



George E. Pataki, Governor

James T. Dillon, NYS Chief Information Officer

Michael McCormack, OFT Director

TABLE OF CONTENTS

Purpose of this Guide.....	3
Pricing and Ordering Information	3
The Office for Technology–Who We Are	3
OFT SERVICES	4
<u>Network Services</u>	4
<i>NYeNet Services</i>	4
Frame Relay	4
Asynchronous Transfer Mode (ATM)	4
ePort	5
T1.....	5
Internet Access.....	5
Router Management.....	6
Directory Services	6
<i>Telecommunications</i>	6
Dial Tone	6
Voice Mail	7
Audio Conferencing.....	7
Cable Access.....	8
Video Teleconferencing.....	8
Telecommunications Training.....	9
<u>Customer Service and Marketing</u>	9
<i>Technology Academy</i>	9
New York Government Learning Center	10
Technology Academy Computer Classrooms.....	10
Technology Training Arranged by the Technology Academy ...	11
E-learning and Reference Advantage (ERA) program.....	11
<u>Computing Services</u>	12
<i>Enterprise Help Desk (EHD)</i>	12
EHD Start-up Services	13
<i>Enterprise Storage and Backup Services</i>	13
<i>Mainframe Data Processing</i>	13
<i>Open Systems Services</i>	14
<i>Printing Services</i>	14
<i>Technical Consulting</i>	14
<u>Enterprise Application Services Bureau</u>	14
<i>Application and Accessibility Testing and Quality Assurance</i>	14

Purpose of this Guide

This Guide includes brief descriptions of the services and initiatives undertaken by New York State Office for Technology (OFT). Services are intended for all State agency and local government entities, unless otherwise indicated within the service description. OFT currently supports and will continue to support the services and initiatives included in this Guide. Detailed supporting technical documentation for OFT offerings is available upon request.

NOTE: This Guide is reviewed and updated annually.

Pricing and Ordering Information

OFT's Customer Relations Team is your primary point of contact for information regarding any OFT service offering, unless otherwise stated in this Guide. Please feel free to contact a Team representative, who will provide you with assistance, including pricing and ordering information.

NYS Office for Technology Customer Relations Team (CRT) Contact Information:

E-mail: Customer.Relations@oft.state.ny.us

Telephone: (866) 789-4OFT (Toll Free)
(518) 402-2537 (Local)

Fax: (518) 474-1196

Address: NYS Office for Technology
Customer Relations Team
ESP, Swan Street Building, Core 4, 1st Floor
P.O. Box 2062
Albany, New York 12220-0062



The Office for Technology—Who We Are

Recognizing the essential role that technology plays, the Office for Technology (OFT) was established to manage technology in State government.

OFT's mission is to provide centralized technology services, shape technology policy, and coordinate statewide technology-related initiatives that improve efficiency for New York State government.

To achieve our mission, OFT set the following goals to guide our work:

- Achieve high customer confidence in OFT's services;
- Increase the use and delivery of centralized technology services that produce efficiencies;
- Increase interoperability through the standardization of technology across State government;
- Optimize government entities IT investments; and
- Build a cohesive, competent, and motivated OFT workforce.

It is important to note all OFT services are provided according to Security industry best practices.

OFT SERVICES

Network Services

Network Services provides state-of-the-art solutions in telecommunications, directory services, and customer networking. Through a combination of private sector telecommunications carriers and State-owned fiber optic cables, OFT connects State and local governments on a network known as the NYeNet. Organizations connected to the NYeNet are able to share information and access applications. The Human Services Enterprise Network (HSEN) provides a full suite of network services to the Office of Children & Family Services, Office of Temporary Disability & Assistance, Department of Labor, and Department of Health (Medicaid). Network services support the agencies in the delivery of programs either directly to the residents of the State or to customer agencies or partners—58 local social service agencies and hundreds of voluntary organizations. Other offerings from Network Services include voice, data, video, call center, consultative telecommunication services, and directory services that provide for application authentication and authorization.



NYeNet Services

Frame Relay

Description: Frame relay is a popular transport choice of many organizations with a central office that needs to communicate with multiple remote offices or to interconnect multiple offices. Frame relay circuits range from 56K to T1 throughout the State. Frame relay services span from the remote office of an agency to its computer center. These services are distance and carrier insensitive. The basic offering is an end-to-end configuration, fully managed by the NYeNet.

