

JANICE K. BREWER  
GOVERNOR



DAVID RABER  
INTERIM DIRECTOR

ARIZONA DEPARTMENT OF ADMINISTRATION  
INFORMATION SERVICES DIVISION  
100 N. 15<sup>th</sup> Avenue, Suite 400  
PHOENIX, ARIZONA 85007

## SERVICE AGREEMENT

### ADOA-ISD SA Number GCY11-16801

In accordance with Arizona Revised Statute (ARS) Section § 35-148, and 41-135.01, this Agreement is entered into by and between **Gila County** (hereinafter referred to as "**CLIENT**"), and the **Arizona Department of Administration, Information Services Division** (hereinafter referred to as "**ADOA-ISD**"), and shall be effective as indicated in Section 1. - Terms of Agreement, or cancelled pursuant to the terms set forth in Section 8 hereof.

For and in consideration of the terms and conditions set forth herein, the parties agree as follows:

#### 1. TERMS OF AGREEMENT

This Agreement shall be consistent with the State of Arizona Fiscal year and will be effective from **date the last party signs** through **June 30, 2013**. This Agreement may be renewed in accordance with Section 2, and may be terminated in accordance with Section 8.

#### 2. RENEWAL OF AGREEMENT

This Agreement may be renewed for three additional one-year terms upon mutual agreement of both parties and by both parties signing an Addendum to this Agreement. **ADOA-ISD** shall schedule a review of this Agreement no less than 45 calendar days prior to the renewal date. Upon agreement, **ADOA-ISD** shall prepare an Addendum for an additional one-year period for both parties' signatures. If either agency intends NOT to renew, written notice shall be given to the other party at least sixty (60) calendar days prior to the renewal date.

**CLIENT's** failure to provide such notice shall operate to renew the Agreement for an additional one-year term at the then published rates, included as Schedule C in this Agreement and also found on the **ADOA-ISD** Web Site: [http://isd.azdoa.gov/links/service\\_rates.aspx](http://isd.azdoa.gov/links/service_rates.aspx).

The published rates are subject to change. Any rate changes made to the **ADOA-ISD** rate schedule, will be published on the **ADOA-ISD** web site within 24 hours after any rate changes are approved and will then be the rates that govern this contract.

In the event the parties have determined the Scope of Services requires the acquisition of capital equipment necessary for the business functions of the **CLIENT** and determine to amortize the cost of such equipment over several years (such amounts, if any, are set forth in the attached Schedule B), the **CLIENT** shall reimburse **ADOA-ISD** for such unamortized amounts upon a determination by the **CLIENT** not to renew the agreement.

In the event resources other than capital equipment such as but not limited to; cooling units, server racks, specialized system or application's software, etc. have been specifically acquired for the **CLIENT**'s business function and upon the determination by **CLIENT** not to renew this Agreement prior to **ADOA-ISD**'s recovery of the cost of these resources, **CLIENT** shall be responsible to reimburse **ADOA-ISD** for the unrecovered cost of these resources.

Prior to the acquisition of specified capital equipment and/or resources, deemed necessary for this Scope of Services, the **CLIENT** will be advised of the intent and need to acquire and must agree to these acquisitions in writing, prior to any action being taken to obtain the capital equipment or resources.

### **3. SCOPE OF SERVICES**

The **CLIENT** is requesting that **ADOA-ISD** provide **CLIENT** Information Technology Support as identified in Schedule A.

**ADOA-ISD** and the **CLIENT** shall perform the obligations agreed to by each and set forth in Schedule A.

In performing the services, **ADOA-ISD** agrees to:

- a. Comply with all laws, statutes, ordinances, rules and regulations applicable to any Arizona State government body or authority;
- b. Diligently complete the services.

### **4. GITA Security Requirements**

**CLIENT** and **ADOA-ISD** understand the State's IT Planning Policy, P135, and Risk Management Standard, P800-S805, which mandates that each executive branch agency submit a Technology Infrastructure Standards Assessment (TISA) to the Government Information Technology Agency (GITA) on an annual basis.

If the **CLIENT** is found not to be in compliance with the GITA Statewide policy and standards, **ADOA - ISD** will be available on a time and materials basis, to assist the **CLIENT** in achieving compliance. If the **CLIENT** chooses not to

reach or maintain compliance with these standards, termination of service with ADOA - ISD may result.

## 5. Payment

**CLIENT** agrees to pay **ADOA-ISD** as set forth in Schedule B. Payment shall comply with requirements of A.R.S. Title 35-148.

Each month, **ADOA-ISD** shall provide **CLIENT** with a dated itemized statement of services rendered. **CLIENT** shall have thirty (30) calendar days from the date on the itemized statement to notify **ADOA-ISD** in writing of any disputed amounts on the monthly statement. Any amounts not disputed in writing within thirty (30) calendar days shall be paid by **CLIENT** to **ADOA-ISD**. Failure to dispute a monthly statement amount within thirty (30) calendar days shall not prejudice **CLIENT** in later disputing the amount; however disputes not timely raised shall not be reimbursed until resolved. **ADOA-ISD** agrees to provide **CLIENT** monthly all requested and reasonably available details of the monthly billing at no cost to **CLIENT**.

Upon final resolution of any dispute, the amount in question shall be included or subtracted in the next monthly payment, unless the last payment has already been made, then any amounts owed will be made to the party owed.

**ADOA-ISD** shall provide the **CLIENT** with an account number, reflected in Schedule B, to support a monthly billing process.

## 6. NON-AVAILABILITY OF FUNDS

Every payment obligation is conditioned upon the availability of funds appropriated for the payment of such obligation. If either agency fails to receive an appropriation that may lawfully be allocated to the performance of their obligations hereunder, this Agreement may be terminated at the end of the period for which such funds are available.

No liability for failure to perform shall accrue to **ADOA-ISD** or **CLIENT** in the event this provision is exercised, and **ADOA-ISD** shall not be obligated or liable for any damages as a result of termination under this paragraph. Notwithstanding the foregoing, this provision does not release either party for any prior or outstanding liability at the time of termination under this paragraph.

## 7. REPORTS AND RECORDS

Each party shall establish and maintain records regarding its performance under this Agreement, in accordance with the records retention standards established by the Department of Library and Archives.

## 8. TERMINATION

Either party may terminate this Agreement upon sixty (60) calendar day's written notice to the other party.

In the event the parties determine the Scope of Services requires the acquisition of capital equipment necessary for the business functions of the **CLIENT** and determine to amortize the cost of such equipment over several years (such amounts, if any, are set forth in the attached Schedule B), the **CLIENT** shall reimburse **ADOA-ISD** for such unamortized amounts on or before the date the contract is terminated.

In the event resources other than capital equipment have been specifically acquired for the **CLIENT**'s business function and upon the determination by **CLIENT** to terminate this Agreement prior to **ADOA-ISD**'s recovery of the cost of these resources, **CLIENT** shall be responsible to reimburse **ADOA-ISD** for the unrecovered cost of these resources, on or before the date the contract is terminated.

