

Franklin County Data Center  
 2018 Schedule of Services Allocation Rates  
 Approved by the Automatic Data Processing Board  
 February 5, 2018 Resolution 18-006



Cost Pool	Measurement	2018 Rate
Professional Services - Level 1 IT Support	Per Hour	\$60.00
Professional Services - Level 2 IT Support	Per Hour	\$98.00
Network Connection	Per Connection/Month	\$24.00
iSeries Only Connection	Per Connection/Month	\$12.00
Cloud Computing Services	Per Virtual Server/Month	\$85.00
Document Services (Imaging)	Per GB/Month	\$4.00
Email Services	Per Account/Month	\$1.00
Email Services	Per GB/Month	\$5.00
Data Storage	Per GB/Month	\$0.10
Physical Server Hosting Services	Per Server/Month	\$575.00
Rental Program	Per Day/Device	\$4.00
Facility Use	Per Day	\$100.00
Database Services	Percent Utilization/Month	%
Print Services	Percent Utilization/Month	%
Financial Services	Percent Utilization/Month	%
Enterprise Content Management Services	Percent Utilization/Month	%
Collaboration Services	Percent Utilization/Month	%
iSeries Computing Services	Percent Utilization/Month	%

## Franklin County Data Center 2018 Schedule of Services

The Franklin County Data Center provides information technology services including:

### 1) Level 1 Support

- (a) Procurement Services: Technical analysis, sourcing, data board approval preparation, contract, licensing and vendor management services related to the procurement of Information Technology hardware, software, maintenance and services. Allocated on a per hour basis.
- (b) Support Services: First level technology support including deployment, maintenance or incident management services. Allocated on a per hour basis.

### 2) Level 2 Support

- (a) Programming Services: Design, development, database administration and documentation activities to develop or enhance applications. Allocated on a per hour basis.
- (b) 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.
- (c) 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.
- (d) Video & Media Services: Creation, editing, and publication of media including video, audio, and 3-D graphics. Allocated on a per hour basis.

### 3) 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 1 GB 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) Disaster Recovery: Data replication, hosting of physical or virtual servers or disaster recovery services. Charges allocated based on percent of utilization of the environment. Included with storage cost for partner agencies utilizing the Franklin County Data Network (FCDN) virtual servers and storage.
- (d) Cloud Computing Services: Utilization of the Franklin County cloud environment including hosting of virtual servers. Charges allocated based on percent of utilization of the environment.
- (e) Mid-Range COBOL/DB2 Computing Services: Utilization of the Franklin County iSeries platform. Charges allocated based on percent of utilization of the environment.
- (f) 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.
- (g) 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.
- (h) 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.
- (i) IT Service Management: IT service management system designed around the Information Technology Infrastructure Library (ITIL) known as ServiceNow to that facilitates automation of IT service applications and processes.
- (j) Document Services: Utilization of the Franklin County Intellivue imaging application. Storage is used as the unit of measure for this cost pool, but the pool includes all costs associated with the scanning application and back-up of the files. Allocated per megabytes data storage per month.
- (k) Mobile Device Management: The hardware, software and labor that monitor, manage and secure mobile devices across multiple mobile service providers and across multiple mobile operating systems. Allocated per device per month.
- (l) Email Services: Utilization of the Franklin County email application. Includes SPAM and back-up services, mailbox storage up to 200 MB per mailbox, and attachments up to 50 MB. Allocated per account per month.
- (m) Data Storage: Data storage within the Franklin County cloud environment. Measured per megabytes a month.
- (n) 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.
- (o) 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 .
- (p) Physical Server Hosting Services: Hosting of an agency owned physical server to include routine maintenance and monitoring. Allocated per server per month.
  - (q) 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.
  - (r) Facility 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.
  - (s) Salvage: Secure and destroy all data housed on the unit and dispose of the hardware in a manner that meets or exceeds all environmental and Franklin County standards.
    - (i) Desktop computer, laptops, tablet, servers, or smartphone: The unit will have all data on the hard drive removed, tracked for data board approval and disposed. Allocation is per item.
    - (ii) All other items including monitors, printers, or misc. items. The units will be tracked for data board approval and disposed. Allocation is per item.
    - (iii) Units processed by our partner agencies and tracked for data board approval and PFM disposal. Allocated on per incident basis.

#### 4) 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 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.