innovation to low-code app development and automation for citizen developers, business analysts, IT admins and professional developers.
Software as a Service (SaaS)	Low-code application platform (LCAP) service - Salesforce public sector	Low-code application platform (LCAP) service – Salesforce public sector (Salesforce) enables agency users to build, integrate and deploy enterprise government applications focused on customer service, marketing automation, analytics and development. Low code is a software



Service Category	Service Name	Short description
		development approach that requires little to no coding to build applications and processes. Instead of using complex programming languages, users can employ visual interfaces with basic logic and drag-and-drop capabilities in a low code development platform. LCAP - Salesforce offers a variety of options, from personal productivity apps—email, calendar and spreadsheets—to full-scale enterprise applications, such as policy and program; project management; customer service; budget and finance and much more.
Software as a Service (SaaS)	Robotic Process Automation	Robotic process automation (RPA) is a software technology that emulates human actions interacting with digital systems and software. It gives agencies a low-code/no-code way to train and deploy a “robot” or digital worker/assistant that emulates human interactions across digital systems, to execute business processes at machine speed and with 100% accuracy.
Software as a Service (SaaS)	VITA Business Platform Solutions (BPS) – Consulting Services	Use this form to schedule a consulting call with VITA business platform solutions (BPS) about a custom or prospective deployment of a VITA BPS service.
Software as a Service (SaaS)	VITA ePen	VITA ePen is an electronic signature (e-signature) that will allow agencies to add branding and securely obtain signatures on electronic documents (e.g. .pdf and Microsoft products).
Software as a Service (SaaS)	WebMod Software Request	VITA is providing a limited number of software licenses at no cost to agencies on a first come, first served basis in support of the COV WebMod program.
Voice and Video Services	Audio Conferencing: Instant Meeting	Use this form to order Verizon’s Instant Meeting. This is a reservation-less audio conferencing service, available for use 24/7. Instant Meeting allows you to host audio meetings of up to 50 participants with a global dial-in number and individual leader and participant passcodes.
Voice and Video Services	Jabber	Cisco Jabber softphone service provides voice and voicemail messaging for agency unified



Service Category	Service Name	Short description
		communications and collaboration as a service (UCCaaS) subscribers.
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, voice mail, instant messaging, presence and enterprise mobility. Multiple phone models are also included with the monthly service rate. UCCaaS requires a MPLS connection and has inherent built in failover feature.
Voice and Video Services	UCCaaS - Reset Voicemail PIN	Unified communication and collaboration as a service (UCCaaS) users have several self-service methods in which their voicemail personal identification number (PIN) may be reset. This form enables an agency requestor or account user to submit a service request to reset a voicemail PIN.
Voice and Video Services	UCCaaS – Unity Message Relay feature	Unity Messaging Relay is an optional feature that is part of the unified communication and collaboration as a service (UCCaaS) service. This popular feature allows seamless voicemail forwarding from a user's UCCaaS desktop phone to their COV email account. Please use this form to enable this feature for an existing UCCaaS phone number.
Voice and Video Services	Virtual communications express (VCE) - Add/disconnect features and customer-premises equipment (CPE)	Use this form for requests to add/disconnect virtual communications express (VCE) features and devices/CPE for existing service.
Voice and Video Services	Virtual Communications Express (VCE) - New	Use this form to request new virtual communications express (VCE) service.
Voice and Video Services	Virtual Communications Express (VCE) – New Implementation	Use this form to request new Virtual Communications Express (VCE) service. A project record will be created to implement the new service.
Voice and Video Services	Virtual Contact Center (VCC)	Virtual contact center (VCC) is a cloud-based suite of contact center services. It centralizes



Service Category	Service Name	Short description
		contact center services into one tool and mitigates investing in software, hardware and support personnel. NICE InContact is the tool/platform agencies use to utilize VCC. Agencies use their internet browser to access NICE InContact. Agencies can reach their customers via phone, email, SMS, social media or their website.
Voice and Video Services	WebEx Conferencing - Single Account	Use this form to order Webex. Webex provides a single, user-friendly solution for audio conferencing, document sharing, online meetings and collaboration.
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	Assign, reassign or remove an existing hard/soft token to an end user's account. Tokens are used to provide multi-factor authentication (MFA) for access to the enterprise environment.