

Services Ordering Guide 4/29/13	Work Request	Service Request via VCCC	TSR	eVA
Server and Storage Services				
New Virtual Server (CESC or non-CESC/small (1-2 CPU)/Windows or LINUX OS)	Standard ¹			
New Virtual Server (all other types not previously listed)	Custom			
New Physical Server (all types)	Custom			
Server Decommissioning		●		
Increase Physical Server Memory (RAM)	Custom			
Modify Data Storage (CESC and non-CESC)	Standard ¹			
Storage Back-up Opt-out (CESC only)	Standard ¹			
Backup Modifications (other)	Custom			
Storage Authorization for Clone (CESC/SWESC only)	Standard ¹			
Agency File Restores		●		
Load SQL D/B, Oracle, SharePoint Server (existing HW)	Custom			
Rebuild / Reimage Server OS	Custom			
Upgrade SQL or Server OS ²		●		
Upgrade Agency Specific Server Applications	Custom			
Data Network Services				
COVANet Network Circuit			●	
MPLS Network Circuit	Custom		●	
MPLS Bandwidth Modification	Standard ¹			
MPLS Network Circuit Custom Analysis (standard reports available monthly)	Custom			
Secure Wireless LAN (replacement or new - room)	Standard ¹			
Secure Wireless LAN (new - building or floor)	Custom			
Secure Wireless LAN (relocation of existing WAP)		●		
Add/Remove network ports (1 - 25)		●		
Add/Remove network ports (26+)	Custom			
Managed Firewall	Standard ¹			
Managed Router	Custom			
Connection of 3rd Party Network Device (excluding printer, MFD, copier)	Custom			
Site to Site VPN	Standard ¹			
Enterprise Remote Connectivity Services (ERCS)	Standard ¹			
Voice Services				
UCaaS - New Site / New System	Custom			
UCaaS - Phone Set (addition, relocation within office, disconnection)			●	
Legacy Phone System - New Site, Upgrade, Replacement, Move	Custom			
Legacy Phone System - Request for additional phone set				●
Legacy VoIP Minor Modifications (changing line appearances; call pickup groups; hunt groups)			●	
Analog Phone Line (including fax) - connection and disconnection			●	
Cell Phone including Blackberry			●	

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Personal Computing Services				
PC Install, Move, Add, Change IMAC (1-15) ³		●		
PC Install, Move, Add, Change IMAC (16+) ³	Custom			
Order New PCs (1-15)				●
Order New PCs (16+)	Custom			
Order PC Peripherals / Incrementals ³				●
Customer Requested Early PC Refresh or Reassignment of PC within Agency	Custom			
PC Encryption	Standard ¹			
Application Software (Purchase)				●
Agency PC Application Software (Testing, Packaging, Installation)	Standard ¹			
Connecting 3rd Party Printer, Multifunction Device, or Copier	Custom			
Additional Memory for PCs (1-15)				●
Additional Memory for PCs (16+)	Custom			
Security Services				
Managed Web Proxy (Enterprise Bluecoat/modifications to standard policy)		●		
Agency Specific Web Proxy	Custom			
End User Remote Access (RSA Tokens Only)				●
Logical Security Architecture & Engineering	Custom			
Messaging Services				
Office Communicator		●		
Blackberry Service		●		
Resource Mailbox		●		
RightFax Services	Custom			
Enterprise Handheld Service (EHS) - New License and Activation	Standard ¹			
Activating Existing EHS License or Disconnect EHS		●		
Hosted Mail Archive Service - New	Standard ¹			
Hosted Mail Archive Service - Discontinue Service		●		
Hosted Mail Archive PST Ingestion	Custom			
Collaboration Services				
SharePoint Services (new and modification of existing)	Standard ¹			
SharePoint Training	Standard ¹			
Office/Equipment Moves, New Offices, and Office Closures				
Moving ≤ 15 PC's and/or ≤ 25 data ports within ITP supported spaces (between rooms/floors within the same building or to another building at the same physical address). Excludes phone, server, and network printer relocation.		●		
All other moves (see voice services section for phone relocation guidance)	Custom			
New Office, Temporary Office, or Office Closure	Custom			

General Note: This document is a general guide for the identification of the service ordering process. Depending on the customer's specific requirements, the process may vary from what is noted in this guide. If this occurs, the CAM and AOM will assist the customer with identifying the appropriate ordering process.

¹ See standard form conditions for clarification. If conditions cannot be met, the request should be addressed via a Custom Work Request.

Standard Forms can be found under the Forms Library on the Service Catalog website: <http://shop.vita.virginia.gov/>

² Dependency that existing platform can support the upgrade version; and/or hardware compatible to the requested upgrade version. Versions will remain the same (enterprise-enterprise; standard-standard).

² Maintaining Current and Current -1 version of SQL and Server Version

³ Desktop/Laptop PC (monitor, keyboard, mouse, docking station) counts as 1 IMAC Unit; Additional Monitors also count as 1 IMAC Unit. See Office/Equipment Moves Section for details regarding moves.