## 9. CANCELLATION FOR CONFLICT OF INTEREST

Pursuant to ARS § 38-511, the state, its political subdivisions or any department or agency of either may, within three years after its execution, cancel any contract, without penalty or further obligation, made by the state, its political subdivisions, or any of the departments or agencies of either if any person significantly involved in initiating, negotiating, securing, drafting or creating the contract on behalf of the state, its political subdivisions or any of the departments or agencies of either is, at any time while the contract or any extension of the contract is in effect, an employee or agent of any other party to the contract in any capacity or a consultant to any other party of the contract with respect to the subject matter of the contract. A cancellation made pursuant to this provision shall be effective when the **CLIENT** receives written notice of the cancellation unless the notice specifies a later time.

## 10. CONFIDENTIALITY

By virtue of this Agreement, **ADOA-ISD** and **CLIENT**, its employees, and agents may have access to certain confidential and/or proprietary information of the other party, as defined below. **ADOA-ISD** and **CLIENT** agree to use Confidential Information received from the other Party only as expressly permitted in the Agreement and in furtherance of the purposes expressed in the Agreement. Neither **ADOA-ISD** nor **CLIENT** will disclose to any third party the other party's Confidential Information, in whole or in part, except as provided for in this Agreement, and in compliance with all applicable state and federal laws, including but not limited to the Federal Information Security Management Act of 2002 (FISMA), Federal Public Law 107-347, The Health Insurance Portability and Accountability Act (HIPAA) CFR 45, IRS Publication 1075, A.R.S. §35-121.01 thru

§ 39-127 and A.R.S. § 41-3504(A )(1) and, **ADOA-ISD** Information Security Policies and Standards.

**A. Definition of Confidential Information:** As used herein and for the purpose of this Agreement "Confidential Information" includes but is not limited to, names, addresses, social security numbers, telephone numbers, financial profiles, credit card information, driver license numbers, or other personally-identifiable information held in the public's trust by either **ADOA-ISD** or the **CLIENT**. Confidential Information can be stored electronically or in hard copy. Confidential Information does not include information that is or becomes public through no act of the recipient, information that was already in the possession of the recipient as of the date of disclosure, and information that is disclosed by court order.

**B. Identification of Confidential Information:** All tangible material (including without limitation, software, hardware, disks, and tapes), shall be considered Confidential Information and inherit the protection standards, until further definition occurs. If the Confidential Information is disclosed orally or visually, it shall be identified as such at the time of disclosure.

**C. Handling of Confidential Information:** **ADOA-ISD** and **CLIENT** shall use the same care to prevent disclosure of the other party's Confidential Information as it uses with respect to its own Confidential Information of a similar nature. Each party agrees that at all times, and notwithstanding any termination or expiration of this Agreement, to hold in strict confidence and not disclose to any third party Confidential Information of the other party, except as approved in writing by the other party to this Agreement, and will use the Confidential Information for no purpose other than approved by the other party to this Agreement. Each party shall only permit access to Confidential Information of the other party by pre-authorized employees or pre-authorized representatives having a need to know and are otherwise bound by confidentiality obligations at least as restrictive as those contained herein.

**D. Confidentiality Ownership, Term and Termination:** **ADOA-ISD** and **CLIENT** shall retain all right, title and interest in and to its own Confidential Information. No disclosure of Confidential Information shall be deemed to grant either party any license or other intellectual property right to the other party's Confidential Information. The recipient's obligations under this section (D.) survive termination and shall be binding until receipt of written notification of release from these obligations. Upon written request of the other party, the party shall promptly return to the other party all documents and other tangible materials representing the other's Confidential Information and all copies thereof.

**11. Miscellaneous**

It is mutually agreed by the parties that:

- a. In the event of a dispute, the parties agree to use arbitration to the extent required by ARS § 12-1518. The laws of the State of Arizona shall govern any interpretation of this Agreement and venue shall be in Maricopa County, Arizona.
- b. All parties shall comply with Executive Order 75-5, as amended by Executive Order 2009-09, which mandates that all persons, regardless of race, color, religion, sex, age, national origin or political affiliation, shall have equal access to employment opportunities, and all other applicable State and Federal employment laws, rules and regulations, including the Americans with Disabilities Act. All parties shall take affirmative action to ensure that applicants for employment and employees are not discriminated against due to race, creed, color, religion, sex, national origin or disability.
- c. All parties shall comply with ARS § 23-214, which requires verification of employment eligibility through the e-verify program.
- d. Purchases made in furtherance of this Agreement are subject to the Arizona Procurement Code (ARS § 41-2501, et seq.) and the administrative rules promulgated thereunder (AAC R2-7-901, et seq.).
- e. Any amendments to this Agreement must be in writing and signed by both parties.
- f. All requests for additional services shall be in writing and signed by both parties and subject to current established **ADOA-ISD** billing rates.
- g. All notices pertaining to this Agreement shall be addressed or faxed to the parties respectively as follows:

<b>CLIENT:</b>	<b>ADOA-ISD:</b>
Gila County	Arizona Department of Administration
1400 E Ash St.	Information Services Division
Globe, AZ 85501	100 N. 15 <sup>th</sup> Avenue, Suite 400
	Phoenix, AZ 85007
<b>ATTN: Darryl Griffin</b>	<b>ATTN: Patrick Quain</b>
	Assistant Director
Phone Number: 928-402-8778	Phone Number: 602-542-2250
FAX Number: 928-425-7056	FAX Number: 602-542-4272

**SERVICE AGREEMENT CONTRACT NO. GCY11-16801**

**THIS AGREEMENT IS THE COMPLETE AND EXCLUSIVE STATEMENT OF THE UNDERSTANDING BETWEEN THE PARTIES, AND IT SUPERSEDES ALL PROPOSALS, ORAL OR WRITTEN, AND ALL OTHER DOCUMENTS OR COMMUNICATIONS BETWEEN THE PARTIES RELATIVE TO THE SUBJECT MATTER HEREIN COVERED, UNLESS SUCH DOCUMENTS OR COMMUNICATIONS ARE SPECIFICALLY INCLUDED BY REFERENCE.**

**IN WITNESS WHEREOF, the parties have executed this Agreement:**

**CLIENT:**

**ADOA-ISD:**

Gila County

Arizona Department of Administration  
Information Services Division

By: 

By: 

