

IT Services and Rates- FY 16	
Effective Date: 7-01-2015 Last Revised Date: 3-31-2015	Citywide Policy _X_ IT Policy __ IT Procedure ___
Approved By: IT Director	

Effective July 1, 2016

Service	Rate
Help Desk Support & Public Computing	\$218.00 per user per year
Internet/E-mail Bundle	\$142.00 per user per year
E-Mail Only Service (only approved users)	\$56.00 per user per year
Network Account Only	\$30.00 per user per year
Internet Only Service (only approved users)	\$86.00 per user per year
Remote Access	\$170.00 per user per year
Office 365 Suite 5 Device License (New)	\$210.00 per user per year
Patch Management & Security Updates	\$27.00 per device per year
Avaya Telephone Line	\$18.95 per line per month
Voice Mail Box ONLY (soft mail box)	\$9.51 per line per month
Verizon ISDN Line	\$46.66 per line per month
Directory Services	\$4.43 per entry per month
Smart Cell Phone	\$66.14 per device per month
Air Card/Tablet Wireless Service	\$53.33 per device per month
Basic Cell Phone	\$46.43 per device per month
Basic 100 Minute Cell Phone	\$31.77 per device per month
Cox Business Internet (CBI) 30/10	\$165.29 per connection per month
Cox Business Internet (CBI) 15/5	\$118.64 per connection per month
Cox Business Internet (CBI) 6/2	\$70.65 per connection per month
Verizon DSL	\$106.63 per connection per month
Custom Rates & Services*	varies

Service Descriptions

Help Desk – Provides for remote and onsite end user support for PC, mobile, telecommunications, application and other problems, installations, requests and inquiries. In addition the service provides anti-virus software for supported end user devices and security updates and patches. The help desk is manned and addresses all issues on regular City work days

between the hours of 7:30 am and 5 pm. Call out support is provided for emergencies 7 days a week between 7 am and 11 pm. Emergencies are generally defined as a major service outage affecting an entire location, service or application. Requests for new projects which includes major upgrades, department moves, new application deployments and other major or department wide changes are not considered to be part of normal help desk activities. Projects may incur additional costs depending on the scope of the activities. Help Desk services also support public computing for departments that have all their department employees on the City's Help Desk Service, E-mail and Internet services and also want to provide computing resources for public access.

Public Computing - Provides help desk support for devices used by multiple users that are City employees and the public. The service includes special software to increase the security of user transactions in a shared environment and increase system reliability. The help desk is manned and addresses all issues on regular City work days between the hours of 7:30 am and 5 pm. On Call support is provided for emergencies 7 days a week between 7 am and 11 pm. Emergencies are generally defined as a major service outage affecting an entire location, service or application. Departments must adhere to IT procedures for public computing support. IT staff called out to a public computing site after hours may incur overtime charges.

Internet/E-Mail Bundle – Provides all the features and functions of the Internet, E-mail services. In addition, the service includes patch management, security updates and a network account with the bundle.

Internet Only Service – Provides Internet access to and from to the City network using redundant circuits from two carriers. IT provides network connectivity, URL filtering, threat prevention, intrusion detection, and penetration tests to reduce security risks. Network accounts and e-mail are not included in the City's Internet service charge. Patch management and security updates are not included with this service. Users with Internet Only accounts are required to comply with the City's security policies on servers and end user devices which includes security updates and patch management. This service is generally used by non-City organizations that have their own helpdesk, e-mail and full time IT staff support and are located in a City building.

E-mail Only Service – The e-mail service provides an e-mail account for City users using Microsoft's 365 services. Office 365 e-mail accounts have storage limits of 50GB per user and unlimited storage is available for an additional fee. E-mail accounts using Office 365 have a 99.9% uptime guarantee. On premise system e-mail is available as well but with lower storage limits and lower uptime guarantees. All accounts come with anti-spam and anti-malware protection. E-mail service includes a network account. E-mail only services do not include patch management and security updates. Customers choosing this service will need to comply with the City's security policy and perform their own patch management and security updates on devices attached to the City's network.

Network Account – Provides a basic city account for users to log into applications on the City's secure network to access applications like new Kronos time accounting system. E-mail is **not** provided with this service. This service is primarily for state network users accessing City applications that already have a state e-mail account, employees that do most of their work in the field and don't have an assigned computer or City E-mail account, or contractors needing access to only limited city applications on a temporary basis. Employees will need a network account to access the Kronos the time keeping system from a home computer to view and edit their leave online.