Benefit: This product enables agencies to physically connect central and local sites to agency hosts and shared services on the NYeNet. Frame relay networks allow dynamic sharing of the network medium while providing access speeds up to DS3; thereby interconnecting locations more cost effectively and simply than point-to-point leased-line connections. Frame relay is the best option for an agency that uses the connection primarily for data transfer.

Audience: All NYeNet customers

Asynchronous Transfer Mode (ATM)

Description: ATM differs from frame relay and other packetized transport services because it is designed for much more than just transferring data. ATM is a network technology for both Local Area Networks and Wide Area Networks that support real-time voice and video, as well as data, and operates at speeds of T1 and faster. The topology uses switches that establish a logical circuit from end-to-end, which guarantees a quality of service for that transmission. However, unlike telephone switches that dedicate circuits end-to-end, unused bandwidth in ATM's logical circuits can be appropriated whenever available. ATM services are distance and telephone company sensitive.

Benefit: ATM services enable agencies to physically connect central and local sites to agency hosts and shared services on the NYeNet at very high speeds (OC3 and faster). ATM supports delivery of voice, video, and data.

Audience: All State government agencies and public authorities. This also applies to the State University of New York and the City University of New York to the extent that the business and administrative functions of such universities are common to State government.

ePort

Description: While its concept is much like the Internet, the ePort environment provides enhanced manageability and a state-of-the-art security environment to its participants. The ePort is a true routed TCP/IP service offering of the NYeNet that allows users to connect on an 'any-to-any' basis to all other subscribers of ePort service. The design goal for ePort service is to provide a high-speed, cost-effective transport service that gives each customer the ability to transport their data at speeds and security levels that fit their core business and budget.

- This offering is intended to replace the current ATM backbone and facilitate data exchange between agencies.
- ePort is built upon a number of enterprise level Layer 3 switches and routers that provide the necessary capacity, performance, and redundancy to allow this offering to be used for the most critical needs of the user community.
- ePort service only supports the Internet protocol (IP). All core services and applications deployed on the NYeNet use this protocol. Traffic other than IP can transverse the ePort environment, but must be encapsulated into IP. Encapsulation is a service that the NYeNet team can provide to the customer as an optional value-added service.
- For locations that can be reached using State-provided facilities, Ethernet connections of 10MB, 100MB, and 1,000MB (1 gigabyte) are offered. The ePort connection for an agency is provided as a simple Ethernet port.

Benefit: ePort service provides high-speed, cost-effective data transport and gives each customer the option to transport data at the speed and security that fit their core business and budget. It also facilitates data exchange between agencies and their customers.

Audience: All agencies, especially those involved in e-Commerce initiatives. Initial offering available to customers on the Albany MAN or connected to a NYeNet NAP.

T1

Description: The NYeNet offers Statewide DS1 (i.e., T1) service as an inexpensive alternative to frame relay and legacy DS1 (1.544Mbps) services. OFT's NYeNet DS1 service is available from any location in the state to any other location within the state. It is the ideal solution for customers looking to migrate point-to-point T1 circuits from EmpireNet or other service contracts. This service may also be used to provide connectivity from a number of remote agency locations to a Consolidated Data Center or an agency's host computer. For the latter, the customers DS1 circuits are aggregated in a NYeNet NAP and delivered to the data center via high-speed ePort connection.

This offering is best described as an "unprotected" service, meaning that there is no redundancy or diversity built into the design or price. Customers with redundancy requirements may want to consider NYeNet Frame Relay, two Statewide DS1 connections or a DS1 connection with a separate ISDN-BRI line as a fail over facility.

OFT has three service providers under contract (AT&T, Verizon and MCI) to maintain competitive rates, timely installation and repair.

OFT orders the service on behalf of the customer, but OFT remains the "Customer of Record" with the service provider. The service providers bill OFT each month and OFT bills the subscribing customers for their DS1 service on their monthly NYeNet bill.

Audience: All state, local and municipal government agencies and offices.

Internet Access

Description: Agencies interested in Internet access may purchase various connection types/speeds.

Benefit: This service permits agencies to provide employees access to the Internet.

Audience: All State government agencies and public authorities. This also applies to the State University of New York and the City University of New York to the extent that the business and administrative functions of such universities are common to State government.

