

Infrastructure Services		Work Request	Service Request via VCCC	TSR	eVA
Server and Storage Services					
New Server (Virtual at CESC/Windows OS)	Standard ¹				
New Server (Virtual at CESC/non-Windows OS)	Custom				
New Server (Virtual at non-CESC location)	Custom				
New Server (Physical)	Custom				
Modify Data Storage (CESC)	Custom				
Modify Data Storage (non-CESC)	Standard ¹				
Backup Modifications	Custom				
Agency File Restores			●		
Server Decommissioning			●		
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 Analysis			●		
Secure Wireless LAN (new - building)	Custom				
Secure Wireless LAN (new - single room)	Standard ¹				
Secure Wireless LAN (replacement)	Standard ¹				
Add/Remove network ports (1 - 25)			●		
Add/Remove network ports (25+)	Custom				
Managed Firewall	Standard ¹				
Managed Router	Standard ¹				
Site to Site VPN	Standard ¹				
Voice Services					
UCaaS - New Site / New System	Custom				
UCaaS - Additional Phone Request				●	
Non-UCaaS Phone System - New Site or Replacement	Custom				
Legacy Phone System Upgrade Request	Custom				
Legacy Phone Systems Request (additional phone)					●
Legacy VoIP Minor Modifications (changing line appearances; call pickup groups; hunt groups)				●	
Phone Line / FAX (analog)				●	
Cell Phone including Blackberry				●	

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Personal Computing Services					
PC Install, Move, Add, Change/Remove IMAC (1-15 Users)			●		
PC Install, Move, Add, Change/Remove IMAC (16 +)	Custom				
Order New PCs (1-15)					●
Order New PCs (15 +)	Custom				
Order PC Peripherals / Incrementals					●
Application Software (Purchase)					●
Core Software Installation (1-15 devices)			●		
Core Software Installation (16 + devices)	Standard ¹				
Agency PC Application Software (Packaging, Installation, Modification)	Standard ¹				
New Printer (Network Attached)					●
Connection of 3rd Party Device to Network (copier, MFD, etc)	Custom				
Security Services					
Managed Web Proxy (Enterprise Bluecoat and 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				

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¹ see standard form conditions for clarification

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)