Printed Name: Michael A. Pastor

Printed Name: David Raber

Title: Chairman Gila County  
Board of Supervisors

Title: Interim Director  
Department of Administration

Date: \_\_\_\_\_

Date: 6-30-10

Approved As To Form



Bryan B. Chambers  
Chief Deputy Gila County Attorney

**Between**

**Arizona Department of Administration  
Information Services Division**

**And**

**Gila County**

**SCHEDULE A**

**ADOA-ISD services provided under this Agreement and  
ADOA-ISD, CLIENT and Joint Responsibilities**

<p><b>ADOA-ISD</b></p>	<p>ADOA-ISD and CLIENT shall jointly develop and maintain a list of Responsibilities for each service task being requested and/or provided, as set forth in Schedule C. Responsibilities will be listed as <b>ADOA-ISD Responsibilities</b>: Responsibilities that ADOA-ISD's staff personnel will be responsible for providing to the <b>CLIENT</b>; <b>CLIENT Responsibilities</b>: Those areas of Responsibility that will fall to the <b>CLIENT</b> in order to meet ADOA-ISD's requirements and abilities to provide the services as requested; <b>Joint Responsibilities</b>; Those processes and responsibilities that ADOA-ISD and the <b>CLIENT</b> will be responsible for performing as a team in order to reach the Goals and Service Requirements by both ADOA-ISD and the <b>CLIENT</b>.</p> <p>For updated changes to the Service Catalog and for changes to our Service Rates, CLIENT may view these online at our Website: <a href="http://www.isd.azdoa.gov">www.isd.azdoa.gov</a>.</p>
<p><b>Debit / Task Code</b></p>	<p><b>Service Description / Responsibilities</b></p>
<p><b>5731</b></p>	<p><b>Hosting - Copper (Shared Rack Space)</b></p> <p>This includes 1U space for racking the server with electrical, generator backup, fire protection, raised flooring, air conditioning, and physical security. The Copper support rate is based on the standard height of a rackmount server or chassis, which is a "U" The "U" refers to <i>Unit</i> or <i>Rack Unit</i>, and is sometimes abbreviated to "RU". One "U" or "RU" is equivalent to 1.75 inches.</p> <p>The Copper Service includes redundant electrical connections (when required); air conditioning and humidification control; generator backup; fire suppression; raised flooring; and physical security.</p> <p>All management of the system and data will be the responsibility of the owner of the equipment. The rate is the same whether the rack is provided by ADOA-ISD or belongs to the customer. ADOA-ISD limits a rack to contain no more than 64 blade servers.</p> <p>The Copper service is invoiced by each "U".</p>

	<p><b>ADOA-ISD Responsibilities</b></p> <ul style="list-style-type: none"> <li>• 24x7x365 monitoring and operations support.</li> <li>• Provide all necessary power connections for <b>CLIENT</b> equipment.</li> <li>• Provide air conditioning that meets with data center standards.</li> <li>• Provide physical security that meets with data center standards.</li> <li>• Notify <b>CLIENT</b> of any outage or interruption of service.</li> <li>• Provide badge access to the data center area where the <b>CLIENT</b> equipment resided.</li> </ul> <p><b>CLIENT Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Notify <b>ADOA-ISD</b> of any scheduled maintenance that may require personnel that do not have data center badges, this includes <b>CLIENT</b> staff and <b>CLIENT</b> vendors.</li> <li>• Provide a list of individuals that will need access to the <b>CLIENT</b> equipment. These individuals will need to complete the UNAC training prior to receiving their badge access.</li> <li>• Payment of time installation charges. These charges are base on the server size and power requirements.</li> <li>• Only store data related to official state business.</li> <li>• Provide <b>ADOA-ISD</b> with as accurate as possible estimates of future hosting requirements.</li> <li>• Provide <b>ADOA-ISD</b> with <b>CLIENT</b> contact information during normal and outside of normal business hours.</li> <li>• Contact <b>ADOA-ISD</b> IT Support Services at 602-364-4444 for assistance or technical support in the use of or in the event of issues this service.</li> <li>• When necessary the <b>CLIENT</b> must be willing to share the rack they are in with other <b>ADOA-ISD</b> customers.</li> <li>• Pay all fees associated with the Shared Rack Space service.</li> </ul> <p><b>JOINT Responsibilities</b></p> <ul style="list-style-type: none"> <li>• Establishment of security for physical access to <b>CLIENT</b> servers and other equipment.</li> <li>• Environment change requests will be in writing.</li> <li>• Mutually maintain and abide by the Emergency Contingency Plan.</li> </ul>
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**Change Advisory Board**

Change Advisory Board Meetings are set up on an on-going scheduled basis. These are set up weekly or monthly as considered necessary. If a **CLIENT** representative cannot physically attend a given CAB meeting then a phone number to facilitate attendance through a Conference Call can be obtained. In each instance the **CLIENT** can obtain the phone number and / or the monthly information for the CAB meeting pertinent to their site by calling the **ADOA-ISD** Help Desk: **602.364.4444**.

**Additional ADOA-ISD Responsibilities**

Level 1 Support Services are provided by the **ADOA-ISD**. This manned Help Desk is provided to log phoned-in problem requests, perform basic service requests that can be handled by Level 1 support personnel, and when necessary, escalate problem resolution to Level 2. Level 1 Support for the **CLIENT** Network is reached by dialing 602.364.4444.

Level 2 Support Services are provided Monday through Friday, 6:30 a.m. through 6:00 p.m. Highly specialized, technical staff familiar with the **CLIENT** Network will provide these services. These **ADOA-ISD** staff members are contacted when the Level 1 Support personnel cannot solve the reported problem or question. These technicians are also the individuals responsible for the various system administration functions required to maintain the **CLIENT** Network.

**Except for emergencies, ADOA-ISD will schedule all software upgrades and maintenance services during scheduled downtime.**

If a **CLIENT** has **Open Systems** being supported by **ADOA-ISD**, although **ADOA-ISD** will try to ensure availability of the **CLIENT** Network during normal business hours, there may be unavoidable emergencies that would require the application and/or server to be unavailable. **CLIENT** shall develop emergency/manual procedures to handle this possible scenario.

**To those CLIENT's doing business on an Open Systems environment, ADOA-ISD recommends the CLIENT obtain hardware to cover the CLIENT in the event of a natural disaster which could affect the CLIENT's ability to provide services to the public. ADOA-ISD also recommends that the CLIENT establish written procedures and/or contract for Disaster Recovery services. If the CLIENT chooses not to provide such measures or a separate server environment to ensure CLIENT Recovery after an event of a Natural Disaster, ADOA-ISD is not responsible, nor can ADOA-ISD provide total system support for such an event.**

**Payment for services shall be made in accordance with Schedule B.**

Between

Arizona Department of Administration  
Information Services Division

And

Gila County

## SCHEDULE B

### FUNDING OBLIGATIONS

Pursuant to Section 4 of this Agreement, commencing with this Agreement and for services rendered under this Agreement, **CLIENT** agrees to pay **ADOA-ISD** for said services, to be billed on a monthly basis per the applicable **ADOA-ISD** service rate schedule for the fiscal year services are rendered.

Services provided as per Definitions, in Schedule C and responsibilities of **ADOA-ISD** as outlined in Schedule A. Services will be billed according to the attached **ADOA-ISD** service rate schedule. Rates are subject to change and the **ADOA-ISD** rate schedule will be reviewed on an annual basis with **CLIENT**.

- **5731 - COPPER Hosting Shared Rack Space:** \$ 30.00 per 1U / per month. **Currently a total of 2 U's for a monthly total of \$60.00.** Billing may change if there are any additions or deletions by **CLIENT**. Billing will be in accordance with **ADOA-ISD's** current published rate schedule. (1)

(1) Also to be included will be an additional \$ .40 per month for cost of VPN connection.

### One Time Charges

A one time charge of **95.00** for 1 hour for installation of router.

A one time charge of **\$ 1,345.26** for initial **ADOA-ISD** and AZNet charges.