Router Management

Description: Agencies may elect to have their router connection to the NYeNet managed by NYeNet operations. A third-party contractor provides the actual management.

Benefit: This service reduces the technical expertise and oversight required by an agency interested in connecting to the NYeNet.

Audience: Smaller State agencies without staff or expertise in networking.

Directory Services

Description: One key strategic service offered by the NYeNet is the Lightweight Directory Access Protocol (LDAP) based Directory Services. A directory is the widely accepted standard for accessing and leveraging information about people, places, and things. The NYeNet Directory Service (NYSDS) is the basis to provide a “single sign-on” for users of various State and local agency applications and services. These users only have access to the information for which they have authorized access. Individual users and individual applications from all agencies are entered into the directory once.

The administrative tools and processes of the NYSDS allow each agency to decide which of these users can access any of its applications and limit the specific entitlements with great granularity—user by user if necessary. This common repository of information, identifying these users and defining their permissions, can be applied to many applications, eliminating the need to duplicate this information for each application across multiple agencies. Basic services such as a white pages phone book and e-mail addresses for users are provided, as well as specialty functions such as single sign-on authentication services.

Two logical directories, one for government employee use and one for public access, will be established. In its most simple function, this directory will serve as white pages to look up contact information. As organizations populate NYSDS with authenticated users, it will enable rapid deployment of government-to-government (G2G), citizen-to-government (C2G), and business-to-government (B2G) applications. The NYSDS is the key infrastructure of the NYeNet.

Requests received for this service are reviewed to ensure a business case exists for implementation.

Benefit: NYSDS facilitates various e-Commerce and application initiatives by providing a common methodology and infrastructure. With this type of secured access, offered through NYSDS, information on State and local government employees, agencies, and a variety of other organizations and individuals can be contained in the directory while maintaining security.

Audience: All State government agencies and public authorities. This also applies to the State University of New York and the City University of New York to the extent that the business and administrative functions of such universities are common to State government.

Telecommunications

Dial Tone

Basic dial tone services ensure that State employees and contractors have a functional desktop or area telephone. Some areas share either Private Branch Exchange (PBX) or Centrex (a type of PBX) service.



PBX is a private telephone network within an enterprise - here, specific State offices in a geographic group. In the Albany area, for instance, many telephones are on the CAPNET network. Using a PBX lowers telephone costs and allows those people whose phones are in the network to call other phones on the network by dialing only 5 digits.

Benefits: PBX and/or Centrex lower the costs for high numbers of telephone lines and allow intra-network calling using fewer digits.

Audience: All State agencies.

Voice Mail

Description: Allows users to record, store, retrieve, and forward messages. The user's telephone will indicate there is a message. Messages can be left under multiple conditions, such as three rings no answer or call forward to voice mail for all calls or when the user's phone is busy.

Regions offering Voice Mail

Albany* (CAPNET)	Rochester
Binghamton	Schenectady (CAPNET)
Buffalo*	Syracuse
Endicott	Utica
Hornell	Watertown

**Not available at all locations. Contact Customer Service for exact locations.*

Audio Conferencing Service

Description: State-of-the-art audio teleconference and bridging service, typically for parties of six or more. OFT manages the telephone service and offers station conferencing as part of this service. This feature varies with each system managed allowing 3 to 217 parties, depending on the location, type of system, and type of telephone instrument.

Conference call facilitators must be authorized through their agency telecommunications representative and issued an authorization code. An authorization request form (CS-18) can be downloaded from the OFT web site.

www.oft.state.ny.us/telecom/forms

Benefits:

- Saves time and money
- Reduces and eliminates travel
- 3 to 217 participants
- Immediate call placement
- No set up fee
- Free cancellation with 24-hour notification
- Entry and exit tones
- Attendee announcement
- Available 24 x 7

Audience: All State agencies, service varies with location, system, and physical telephone equipment.

