

Service Catalog for Special Districts
(FY22/23)

	Category	Benefit	Product Type (Technical support, ISD Service)	Cost	Cost Unit (I.e.; Per line, per hour, per VM, etc.)
1	PC Replacement Program	Provides capital financing to spread cost over multiple years	ISD Service	Contact ISD for a quote	Per PC
2	I.T. Project Request development	Allows access to dedicated I.T. business analysts to aide in the development of ISD project requests	ISD Service	No Charge	No Charge
3	I.T. Project Scoping services	Allows access to dedicated I.T. business analysts to aide in the development of I.T. project scope/review	ISD Service	No Charge	No Charge
4	Business Process analysis	Allows access to dedicated business process analysts to assist with business specific work flow process/review	ISD Service	\$156.91	Per hour
5	Strategic Planning Services	Allows access to services related to the strategic planning to assist with I.T. roadmaps	ISD Service	\$156.91	Per hour
6	Virtualized Computing	Enhances business continuity by leveraging enterprise class cloud computing	ISD Service	Contact ISD for a quote	Per virtual machine
7	Virtualized Storage	Enhances business continuity by leveraging enterprise class cloud storage	ISD Service	Contact ISD for a quote	Per Gigabyte
8	Cloud Backup	Enhances disaster recovery by leveraging virtualized geo-diverse backup of data	ISD Service	Contact ISD for a quote	Per Gigabyte
9	Database Support - Oracle	Provides access to Database Administration support by experienced, trained Oracle Database administrators	Technical Support	\$156.91	Per hour
10	Database Support - MS SQL	Provides access to Database Administration support by experienced, trained SQL Database administrators	Technical Support	\$156.91	Per hour
11	Server Infrastructure - Design/consulting	Provides access to experienced engineers with subject matter expertise in server infrastructure design or provides an experienced engineer to assist with consultant engagements.	ISD Service	\$156.91	Per hour
12	Direct Support - Servers	Provides access to experienced engineers to assist with server operating system/hard support and management	Technical Support	\$156.91	Per hour
13	Cellular devices - Cell device rate plan	Provides a central point of billing/management for cellular device rate plan services	ISD Service	Contact ISD for a quote	Per Phone
14	Cellular Device - Technical Support	Provides access to support personnel for the selection/setup/configuration of cellular devices	Technical Support	\$156.91	Per hour
15	Cellular Device - Purchase	Provides centralized purchasing of cellular devices	ISD Service	Contact ISD for a quote	Per Phone
16	Fax - Enterprise	Eliminates the need for physical fax machines	ISD Service	Contact ISD for a quote	Per Line
17	VOIP - Line	Provide Voice over IP(VOIP) telephone services	ISD Service	\$14.37	Per line/month
18	VOIP - Phone	Provides centralized purchasing of VOIP phones	ISD Service	Contact ISD for a quote	Per phone
19	VOIP - Design Support	Provides access to support personnel for the design of VOIP services	ISD Service	\$156.91	Per hour
20	VOIP - Integrated Services Support	Provides access to support personnel for the selection/setup/configuration of VOIP services	Technical Support	\$156.91	Per hour
21	Access Control systems - Design/consulting	Provides access to support personnel for the selection/design of access control systems	ISD Service	\$156.91	Per hour
22	Video Surveillance systems - Design/consulting	Provides access to support personnel for the selection/design of video surveillance systems	ISD Service	\$156.91	Per hour
23	Network Cabling - Design/consulting	Provides access to support personnel for the selection/design of network cabling infrastructure.	ISD Service	\$156.91	Per hour

Service Catalog for Special Districts
(FY22/23)