### Sole Use Acquisitions

If it is determined that **ADOA-ISD** is required to acquire additional hardware, software or other special equipment for use only by **CLIENT**, then all costs and purchases related to this item will become the responsibility of **CLIENT** and these costs will be billed back to the **CLIENT** either as a One Time Pass Thru Billing or added to **CLIENT's** monthly billing, over a specified period of time, until such time that the costs are totally reimbursed to **ADOA-ISD**. A signed agreement between **ADOA-ISD** and the **CLIENT** will be drafted and signed by all parties prior to such purchases being made.

**Billing Procedures**

CLIENT will be billed monthly for all contracted services. In the event of any unexpected problems encountered, outside of the contracted services, during any given month, the following will apply:

1. If the problem is related to ADOA-ISD errors or omissions, CLIENT will not be billed.
2. If a request is received for a billable service at the Time and Materials rate, CLIENT will be billed.

Any service(s) provided outside of the normal hours of coverage, as specified in the ISA, will be charged at the current hourly time and materials rate for that service.

(Clarification: Any work being done by the Data Center staff related to overall Network Support, System Support or Operational Support, and not due to customer error, such as upgrades, enhancements, patches, equipment replacement, etc. would not be billed to any customer since it would be considered "cost of doing business".)

All requests for additional services outside of the contracted items will be scheduled through CLIENT with CLIENT's input. If the request requires work to be done outside of the normal work hours, CLIENT will be advised of the time and cost, prior to scheduling, for CLIENT's approval to proceed.

Billing shall commence on the month corresponding to the date of signature.

CLIENT 9 digit account number to be billed is 168GILACY.

In the event CLIENT requests the services or equipment of a 3<sup>rd</sup> Party Vendor, the CLIENT shall be solely responsible for all payments to be made to the 3<sup>rd</sup> Party Vendor for services or equipment provided by the 3<sup>rd</sup> Party Vendor in connection with the performance of their service.

CLIENT:

Gila County

By: 

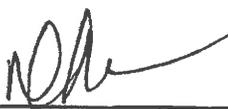
Printed Name: Michael A. Pastor

Title: Chairman Gila County Board of Supervisors

Date: \_\_\_\_\_

ADOA:

Arizona Department of Administration  
Information Services Division

By: 

Printed Name: David Raber

Title: Interim Director Department of Administration

Date: 6-30-10

Approved As To Form

  
Bryan B. Chambers  
Chief Deputy Gila County Attorney

**Arizona Department of Administration  
Information Services Division  
FY 10 Service Rates  
03/02/2010**

		Billing Unit	FY10	Prior Rate	% Change	Last Rate Sheet Change
<b>37140 Project Management Office (PMO)</b>						
1411	Project Management Support	Hour	\$95.00			
<b>37320 Mainframe Processing</b>						
<i>24/7:</i>						
3201	Customer Info Control System (CICS) Processing	CPU Hour	N/A	\$ 108.00	-100%	12/11/2009
3203	Customer Info Control System (CICS) Transaction	Transaction	N/A	\$ 0.00147	-100%	12/11/2009
3207	Time Sharing Option (TSO)	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
<i>Prime:</i>						
3210	Customer Info Control System (CICS) Proc.	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
3211	Batch	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
3212	Information Management System (IMS)	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
3214	Datacom	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
3215	Datacom Multi User Facility (MUF) Query	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
3216	ADABAS	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
3217	Open Database Connectivity (ODBC)	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
3218	DB/2	CPU Hour	\$99.00	\$ 108.00	-8%	12/11/2009
<i>Non-Prime:</i>						
3220	Customer Info Control System (CICS) Proc.	CPU Hour	\$49.50	\$ 54.00	-8%	12/11/2009
3221	Batch	CPU Hour	\$49.50	\$ 54.00	-8%	12/11/2009
3222	Information Management System (IMS)	CPU Hour	\$49.50	\$ 54.00	-8%	12/11/2009
3224	Datacom	CPU Hour	\$49.50	\$ 54.00	-8%	12/11/2009
3225	Datacom Multi User Facility (MUF) Query	CPU Hour	\$49.50	\$ 54.00	-8%	12/11/2009
3226	ADABAS	CPU Hour	\$49.50	\$ 54.00	-8%	12/11/2009
3227	Open Database Connectivity (ODBC)	CPU Hour	\$49.50	\$ 54.00	-8%	12/11/2009
3228	DB/2	CPU Hour	\$49.50	\$ 54.00	-8%	12/11/2009
<b>37330 Technical Support</b>						
3311	Technician Services	Hour	\$95.00			

**SERVICE AGREEMENT CONTRACT NO. GCY11-16801**

Arizona Department of Administration Information Services Division FY10 Service Rates			Billing Unit	FY10	Prior Rate	% Change	Last Rate Sheet Change
<b>37340 Disk Storage</b>							
<i>Mainframe:</i>							
3411	Tier 1 - Standard	Track/Month	\$0.00120	\$ 0.00140	-14%	12/11/2009	
3415	Tier 1 - Private (Reserved) Volumes	Track/Month	\$0.00120	\$ 0.00140	-14%	12/11/2009	
3421	Tier 2 Standard	Track/Month	\$0.00060	\$ 0.00070	-14%	12/11/2009	
3425	Tier 2 - Private (Reserved) Volumes	Track/Month	\$0.00060	\$ 0.00070	-14%	12/11/2009	
<i>Open Systems:</i>							
3431	Tier 1 - Standard	gb/Month	\$0.60333	\$ 0.70400	-14%	1/21/2010	
3441	Tier 2 - Standard	gb/Month	\$0.17311	\$ 0.20200	-14%	1/21/2010	
<b>37350 Tape Storage</b>							
<i>Mainframe:</i>							
3511	Data Stored	mb/Month	\$0.00040	\$ 0.00060	-33%	12/11/2009	
3521	Physical Tape Surcharge	Tape/Month	\$1.00	\$ 0.50	100%	7/1/2006	
3525	Physical Tape not in Tape Management System (TMS)	Tape/Month	\$1.00				
3531	Tape Mounts	Mount	\$2.00				
3541	Migrated Data	mb/Month	\$0.00833				
<i>Open Systems:</i>							
3561	Automated Tape Library (ATL) Storage	mb/Month	\$0.00020	\$ 0.00030	-33%	1/21/2010	
<i>Other:</i>							
3591	Tape Vault Storage (1" X 4 3/8" slot)	Slot/Month	\$0.09	\$ 0.50	-82%	2/12/2009	
3592	Tape Vault Handling	Instance	\$0.15			New	
<b>37360 Printing</b>							
3611	Page	Page	\$0.10	\$ 0.05	100%	7/1/2006	
3621	Impact (Line)	1,000 Lines	\$2.75	\$ 1.10	150%	7/1/2007	
<b>37520 Desktop Support</b>							
5211	PC/Laptop Support	Device/Month	\$30.00				
5221	Printer Support	Device/Month	\$50.00				
5231	Desktop Technician	Hour	\$85.00				
5241	Encryption Setup	Instance	\$318.75			New	
5243	Encryption License	Device/Month	\$33.00			New	
	<i>Virtual Desk</i>		Pending			New	
<b>37540 Application Development (SDLC)</b>							
5411	Programming Services	Hour	\$95.00				
5413	Analysis Services	Hour	\$95.00				
5415	Technical Services	Hour	\$95.00				