Cable Access Television Service (Empire State Plaza only)

Description: OFT, in a cooperative venture with the Office of General Services and Time Warner, is pleased to offer Cable Access Television (CATV) service for customers located at the Empire State Plaza. CATV service is currently available for offices in the following locations:

- Concourse
- Agency Buildings 1 to 4
- Swan Street Building
- Capitol Building
- Legislative Office Building
- Corning Tower Building
- Education Building
- Cultural Education Building
- Alfred E. Smith Office Building (upon renovation in 2005)

The rate for basic and standard CATV service is billed by OFT Telecommunications. It includes approximately 65 channels in addition to four channels dedicated to State government programming. Customers may also subscribe to digital and premium service (or tiers of premium channels) through a direct service order and billing arrangement with Time Warner. Please contact Time Warner at 1-866-321-8927 (toll free) for more information. OFT will continue to administer and bill for basic service, but cannot arrange for premium or “pay per view” services under our agreement with Time Warner.

There are no installation fees from OFT or Time Warner. The only one-time charges customers incur are those from either OGS Construction Services or the customer’s landlord. Contact OFT’s Customer Relations Team for specific ordering information.

Audience: Empire State Plaza Tenants

Video Teleconferencing

This service can be utilized for business meetings, training sessions, presentations, performance evaluations, and interviews.

Agencies may schedule meetings at the OFT Video Teleconference Rooms. To schedule regular video teleconferencing meetings or to reserve the conference rooms at any of these locations please call 518-402-2224 or e-mail telecom.videoconference@oft.state.ny.us.

Each site can accommodate up to eight people at the conference table for interactive video teleconferencing participation. There is additional seating capacity in each room to accommodate a total of 20 attendees. Each room has a document camera, VHS video cassette recorder, fax machine, speaker phone, and white board.

Video teleconference rooms are available at the following locations:

- **Albany**—Concourse Level of the Empire State Plaza (in the mini mall next to the Hallmark Card Shop)
- **Buffalo**—Donovan Building, 125 Main Street (Room 113)
- **Hauppauge**—Suffolk State Office Building (Room 1A6)
- **New York City**—250 Broadway (20th Floor)
- **Watertown**—Dulles State Office Building, 317 Washington Street (11th Floor, Room 2)

Audience: All State agencies that can access the Albany, Buffalo, Hauppauge, NYC, or Watertown facilities.

Telecommunications Training

Description: The Telecommunications Training Unit coordinates and schedules telecommunications training for all OFT telephone systems, including all end users at our OFT Telecom locations. This includes the following:

- Conduct training sessions for all new employees, including New York State Agency Telecommunications representatives.
- Administer Telecommunications System cutovers including: schedule meetings, prepare user guides, and coordinate training with appropriate agencies/OGS building managers.
- Develop new Telecommunications Training materials and visual aids.
- Provide on-site training at CAPNET locations and other OFT systems in Albany, Binghamton, Buffalo, Glendale, Hornell, Poughkeepsie, Rochester, Syracuse, Utica, Watertown, and our Metronet Systems, when possible for all telecom equipment supported on these systems, including voicemail.
- Provide training, via telephone, for the systems listed above.
- Prepare and update Telecommunications Bulletins and confirm adherence to policies and procedures.
- Provide telephone etiquette/customer service training based on established practices.
- Coordinate and conduct Telecommunications Informational meetings (September and March).
- Assist agencies in consulting analysis and order writing for either established cases or new challenges.
- Maintain a help desk to handle technical scenarios and questions from the users and Agency Representative until resolution.

Benefit: To provide comprehensive instruction on all telephone equipment supported at our OFT locations to allow users to optimize the use of individual equipment and to provide consistent training across agencies.

Audience: New York State agencies that use OFT telecommunications equipment at OFT-supported locations. For a list of these locations, please contact us by telephone or e-mail.

Customer Service and Marketing

Customer Service and Marketing serves as the primary point of contact between OFT customers (State, local and non-profit) and operating units within OFT. It is comprised of the Customer Relations Team and the Technology Academy.

The Customer Relations Team (CRT) serves as the liaison between OFT and its customers, ensuring quality service. The CRT focuses on responding to customers and on communicating OFT's mission in a clear, consistent manner. The CRT provides guidance to customers regarding services offered by OFT, and facilitates technology information sharing. In addition to providing valuable information to customers, CRT also receives feedback and input from customers, thus helping shape OFT's future direction and meet customers' needs.



Technology Academy

The Technology Academy was formed to take a coordinated approach to information technology training across agencies.

The Academy strives to capitalize on existing resources, augment services where they are minimal, and develop new learning resources. The Academy's initial focus is on serving State government entities with plans for services to local government entities. The Academy uses a consortium of public and private providers to provide services.