Remote Access – Users can remotely connect in a secure manner to City applications from their home PCs or laptop devices. There are three technical solutions available based on the user's specific requirements. IT will determine the appropriate design for your needs. Users with laptop and home computers are responsible for ensuring the end device is kept up to date with anti-malware protection as well as Microsoft Windows and other appropriate software security patches. The IT department may remove any user from the service whose device that is not up to date with secure software versions and up to date security patches.

Anti-Virus, End User Device Security Updates and Patch Management – Organizations needing security updates, anti-virus software and patch management can subscribe to the Patch Management and Security Update Services. This is a service for organizations attached to the City’s network but choose not to use the City’s Helpdesk and Internet/E-mail bundle. Patch Management and Security Updates are available for customers utilizing the Help Desk and/or the Internet/E-mail Bundle. This service provides regular security patching and updates as well as antivirus software on devices attached to the City’s network. This is required to ensure compliance with City and State security policies.

Office Suite Cloud Service – Offers enhanced applications and subscription to office on up to 5 devices per user. Enhancements are described below. This is a good option of users with multiple devices, telecommuters and users who have needs for file sharing, collaboration and mobile computing. Users must be subscribers to City’s e-mail services to qualify for these services. Users with this service and using a tablet must also subscribe to the MDM services to ensure security of City data.

- Subscription to Desktop Office Applications (outlook, word, excel, PowerPoint, office, publisher, one note, Lync, access) for up to 5 devices per user.
- Archiving and legal hold capabilities with unlimited storage for e-mail archiving
- Simple file sharing with one drive give each user 1 TB of personal storage to access from anywhere and syncs with their PC. Shared internally and externally and controls documents.
- Web conferencing – conduct meetings over the web with HD video conferencing, screen sharing and instant messaging
- SharePoint sites for your teams and team sites
- Mobile apps: Edit and view Word, Excel and PowerPoint documents on iPad, iPhone and windows phone.
- Skype & Instant messaging – connect with other Lync users via IM, voice calls, and video
- Office Online – create and edit word, OneNote, PowerPoint and Excel documents from our browser.

Telephone Line – Avaya - Standard City telephone service includes direct inward dialing, voice mail, hold, transfer, conferencing, forward, voice mail to e-mail, and many other calling features. Unlimited long distance calling is included in the service. Line fees are applicable to each phone, fax machine, alarm lines or any other line that is provided by the City's Avaya phone system or lines at remote sites.

Voice Mail Box Only – Departments on the Avaya system that need a public or other voice mail box that isn’t specific to one user.

Verizon ISDN – Local exchange access services that creates a digital connection to provide voice and data services on a single line. Provides many voice features similar to a PBX. Primarily used by department locations that cannot connect to the City’s Avaya system in an economical manner.

Directory Services – Blue page listings in the local telephone directory.

Smart Cell Phone – Voice and data services on a smart phone. Includes unlimited data, unlimited long distance, local telephone services, unlimited text and other features. A large variety of smart phones come bundled with the service with an annual refresh on the device.

Air Card/Tablet Wireless Service – Data services for city users. Provides unlimited data on a tablet or Air Card. Air Card or tablet devices are not included in the monthly service charge.

Basic Cell Phone Service – Unlimited calling on voice only cell phones. Telephone device is provided with the service.

Basic 100 Minute Cell Phone Service – Provides basic cell phone service with a 100 minute level. Minutes over 100 will be charged on a per minute basis. The device is included in the service.

Cox Business Internet – Provides Internet for locations not connected to the City’s fiber network. City staff will work with each department to determine the right capacity, recommended equipment and will install and monitor the services and equipment as part of the service. The following speeds are available:

- 30 Mbps Download, 10 Mbps Upload
- 15 Mbps Download, 5 Mbps Upload
- 6 Mbps Download, 2 Mbps Upload

Verizon DSL – Provides Internet services for locations not connected to the City’s fiber network and where CBI is not available or inadequate for customer requirements. Provides download speeds up to 15 Mbps. City staff will work with each department to determine the right capacity, recommended equipment and will install and monitor the services and equipment as part of the service.

Custom Services – City IT will design and provide services for unique department needs. Examples can be seen below

E911 System Maintenance
Verizon & Cox Services
Special Features for Voice & Data Services
T1 Services
ISDN Services
VITA Services
PRI & 911 Trunks
IVR & ACD Services
Ring Down Circuits
Custom Software & Services
Video & Audio Conferencing Service
Call Recording Services

To request service, report a problem or request the termination of service, users should contact the helpdesk at ithelp@hampton.gov or call 311.