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Arizona Department of Administration Information Services Division FY10 Service Rates		<u>Billing Unit</u>	<u>FY10</u>	<u>Prior Rate</u>	<u>% Change</u>	<u>Last Rate Sheet Change</u>
<b>37550 Application Support</b>						
<b>Programming:</b>						
5511	Programming Services	Hour	\$95.00			
5513	Analysis Services	Hour	\$95.00			
5515	Technical Services	Hour	\$95.00			
<b>E-Mail:</b>						
5523	E-mail - Enterprise (Exchange)	User/Month	\$5.00	\$ 15.00	-67%	12/1/2009
5524	Enterprise (Exchange) (Additional Space over 1gb)	gb/Month	\$3.00			New
5525	Message Transfer Agent (E-mail Relay per Application)	Application/Month	\$12.00			
<b>Web Page Hosting:</b>						
5531	Shared Basic Environment	10MB/Website/Month	\$10.00			
5533	Shared Premium Environment	Website/Month	\$425.00			
5536	Basic Virtual Dedicated Environment	Server/Month	\$466.00			
<b>37550 Application Support</b>						
<b>Secure Sockets Layer (SSL) Certificate:</b>						
5541	Verisign	Website/Year	\$400.00			
5543	GoDaddy - New	Website/Year	\$30.00			
5545	GoDaddy - Renewal	Website/Year	\$20.00			
<b>Domain Name Services (DNS):</b>						
5551	Domain Name Registration for .gov domain	Website/Year	\$125.00			
5553	Domain Name Service parking	Website/Year	\$20.00			
<b>Clarity User Account (single user):</b>						
5571	Clarity Enterprise Visibility Option User Account	Account/Month	\$5.00	\$ 30.00	-83%	9/1/2009
5573	Clarity Team Member User Account	Account/Month	\$42.00	\$ 145.00	-71%	9/1/2009
5575	Clarity Manager User Account	Account/Month	\$175.00	\$ 195.00	-10%	9/1/2009
<b>Imaging/Document Mgmt. Services</b>			Pending			New
<b>Other:</b>						
5591	Payment Portal Processing Fee	Transaction	\$0.18			

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Arizona Department of Administration Information Services Division FY10 Service Rates		Billing Unit	FY10	Prior Rate	% Change	Last Rate Sheet Change
5593	Blackberry Enterprise Server (BES)	User/Month	\$15.00			New
5595	Subscription Email Service (SES) - (1-5,000 subscribers)	Account/Month	\$31.00			New
5596	Subscription Email Service (SES) - (5,000-60,000 subscribers)	Account/Month	\$112.00			New
<b>37570 Server Support</b>						
5715	PLATINUM Support (Includes GOLD Support)	Device/Month	\$702.00			New
5713	GOLD Support (Includes SILVER Support)	Device/Month	\$314.00	\$ 435.00	-28%	7/1/2006
5711	SILVER Support	Device/Month	\$202.00	\$ 255.00	-21%	7/1/2009
5751	BRONZE Virtual CPU (Hosting)	CPU/Month	\$45.00	\$ 83.00	-46%	7/14/2009
5753	BRONZE Virtual RAM (Hosting)	512Mb/Month	\$25.00	\$ 41.50	-40%	7/14/2009
5731	COPPER Hosting Shared Rack Space	1U/Month	\$30.00	\$ 36.25	-17%	7/1/2009
5739	Floor Space Rental (Non-Electric Consuming Equipment)	Sq Ft/Month	\$30.00			
5737	Shared File Server	Per Acct/Month	\$12.00	\$ 15.00	-20%	7/1/2009
5717	Directory User Administration	User/Month	\$13.00	\$ 14.00	-7%	7/1/2009
5742	SAN Connection	Port/Month	\$8.00	\$ 7.50	7%	7/1/2009
<b>Server Support:</b>						
5721	Server Technician	Hour	\$95.00	\$ 90.00	6%	7/1/2008
<b>AS/400:</b>						
5771	AS/400 Storage	Block 2,560	\$0.0073			
5775	AS/400 Technician	Hour	\$65.00			
<b>Other:</b>						
5791	Equipment Lease		ISA			
<b>37620 Security *</b>						
6201	ADOA Network Connection (SCIFI)	Port/Month	\$39.00			
6211	Security Technician	Hour	\$95.00			
6221	Account Setup	Transaction	\$23.75			
6231	Password Change/Reset	Transaction	\$5.00			
6241	Host based Intrusion Detection System (HIDS)	Host CPU/Month	\$50.00			
6251	Host Security Assessment (HSA)	Host CPU/Month	\$20.00			

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Arizona Department of Administration Information Services Division FY10 Service Rates		Billing Unit	FY10	Prior Rate	% Change	Last Rate Sheet Change
6261	Profense (Web site and application security)	Site/App/Month	\$12.00			
<b>37640 Disaster Recovery</b>						
6401	Disaster Recovery Technical Support	Hour	\$95.00			
6411	Hosting - Remote server/storage	1U/Month	\$25.00			
<b>Living Disaster Recovery Planning System (LDRPS) Agency Account (multiple users):</b>						
5561	LDRPS Account - Small Agency (1-99 FTE)	Account/Month	\$195.00			
5563	LDRPS Account - Medium Agency (100 - 749 FTE)	Account/Month	\$295.00			
5565	LDRPS Account - Large Agency (750+ FTE)	Account/Month	\$495.00			
<b>37720 Support Center</b>						
7211	Remedy User Registration	User/Month	\$144.00	\$ 140.00	3%	7/1/2009
	<b>Help Desk Support</b>	Activity	Pending			New
<b>37820 Data Base Management</b>						
<b>Technical Support:</b>						
8221	Data Base Specialist	Hour	\$95.00	\$ 80.00	19%	7/1/2006
<b>Mainframe Database Support:</b>						
8231	Mainframe Database Support		ISA			
<b>Dedicated Database Hosting:</b>						
8240	SQL Server Primary	APP/DB Server/Mo	\$1,000.00	\$ 1,500.00	-33%	3/2/2010
8241	SQL Server Secondary	APP/DB Server/Mo	\$500.00			
8242	Oracle Server Primary	APP/DB Server/Mo	\$1,500.00			
8243	Oracle Server Secondary	APP/DB Server/Mo	\$500.00			
8244	Domino Server Primary	APP/DB Server/Mo	\$1,000.00	\$ 1,500.00	-33%	3/2/2010
8245	Domino Server Secondary	APP/DB Server/Mo	\$500.00			
<b>Shared Database Hosting:</b>						
8250	Shared - Entry - 1 GB, 1 DB, 1 User	APP/Unit/Mo	\$23.95			New
8251	Additional User	DB/User/Mo	\$4.99			New
8252	Shared - Intermediate - 5 GB, 3 DB, 4 Users	APP/Unit/Mo	\$119.75			New