Academy goals include:

- Enhance the technology skills of New York State and local government employees in order to help them perform their work.
- Make it easier for agencies to obtain technology training while reducing the costs and efforts.

- Increase retention of information technology professionals.
- Provide a consistent training platform across agencies.

State agency staff should use the web-based system or contact their agency Academy Liaison for answers to questions. Agency Liaison contact information is available at www.oft.state.ny.us/academy. Agency Liaisons should use the Academy mailbox or contact the Academy staff directly. The OFT Customer Relations team is also a point of contact. All State agencies can use Academy services.

New York Government Learning Center

Description: The New York Government Learning Center is a web-based registration application sponsored by the Technology Academy that allows New York government employees to learn about opportunities for any type of training, including technology and business skills training. It allows agencies to easily communicate training opportunities to employees in their agency or other agencies. Training may be located at the Technology Academy's training facilities or at agency or vendor sites.

Agencies scheduling internal staff training may use the system for training registration for their own staff or to share seats with other agencies. Agency administrators can directly post courses using an Internet browser. The registration system is accessible from the Internet without additional client software.

Government employees must have an NYeNet Directory account to register for training online. Those who do not have an account can create one through the Government Learning Center and use that account to register for a class. Agencies who want to designate staff to have additional administrative rights in the system should contact the Technology Academy to have these administrative rights added to the employee's existing account. The Academy will begin working with county governments in 2004 to plan availability for their employees.

Benefit: This system increases training opportunities, decreases administrative overhead, and decreases costs.

Link for more information: The New York Government Learning Center is located at <https://www3.oft.state.ny.us/glc/>.

Who to contact: State agency staff should contact their agency Academy Agency Liaison for more information. A list of Agency Liaisons is available at the Academy web site at <http://www.oft.state.ny.us/academy/index.htm>.

Audience: All State agencies may use the New York Government Learning Center.

Technology Academy Computer Classrooms

Description: The Technology Academy has four computer training rooms available at no charge to State and local government entities. The classrooms are located on the basement floor 3B of Core 4 in the Swan Street building of the Empire State Plaza, located in Albany. There is 1 instructor and 13 student PCs networked in the Academy.

For accessibility, each classroom has one adjustable student workstation, plus one PC with a 21" monitor and screen reading and screen magnification software. A ceiling-mounted projector and a networked printer are included in each room. The standard classroom operating systems are Windows 2000 and Office XP, but the PCs can be configured for whatever technology training is scheduled.

Benefit: Agencies without their own training facilities can use the Academy classrooms to bring in a vendor to train, thus avoiding the additional cost of renting a classroom.

By sharing a training class with other agencies, a single agency can share costs and receive a reduced student rate for more participants.

Travel time and costs are reduced when training can be offered locally to employees.

Link for more information: More information about the Technology Academy classrooms, including detailed descriptions, directions, parking, and reservation instructions can be found at <https://www3.oft.state.ny.us/academy/trainrminfo.cfm>.

Who to contact: Government staff interested in reserving Academy training rooms can find an online reservation form on the Academy website at: <http://www.oft.state.ny.us/academy/reservation.htm>. If you have participants with specific accessibility needs, please note this on your reservation request. Academy staff will contact you regarding your request. You may also e-mail the Academy for more information at academy@oft.state.ny.us.

Policy: State and local government entities may reserve the classrooms for specific training needs. When reserving the training rooms, first preference is given to classes for technology training and courses that are open to multiple agencies. To use the facility, attendees must be either government or government-sponsored attendees. Please note that if you need to install software that requires licensing, the agency or the instructor will need to assume responsibility for the legal licensing of the software.

Audience: All State government agencies and public authorities. This also applies to the State University of New York and the City University of New York to the extent that the business and administrative functions of such universities are common to State government.

Technology Training Arranged by the Technology Academy

Description: The Academy can assist agencies in arranging technology training courses. For example, if an agency has the need for a course, but has only a small number of attendees, the Academy will try to fill the class with attendees from other agencies to make the course cost effective.

Benefit: This can reduce the cost, time, and effort for individual government entities to coordinate or arrange training.

Who to contact: Agencies needing help in arranging technology courses can contact the Academy at academy@oft.state.ny.us, or call us at 518-402-4004.