	Category	Benefit	Product Type (Technical support, ISD Service)	Cost	Cost Unit (I.e.; Per line, per hour, per VM, etc.)
24	Network Cabling - installation	Provides centralized purchasing of network cabling services	ISD Service	Contact ISD for a quote	by project
25	Desktop Services - Direct support	Provides access to end user desktop support personnel	Technical Support	\$156.91	Per hour
26	Desktop Services - Endpoint Management	Provides access to endpoint management software	ISD Service	\$59.80	Per endpoint/year
27	Desktop Service - Antivirus	Provides access to Antivirus software	ISD Service	\$22.85	Per endpoint/year
28	Audio/Visual Systems - Support	Provides access to support personnel for audio/visual systems	ISD Service	\$156.91	Per hour
29	Audio/Visual Systems - Design	Provides access to support personnel for the selection/design of audio/visual systems	ISD Service	\$156.91	Per hour
30	Mobile Device Management	Provides access to Mobile Device Management software	ISD Service	Included with O365	Per Device
31	Web Site hosting	Provides a departmental web site in the ISD hosted cloud with access to agency management of the web site content	ISD Service	Contact ISD for a quote	Per site
32	Web Site development	Provides access to personnel to assist with the creation/development of a departmental web site on the ISD hosted cloud	ISD Service	Contact ISD for a quote	Per project
33	Web Site support	Provides access to personnel to support an ISD hosted departmental web site	ISD Service	\$156.91	Per hour
34	Active Directory	Provides access to support personnel for Microsoft Active Directory	Technical Support	\$156.91	Per hour
35	GIS Support	Provides access to support personnel for ESRI GIS software	ISD Service	\$156.91	Per hour
36	Document Imaging - Service	Provides design/implementation/hosting for departmental documents imaging needs	ISD Service	Contact ISD for a quote	Per project
37	Document Imaging - Technical Support	Provides access to support personnel for document imaging issues	Technical Support	\$156.91	Per hour
38	Adobe Software Management	Provides access to centralized County licensing of Adobe products	ISD Service	Contact ISD for a quote	Per License/prorated annually
39	Digital Signage	Provides access to support personnel for the purchase/design/selection/support of endpoint displays and digital signage	ISD Service	\$156.91	Per hour
40	Conference Room Scheduling Displays	Provides installation/purchase /configuration/support of Conference Room schedule displays that are integrated with Office 365	ISD Service	Contact ISD for a quote	Per room
41	Constituent Communication	Provides access to ISD managed Constituent Communication services to such as bulk e-mail, list servers, etc.	ISD Service	Contact ISD for a quote	Per hour / domain
42	Survey Tools	Provides access to ISD managed survey tools	ISD Service	Contact ISD for a quote	Per project
43	Link Shortening Service	Provides access to ISD managed web link shortening tools	ISD Service	\$156.91	Per hour
44	Security Certificate (Management, Install)	Provides support engineers for the management/installation of server security certificates	ISD Service	Contact ISD for a quote	Per Hour / domain

Service Catalog for Special Districts
(FY22/23)

	Category	Benefit	Product Type (Technical support, ISD Service)	Cost	Cost Unit (I.e.; Per line, per hour, per VM, etc.)
45	Domain Management, Internal / External DNS	Provides engineering support for Domain Naming Services support	ISD Service	Contact ISD for a quote	Per hour / domain
46	Graphic Design Services	Provides access to personnel to support departmental graphic design needs	ISD Service	\$156.91	Per hour
47	Network - WAN - Design/Consulting	Provides access to experienced engineers with subject matter expertise in Wide Area Network(WAN) infrastructure design or provides an experienced engineer to assist with consultant engagements.	ISD Service	\$156.91	Per hour
48	Network - LAN - Design/Consulting	Provides access to experienced engineers with subject matter expertise in Local Area Network(LAN) infrastructure design or provides an experienced engineer to assist with consultant engagements.	ISD Service	\$156.91	Per hour
49	Network - Support	Provides access to network engineering support	Technical Support	\$156.91	Per hour
50	Network - Monitoring	Provides access to ISD managed network monitoring services	ISD Service	Contact ISD for a quote	Contact ISD for a quote
51	VPN	Provides access to ISD managed VPN services	ISD Service	\$250.00	Per account - One time
52	Project Management - Project Manager	Provides access to ISD Project Managers to assist with or manage I.T. projects including procurement	ISD Service	\$156.91	Per hour
53	Project Management - I.T. project RFP/RFI Development	Provides ISD expertise to assist with the development of I.T. RFP's/RFI's	ISD Service	\$156.91	Per hour
54	Project Management - I.T. Project Oversight	Provides assistance to departments in the review/support of existing projects in progress OR review/support for departmental led project management efforts	ISD Service	\$156.91	Per hour
55	Project Management - Org Change support	Provides expertise to departments in support of change management related to I.T. projects/processes	ISD Service	\$156.91	Per hour
56	I.T. Security - Incident Response	Provides ISD managed security engineering support I.T. related security incidents	Technical Support	\$156.91	Per hour
57	I.T. Security - Security compliance review	Provides subject matter expertise for security compliance review	ISD Service	\$156.91	Per hour
58	Security - Policy review	Provides subject matter expertise for security policy review	ISD Service	\$156.91	Per hour
59	Help Desk Support	Provides a central point of contact for management of end user service requests	ISD Service	\$156.91	Per hour