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Arizona Department of Administration Information Services Division FY10 Service Rates		<u>Billing Unit</u>	<u>FY10</u>		<u>Prior Rate</u>	<u>% Change</u>	<u>Last Rate Sheet Change</u>
8253	Additional User	DB/User/Mo	\$7.99				New
8254	Shared - Advanced - 10 GB, 5 DB, 10 Users	APP/Unit/Mo	\$287.40				New
8255	Additional User	DB/User/Mo	\$14.99				New
8256	Dedicated		ISA				New
<b>Other Services:</b>							
8298	SQL 2005 Database For Web Hosting (ERMA Only)	DB Record	\$0.0030				New
<b>37960 Pass-Thru Billing</b>							
9601	Pass-Thru Billing	One-time	Cost + 8%				
Note:	1024 MB equals 1 GB and 1024 GB equals 1 TB. *Security Services are included in published rates – these rates apply to additional services required by customer						

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**37140 - Project Management Office (PMO)**

**1411 - Project Management Support**

This service provides a State Certified Project Manager for professional management of your Information Technology (IT) projects from design to implementation. Along with this service, projects can be tracked in the Clarity Project Portfolio Management System (see Clarity rates in section 37550, 5581) this service is billed in 15 minute increments and is invoiced monthly as incurred.

**37320 - Mainframe Processing**

**Prime and Non-Prime Time**

Prime Time is 7:00 A.M. to 5:00 P.M. Monday – Friday (Holidays excluded).  
Non-Prime Time is 5:00 P.M. to 7:00 A.M. Monday – Friday and Weekends and Holidays.

Mainframe Rates include a Disaster Recovery Facility capable of providing Processing Services for all Mainframe Customer Applications

**3207 - Time Sharing Option (TSO)**

TSO stands for (Time Sharing Option) and provides "interactive" time-sharing from remote terminals. TSO is a means of communicating with the system (mainframe) and among other functions allows the user to submit Batch Processing jobs, view data, monitor job flow, print, edit files and conduct library functions, etc.

**3210 (Prime) & 3220 (Non- Prime) Customer Information Control System (CICS) Processing**

CICS (Customer Information Control System) billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

**3211 (Prime) & 3221 (Non-Prime) - Batch**

Batch Processing refers to jobs submitted with Job Control Language (JCL) stack. Batch Processing is submitted in various ways including Control M – scheduler or other methods as determined by the user. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

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**3212 (Prime) & 3222 (Non-Prime) - Information Management System (IMS)**

Information Management System (IMS) is IBM's transaction & hierarchical database management system. The database may be accessed through batch jobs or on-line transactions or processing from either IMS/Data Communications or CICS. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

**3214 (Prime) & 3224 (Non-Prime) - Datacom**

CA Datacom/DB is a high-performance; multi-user relational database management system based on z/OS host platforms. The database may be accessed through batch jobs or on-line processing from CICS. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

**3215 (Prime) & 3225 (Non-Prime) - DataQuery**

CA DataQuery for CA Datacom provides users throughout the organization with the ability to easily access, retrieve, report, and update information in Datacom/DB databases. Charges within this service are for queries on the Arizona Financial Information System (AFIS). Queries may be run through batch jobs or online/CICS activities. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

**3216 (Prime) & 3226 (Non-Prime) - ADABAS**

ADABAS (acronym for Adaptable DATA BAse System) is Software AG's advanced database management. The database may be accessed through batch jobs or on-line processing from CICS. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

**3217 (Prime) & 3227 (Non-Prime) - Datacom Server - ODBC**

Datacom Server, also called ODBC or Open Data Base Connectivity, is a common framework for accessing and altering the contents of databases. Datacom Server enables open application access from virtually all distributed platforms. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

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**3218 (Prime) & 3228 (Non-Prime) – DB/2**

DB2 is one of IBM's relational database management systems (RDBMS). IBM refers to DB2 as a data server. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

**37330 - Technical Support****3311 - Technician Services**

This service is on a request basis and includes support of system and application activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed in 15 minute increments and is invoiced monthly as incurred. These billable services are services that are not listed in the Responsibilities for each of the supported products in a CLIENT's service agreement.

**37340 - Disk Storage*****Mainframe Disk Storage***

Mainframe Rates include a Disaster Recovery Facility capable of providing Processing Services for all Reserved) Volumes are invoiced for all tracks on the volume.

**3411 (Standard) & 3415 (Private (Reserved) Volumes) - Tier 1**

Tier 1 storage is designed Mainframe Customer Applications. Customers that request Tier 1 and Tier 2 Private (for the highest availability and performance requirements. It is built on the most current disk technology and is based on a cache centric design that provides the fastest response times while sustaining large numbers of data transfers.

**3421 (Standard) & 3425 (Private (Reserved) Volumes) - Tier 2**

Tier 2 storage is most often selected for less critical data with low I/O requirements. It is built on current disk technology that provides a slower response time than Tier 1.

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***Open System Disk Storage***

ISD is available to assist with Open System Disaster Recovery, which is a customer responsibility. Customers that request Tier 1 and Tier 2 Private (Reserved) Volumes are invoiced for all tracks on the volume.

**3431 - Tier 1**

Tier 1 storage is designed for the highest availability and performance requirements. It is built on the most current disk technology and is based on a cache centric design that provides the fastest response times while sustaining large numbers of data transfers.

**3441 - Tier 2**

Tier 2 storage is most often selected for less critical data with low I/O requirements. It is built on current disk technology that provides a lower response time than Tier 1.

**37350 - Tape Storage**

***Mainframe Tape Storage***

**3511 - Data Stored**

A Tape Management System (TMS) tracks all data stored on tape. Charges are based on the amount of data and the amount of time the data is stored on tape. **To maximize tape utilization, a tape may contain data for more than one CLIENT.** If CLIENT requires their data to be the only data on a tape(s), they will be charged for that tape(s) based upon current cost in addition to the charge for the data stored.

**3521 - Physical Tape Surcharge**

Surcharge assessed to all 3420 & 3480 tapes.

**3525 - Physical Tape not in Tape Management System (TMS)**

This charge is for physical tapes that are stored and managed in the ADOA-ISD Tape Library but are not recorded in the automated Tape Management System.

**3531 - Tape Mounts**

To mount the 3420 and 3480 tapes. This is a per mount charge.

**3541 - Migrated Data**

Customer data files that have been migrated from Mainframe disk storage to a secondary storage media. When a customer accesses one of these data files, it is automatically restored to Mainframe disk storage for processing.

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***Open Systems Tape Storage***

**3561 - Automated Tape Library (ATL) Storage**

A Tape Management System (TMS) tracks all files in storage by MB. Storage charge(s) are based upon the amount of time that the data is allocated to the user during the month. **To maximize tape utilization, a tape may contain data for more than one customer.** If a customer requires their data to be the only backup on a tape(s) they will be charged for that tape(s) based upon current cost.