E-learning and Reference Advantage (ERA) program

Description: The Academy provides agencies the opportunity to acquire turnkey e-learning and online reference book licenses at substantially reduced costs. The Academy also provides services to help agencies ensure employees use the e-learning licenses.

In this time of tight fiscal restraint in New York State government, we try to do more with less and look for exceptional values. The ERA (E-learning and Reference Advantage) program was created early in 2003 to offer state agencies the opportunity to purchase e-learning and online reference book libraries at unusually low prices. In 2003 a savings of \$1.3 million from standard State contract pricing was achieved by consolidating this purchase. This pricing was negotiated for agencies by the Academy with the cooperation of OGS.

The Academy administers the ERA program with participating agencies to help ensure usage of the licenses purchased. The Academy offers agencies help administering and implementing this program, including presentations to staff, suggestions to increase usage, technical support, running reports, monthly learner labs, and an ERA web site with valuable information on the program.

Benefits: This is a low cost way to help your staff be more productive. While e-learning is not a solution for all your staff development needs, it is a valuable component to include in your training strategy. E-learning can be taken anywhere at anytime, reduces training costs, results in a higher retention of content through self-paced learning and provides a consistent message.

With an e-learning license, an employee can take as many courses as needed for one year. This offer includes access to all IT Professional courses, End-user courses, and Business Skills courses. There are courses for beginning and advanced users.

With an online reference license, staff can read information technology books online or do full-text searches from their desktop. They can create and share bookmarks to important content. This service can help IT staff quickly find up-to-date information they need to do their jobs for about the cost of one book.

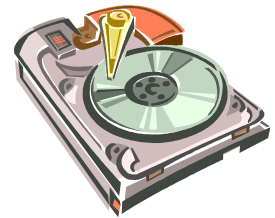
The Academy can help agencies to implement this program to make the most of this purchase.

Who to contact: Agencies interested in obtaining help to implement the ERA program should e-mail the Academy at academy@oft.state.ny.us, or call 1-866-789-4OFT (4638) or 518-473-2658. View additional information about the ERA program through links on the Academy web site at <http://www.oft.state.ny.us/academy/>

Audience: State government agencies that purchased ERA licenses for their employees.

Computing Services

The Bureau of Computing Services supports the data processing requirements of 20 agencies and provides ancillary services such as microfiche servers to numerous agencies. The benefits of the consolidated data center environment OFT manages include more consistent service delivery, improved access to technology, and leveraged technology investments. The development of a single command center is a critical component of the Consolidated Data Center. The Command Center operates on a 24x7x365 basis, supplying the operational and technical expertise necessary to support the critical infrastructure OFT maintains for the State.



Enterprise Help Desk (EHD)

Description: OFT's Enterprise Help Desk (EHD) provides Level 1 help desk support (receive initial calls, triage calls, and refer unresolved calls to appropriate Level 2 and 3 organizations, including vendors, NYeNet, the State Data Center, and agencies for agency-specific applications) for over 50,000 personal computers, terminals, and peripherals, located at more than 1,500 locations across the State.

Services are available 24x7x365 to any State agency and local jurisdiction and can include:

- Full help desk operation
- Off-hours support
- Support for specific products or applications
- Support for time-limited initiatives

A full range of modern, automated tools is available to the EHD, including telephony systems to allow the efficient management of calls to provide broadcasts on significant known problems for call and cost avoidance, and, in specific applications, to provide for direct call routing.

Peregrine Service Center is used for ticketing. Agents are provided with software tools such as a Help File, which documents procedures to handle specific problems including agency-specific applications, and the Knowlix knowledge base to provide detailed solutions. Weekly and monthly performance reports are provided to customer agencies.

Agency resolvers can lease browser-based Service Center licenses for full participation in the ticketing system. A web-based interface is planned to provide end users with the ability to access the status of their tickets at no additional cost.

Benefits: The EHD project responds to the OFT vision of undertaking technology projects with a statewide or multi-agency impact achieving the following goals:

- Optimal use of State and local resources to attain stakeholder goals. The EHD provides a single, consistent service across all agencies and has established relations with several of the vendors with whom agencies do business.
- Consistency and quality in New York State's technology environment.
- High-quality, cost-effective products and services that meet customer needs. A single point of contact is provided for all customers on a 24x7x365 schedule maximizing efficiencies and enabling the EHD to provide quality services addressing agency needs.

