



2017 Schedule of Services Allocation Rates
 Approved by the Automatic Data Processing Board
 March 6, 2017 Resolution 17-028

Cost Pool	Measurement	2017 Rate
Professional Services - Security and MACD	Per Hour	\$0.00
Professional Services - Level 1 Support	Per Hour	\$54.00
Professional Services - Level 2 Support	Per Hour	\$98.00
Network Connection	Per Connection/Month	\$15.00
iSeries Only Connection	Per Connection/Month	\$7.50
Cloud Computing Services	Per Virtual Server/Month	\$80.00
Document Services (Imaging)	Per GB/Month	\$5.00
Email Services	Per Account/Month	\$3.00
Data Storage	Per GB/Month	\$0.10
Database Services	Per CPU Minute	\$150.00
Physical Server Hosting Services	Per Server/Month	\$875.00
Rental Program	Per Day/Device	\$5.00
Facility Use	Per Day	\$100.00
iSeries Platform	Percent Utilization/Month	% Utilization
Print Services	Percent Utilization/Month	% Utilization
Financial Services	Percent Utilization/Month	% Utilization
Enterprise Content Management Services	Percent Utilization/Month	% Utilization
Collaboration Services	Percent Utilization/Month	% Utilization

Franklin County Data Center 2017 Schedule of Services

The Franklin County Data Center provides information technology services including:

1) Professional Services

- (a) Security and User administration which includes moves, adds, changes and deletes. There is no charge for this service.
- (b) Level 1 Support: First level technology support including deployment, maintenance, incident management, and procurement services. Allocated on a per hour basis.
- (c) Level 2 Support:
 - (i) Programming Services: Design, development, database administration and documentation activities to develop or enhance applications. Allocated on a per hour basis.
 - (ii) Project Services: The business and technical analysis, design, leadership, planning, management, control and delivery services associated with projects or tasks.
Allocated on a per hour basis.
 - (iii) Infrastructure Services: Infrastructure set up, installation, application and software installation, troubleshooting, upgrades, other planning and design services including information gathering and distribution activities. Allocated on a per hour basis.
 - (iv) Video & Media Services: Creation, editing, and publication of media including video, audio, and 3-D graphics. Allocated on a per hour basis.

2) General Use

- (a) Network Connection: The software, hardware, and processes that protect the Franklin County IT infrastructure and the integrity of all data on the Franklin County network while providing and monitoring access through network, intranet, internet, VPN, or virtual desktop connections. The Franklin County Data Center provides 500 MB per second Internet services (ISP), data encryption, global network infrastructure issue resolution, file access privileges, password changes and anti-virus, image deployment and management, web filtering and spam blocking software and updates to ensure the integrity of Franklin County workstations and improve security and workplace efficiency. Charges are allocated per number of workstations rate set by the Franklin County Data Board.
- (b) iSeries Only Connection: The software, hardware and processes that protect the Franklin County IT infrastructure and the integrity of all data on the iSeries FCJS, FCDC1, or FCDC2 partitions while providing and monitoring access through network, intranet, internet, VPN, or virtual desktop connections. This connection does not include access to ISP services, the Windows servers such as exchange, file servers or SANS, database servers, imaging application, web filtering services, or spam blocking services. Charges are allocated per number of workstations rate set by the Franklin County Data Board. Note: this connection is charged instead of the Network Connections for those accessing only the iSeries on the Franklin County Network.

- (c) Cloud Computing Services: Utilization of the Franklin County cloud environment including hosting of virtual servers. Charges allocated based on number of virtual servers per month.
- (d) Financial Services: The software, hardware, and processes that provide availability to the County accounting system known as MUNIS. This connection includes software updates as available, offsite back-ups, and client access licenses. Charges allocated based on percent of utilization of the environment.
- (e) Enterprise Document Content Services: Enterprise content management application known as OnBase used to store and retrieve paper files, as well as, creation and retrieval of electronic forms. Assists in workflow management by routing documents to queues designed for individual agency needs. Charges allocated based on percent of utilization of the environment.
- (f) Collaboration Services: A portal-based platform known as Microsoft SharePoint that facilitates the creation, management, and sharing of documents and web services in a collaborative way. Charges allocated based on percent of utilization of the environment.
- (g) Document Services: Utilization of the Franklin County Intellivue imaging application. Charges allocated based on percent of utilization of the environment.
- (h) Email Services: Utilization of the Franklin County email application. Includes SPAM and back-up services, and mailbox storage. Allocated per account per month.
- (i) Data Storage: Data storage within the Franklin County cloud environment including data replication and recovery. Measured per gigabytes a month.
- (j) Print Services: Includes hardware, software, maintenance, material, and labor cost to provide print services on the Franklin County data network. Measured in percent utilization of total pages and images processed by the iSeries and Windows print servers.
- (k) Database Services: Utilization of the Franklin County Microsoft SQL or IBM DB2 database servers. Allocated on a per CPU minute basis measured as the amount of time database servers' processors spends running a process performing such tasks as executing a system call, updating a display, or performing a calculation on an agency's application .
- (l) Physical Server Hosting Services: Hosting of an agency owned physical server to include routine maintenance and monitoring. Allocated per server per month.
- (m) iSeries Platform: Utilization of the County IBM iSeries platform. Charges allocated based on percent of utilization of the environment.
- (n) Rental Program: Use of computer equipment on a temporary basis by an agency including desktop computers, laptops, projectors, monitors, printers, recording devices, switches, and tablets. Allocated per device per day.
- (o) Facility Use: Allocated per daily use.
 - (i) FCDC Training Room: Use of the FCDC training room, projector and desktop units.
 - (ii) FCDC Auditorium: Use of the FCDC Auditorium, PC, projector and media equipment.
 - (iii) FCDC Meeting Rooms: Use of the FCDC meeting rooms, PC and projector.
 - (iv) Units processed by our partner agencies and tracked for data board approval and PFM disposal. Allocated on per incident basis.

3) Miscellaneous

- (a) MSELA Base Seats: (Microsoft Enterprise License Agreement) Primary seat licensing by device and software assurance for the latest release of the Microsoft Operating. The license also includes a Core CAL (Client Access License) which includes a Windows CAL, SharePoint Standard CAL, Exchange CAL, Systems Center Configuration Manager (SCCM) CAL, Forefront (security) CAL and Lync CAL. Base seats are paid in advance and are established at the beginning of a contract period.
- (b) MSELA True-Up Seats: True-ups are paid after the fact for new seats gained throughout the year not included in the base seat count. A True-up is licensed for the balance of the contract period, and becomes a base seat at the conclusion of the contract.