***Other***

**3591 - Tape Vault Storage (1" X 4 3/8")**

Tapes created at the customer sites that need to be stored offsite from their systems, and in a secure area can be stored in the **ADOA-ISD Data Center** tape vault located in the secured computer room. The monthly cost is for a 1" x 4 3/8" slot, and all tapes will be delivered and picked up at the tape transfer station of the **ADOA-ISD Data Center**. Once the tapes are delivered, management and handling of the tapes will be provided by **ADOA-ISD Operations**.

**3592 - Tape Vault Handling**

Tapes created at the customer sites that need to be stored offsite from their systems, and in a secure area, can be stored in the **ADOA-ISD Data Center** tape vault located in the secured computer room. The charge is for each time a tape is placed into storage in the **ADOA-ISD Data Center** tape vault or removed from storage in the **ADOA-ISD Data Center** tape vault. All tapes will be delivered and picked up at the front desk of the **ADOA-ISD Data Center**. Once the tapes are delivered, management and handling of the tapes will be provided by **ADOA-ISD Operations**.

**37360 – Printing**

**3611 - Page**

On-line Local Page printing is invoiced based on the number of "clicks" recorded by the Xerox printing machines. One "click" equals one impression or the number of times the sheet of paper passes through the print station. One sheet of paper (both sides) is capable of holding from one (1) to eight (8) pages of information; however one sheet of paper can represent no more than two clicks.

**3621 - Impact (Line)**

Initiated by Batch Jobs as well as CICS and TSO. Impact printing is performed on two (2) IBM 6262 machines that are normally loaded with green bar paper.

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**37520 - Desktop**

**5211 - PC/Laptop Support**

External Support Services (ESS) will install PC's and laptops under applicable ISA charges; including peripheral equipment such as printers, scanners, cameras, etc. Break/fix and Planned Maintenance Program (PMP) of ESS installed equipment will be covered by ISA as well. Any additional or supplemental peripherals added after installation, virus removal and user training will be charged the cost of time and material.

**5221 - Printer Support**

Includes ADOA-ISD support time only per device. Hardware, software, user training and consumables (toner, paper, etc.) are not included.

**5231 - Desktop Technician**

Provides PC/laptop installation and maintenance including, new system set up, new hardware installation, diagnosis/repair of hardware problems, connection problems, and conducts file transfers. PC/laptop software support for Windows, MSOffice, Mac OS and WordPerfect including, installation of new software, software patches, the update of existing software, data recovery, folder and calendar sharing, diagnosis/repair of software problems, and the transition to ADOA-ISD's Exchange Server. Administers the planned Preventative Maintenance Program including update/installation of antivirus and antispayware software, remove viruses and spyware, and provide planned file cleaning and consolidation. Provides peripheral support including diagnosis of problems with printers, Blackberry's, Palm Pilots, fax machines, videophones and other authorized related hardware. Provides PC/laptop security and the diagnosis and resolution of password problems, file and folder permissions and data encryption. Provides customer training for Windows, Mac OS, Exchange E-mail, VPN and MS Office Suite. Provides surplus services including transportation of surplus equipment, sanitation certification, paperwork completion/submission and transporting equipment to surplus property warehouse. This service is billed in 15 minute increments and is invoiced monthly as incurred.

**5241 - Encryption Setup**

Perform encryption of PC's and laptops. After encryption software installation, create full backup of encrypted computer, create an image of encrypted computer and perform customer training on use of encryption and backup software.

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**5243 – Encryption License**

Encrypt laptops and PC's by installing encryption software, installs FDR backup software, McAfee antivirus protection and performs planned maintenance on encrypted computers. Backup of data is not included in this rate and will be billed separately through other ADOA-ISD data backup rates.

**52XX - Virtual Desk  
Pending**

**37540 - Application Development (SDLC)**

Our professionals provide Analysis, and Programming services. Our goal is to develop custom web-based applications that meet your Agency's unique requirements which are hosted and supported in our world-class 24x7 Data Center.

Occasionally our Technical, Analyst and Programmer professionals are contracted to augment an Agency's current staff or to provide staff when an Agency does not employ personnel with the required area of expertise.

Any request in excess of 40 hours of work requires a Project Charter, Project Plan and Project Management.

**5411 - Programming Services**

Programming Services include requirement analysis, design and development of web software applications, integration to your existing in-house applications or websites, testing, 30-day product support and documentation based upon the Software Development Life Cycle (SDLC). After 30 days support is transitioned to our Application Support group. In addition to web applications, Programming Services offers application development for Blackberry and Windows Mobile devices, and CLIENT-server applications. This service is billed in 15 minute increments and is invoiced monthly as incurred.

**5413 - Analysis Services**

Analysis services include assistance in eliciting and documenting requirements for software development including business rules and functionality, system design and architecture, as well as quality testing, training and user documentation. This service is billed in 15 minute increments and is invoiced monthly as incurred.

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**5415 - Technical Services**

Technical Services include Commercial Off-the-Shelf (COTS) implementation comprised of application installation and setup / configuration, and application operational support with problem trouble-shooting. It also includes email setup and configuration, website setup and install, DNS adds and changes, Domain Name Registration and, website SSL Certificate purchase, provisioning and deployment. This service is billed in 15 minute increments and is invoiced monthly as incurred.

**37550 - Application Support**

Our professionals provide Technical, Analysis, and Programming services. Our goal is to support custom web-based applications developed by our Application Development group which are hosted and supported in our 24x7 data center. In addition, we support turn-key Commercial Off-the-Shelf (COTS) applications as part of a developed solution or as stand alone software.

Occasionally our Technical, Analyst and Programmer professionals are contracted to augment an Agency's current staff or to provide staff when an agency does not employ personnel within the required area of expertise.

Any request in excess of 40 hours of work requires a Project Charter, Project Plan and Project Management.

***Programming***

**5511 – Programming Services**

Programming Services include maintenance of existing computer software applications; maintenance and enhancement of web software applications, integration development, testing, product support and documentation. This service is billed in 15 minute increments and is invoiced monthly as incurred.

**5513 – Analysis Services**

*Analysis services* include assistance in eliciting and documenting requirements for software enhancements including business rules and functionality, system design and architecture, as well as quality testing, training and user documentation. This service is billed in 15 minute increments and is invoiced monthly as incurred.

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**5515 - Technical Services**

*Technical Services* include COTS implementation comprised of application installation and setup / configuration, and application operational support with problem trouble-shooting. It also includes email setup and configuration, website setup and install, DNS adds and changes, Domain Name Registration and, website SSL Certificate purchase, provisioning and deployment. This service is billed in 15 minute increments and is invoiced monthly as incurred.

***E-Mail***

**5523 - E-mail - Enterprise (Exchange)**

Provides small to medium-size Agencies with the enterprise-level email access and shared resources of Microsoft Exchange. This mobile email and collaboration suite provides services across the organization including email messaging, remote access, shared folders and calendars, shared contact lists and shared to-do lists. Each user receives one Microsoft Exchange email account, virus protection and support from ADOA-ISD. Includes 1 gb of space.

**5524 – Enterprise (Exchange) (Additional Space)**

For additional space necessary per account over 1gb. Billed in gb increments.