EHD Start-up Services

Analysis

The EHD offers analysis, through Unisys, to provide customers with a business case to determine if the EHD would be a cost beneficial approach to help desk services.

Start-up Services

Start-up services are necessary to bring a new customer or program into the EHD for support. Such services may include, but are not limited to:

- Identify required services and estimate volume of activity.
- Assist OFT and customer in developing Service Level Agreements (SLA) documenting expected level of service, appropriate referral locations, severity criteria, contacts, and escalation procedures.
- Establish databases to include the minimum required dataset for staff, assets, location, and organization information for the help desk database (per hour or per job).

Additional Service Options

The EHD offers additional, custom service options such as:

- Off-hour support
- Event service for limited time assistance
- Commercial off-the-shelf software

Audience: All State government agencies and public authorities. This also applies to the State University of New York and the City University of New York to the extent that the business and administrative functions of such universities are common to State government.

Enterprise Storage and Backup Services

Description: This offering provides customers the ability to acquire disk storage and the associated network backup services necessary to support open system applications. The disk storage and backup infrastructure are both components of a Storage Area Network (SAN).

Benefit: The services result in reduced staffing, reduced hardware/software costs, and 24x7x365 operations.

Audience: State Data Center customers only.

Mainframe Data Processing

Description: The State Data Center (SDC) offers IBM, Unisys 2200, and Unisys A series processor offerings. The Data Center supports mainframe processors, disk, tape, and print (impact and laser) products. Central complex coverage is 16x5, 24x5, or 24x7. Overtime is requested on an as needed basis and special needs are addressed one-off.

Benefit: The consolidated SDC delivers cost-effective processing cycles necessary to support existing agency legacy systems and supports new initiatives. Its platforms support a variety of architectures, from Assembler to Web. Disk farms

at each site are measured in terabytes, sufficient to support all current initiatives. Processors and disk are scalable to support all planned initiatives. Solutions promote the use of standardized, interoperable tool sets.

Audience: SDC Customers.

Open Systems Services

Description: The products and services in the Open Systems Services offering are categorized as primarily server hosting and server monitoring. This offering is defined as an adaptable service offering that supports reliable, highly available, and secure open system architecture (hardware and/or software). Services include environmental management, design, installation, implementation, and monitoring.

Benefit: This offering provides standardized, cost-effective, scalable, and manageable open system services. It includes up to 24x7x365 monitoring, off-shift management/monitoring, and improved security.

Audience: SDC Customers

Printing Services

Description: This offering includes production of printed material from programs executed on the mainframe, servers, or directly from tape. This service is for high-volume print jobs and critical throughput or secure documents. Printing services are provided using Xerox or IBM laser printers.

Benefit: These printing services provide access to high-speed printers including cut sheet, continuous form, laser or impact, duplex, and color. Services are available 24x7, and secured documents can be properly maintained.

Audience: SDC customers only.

Technical Consulting

Description: This offering provides consulting services related to the Mainframe Infrastructure (both stand-alone and integration with Open Systems), pre- and post-Request for Proposal support, web architecture assistance, and server hardening.

Benefit: This service provides core competent expertise, and standardized/customized/integrated solutions using the full suite of OFT products and services. It also results in improved deliverables and use of agency assets.

Audience: SDC Customers.

Enterprise Application Services Bureau

Application and Accessibility Testing and Quality Assurance

Description: OFT Application Services has established an infrastructure capable of test planning, functionality testing and measuring the performance of those applications and/or systems using the OFT Data Center and network facilities. They are available to prepare and execute test plans and report all findings; work with the customer to develop appropriate test plans and scenarios required for improvements in performance, efficiency, and functionality; initiate contact with appropriate professional service group; and coordinate OFT resources to perform tests and make recommendations. Application Services also offers accessibility testing to ensure that the applications being developed are in compliance with federal and state guidelines.

Benefits: This service allows agency programmers to avail themselves of the infrastructure and tools needed to test their systems thoroughly without expending the resources required to implement and maintain such an environment.

Identifying deficiencies with a product earlier in the development process also provides overall cost savings and prevents embarrassing post-implementation discoveries.

Audience: State and local Government.