**5525 – Message Transfer Agent (E-mail Relay per Application)**

Please contact ADOA-ISD Finance and Planning at 602-541-0719 with any questions.

***Web Page Hosting***

**5531 - Shared Basic Environment**

The shared basic hosting service hosts multiple websites for multiple Agencies on enterprise class hardware housed in our world-class Data Center and where server resources are shared. The sharing of resources results in the monthly rate per website to be less than a website in a Dedicated Hosting environment. This service is best suited for those websites utilizing disk storage space between 10 MB and 300 MB. Setting up a website in the Shared Hosting environment including backup and site statistics (AWSTATS) usually requires a one-time charge for Technical Services in the amount of \$95.00.

**5533 - Shared Premium Environment**

The *Shared Premium Hosting* service hosts multiple websites for multiple agencies on enterprise class hardware housed in our world-class Data Center and where server resources are shared. This service is best suited for those websites utilizing disk storage space between 1 GB and 2 GB. Setting up a website in the Shared Hosting environment including backup and site statistics

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(AWSTATS) usually requires a one-time charge for Technical Services in the amount of \$95.00.

**5536 – Basic Virtual Dedicated Environment**

The *Basic Virtual Dedicated Hosting* environment provides an exclusive virtual server environment hosted and maintained by ADOA-ISD, and devoted to an agency's website(s). The agency's websites do not share resources with any other agency's websites, however the physical server has multiple virtual environments and each environment has reserved resources. Setting up the virtual environment with a single website in the Virtual Dedicated Hosting environment usually requires a one-time charge for Technical Services (5515) in the amount of \$560.00.

Reserved resources: 1 CPU, 1GB RAM, 500 MB Tier 1 disk storage, 2 user accounts, Basic Server Support, Windows License, site statistics (AWSTATS), and Backup to tape on the following schedule: 7 days a week, once a month off site. Tape backup charged separately.

***Secure Sockets Layer (SSL) Certificate***

**5541 –Verisign**

For websites requiring secure access, Technical Services personnel purchase, provision and deploy a SSL Certificate for your website. The certificate allows the use of a cryptographic protocol providing secure communications on the Internet and applies to a single website. For additional information, please visit the Verisign and GoDaddy websites.

**5543 —GoDaddy - New**

For websites requiring secure access, Technical Services personnel purchase, provision and deploy a new SSL Certificate for your website. The certificate allows the use of a cryptographic protocol providing secure communications on the Internet and applies to a single website.

**5545 - GoDaddy - Renewal**

For websites requiring secure access, Technical Services personnel purchase, provision and deploy a renewal SSL Certificate for your website. The certificate allows the use of a cryptographic protocol providing secure communications on the Internet and applies to a single website.

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***Domain Name Services (DNS)***

**5551 – Domain Name Registration for .gov Web domain**

For websites where a .gov domain is required or desired, Technical Services personnel purchase the domain name and configure the web server with the domain name information for the site to be hosted. A domain name applies to a single website.

**5553 – Domain Name Service parking**

Please contact ADOA-ISD Finance and Planning at 602-541-0719 with any questions.

***Project Management Using Clarity  
Clarity User Account (single user)***

With access to Clarity you can create simple project plans for the collaboration and tracking of key tasks and milestones, or detailed plans for capturing all of the information in a complex project. Plans can also include key tasks, WBS hierarchies, estimates, dependencies and deliverables, and staff assignments. Clarity also enables the creation of project templates to establish repeatability and speed up project creation. The templates leverage the extensive workflow capabilities of Clarity enforcing the execution of all the underlying milestones to complete the project. Clarity also records time and resource usage for each project. Once a timesheet is submitted through workflow management, managers with time-approval rights can review it for accuracy and completeness before approval is granted. Clarity also makes it easy to schedule key tasks and milestones and manage project and resource calendars – all within a web-native environment.

Clarity's program and portfolio management can be used to effectively manage programs. When you need to manage large programs with a related series of projects, Clarity provides top-down budgeting and forecasting, as well as bottom-up risk, status, cost and schedule reporting for subprojects. For the program manager, it is crucial to gain visibility across multiple linked projects in order to see the full impact that one change can make to an entire program — from budget to project progress.

**5571 – Clarity Enterprise Visibility Option User Account**

Users who can view portlets and pages. These users can also submit, track and update ideas, but otherwise cannot create or modify information.

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**5573 – Clarity Team Member User Account**

Users who have specified limited use of functionality within licensed modules. For example, reporting time and project status, using discussions and documents, and viewing data and running reports. This license type includes all rights associated with the Enterprise Visibility Option license type.

**5575 – Clarity Manager User Account**

Users who have full use of all licensed modules other than Studio. This license type includes all access rights associated with the Team Member and Enterprise Visibility Option license types.

***Imaging/Document Management Services (Pending)******Other*****5591 - Payment Portal Processing Fee**

Please contact ADOA-ISD Finance and Planning at 602-541-0719 with any questions.

**5593 - Blackberry Enterprise Server (BES)**

The BES rate is for one user on a single device to connect to the ADOA-ISD Microsoft Exchange Email. BES connects to messaging and collaboration software on enterprise networks to synchronize email and [PIM] information between server and mobile software.

**5595 - Subscription Email Service (SES) - (1-5,000 subscribers)**

The SES rate is for one account, 2 users, to utilize the application. Each account may have a maximum of 5,000 subscribers. However, there may be multiple subscriber lists, newsletter campaigns, and an account may send an unlimited number of emails to the account's subscriber base. ADOA-ISD supports the eNewsletterPro application availability and infrastructure. Support for functionality of the application is provided by eNewsletterPro.

**5596 - Subscription Email Service (SES) - (5,000-60,000 subscribers)**

The SES rate is for one account, 2 users, to utilize the application. Each account may have a maximum of 60,000 subscribers. However, there may be multiple subscriber lists, newsletter campaigns, and an account may send an unlimited number of emails to the account's subscriber base. ADOA-ISD supports the eNewsletterPro application availability and infrastructure. Support for functionality of the application is provided by eNewsletterPro.

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**37570 - Server Support**

***Server Support***

**5715 – Platinum Support**

This service includes services provided by the Gold Support and application related support (2+ apps), customer backup tools configuration and management, configuration of audit and control tools, operating system upgrades, hardware and operating system capacity planning and capacity planning recommendations.

**5713 – Gold Support**

This service includes service provided by Silver support and 24/7/365 support time, website monitoring, application monitoring, UNIX/LINUX operating system patching, basic application support (1 application), storage management (RAID 5, 10+1, SAN), advanced hardware upgrades and proactive performance tuning.

**5711- Silver Support**

This level of support includes 8am – 5pm support time, Monday through Friday. Silver support also includes up/down monitoring, hardware and operating system monitoring and troubleshooting, Windows operating system patching, McAfee VirusScan & Virus definition updates, scheduled maintenance setup, printer setup, FDR backup CLIENT install and configuration, basic storage management (Raid 0,1), basic hardware upgrades, performance monitoring, reporting and reactive performance tuning.

***BRONZE (Virtual Machine Guest)***

A VM Guest is a guest on a virtual server. A VM Guest is calculated by a combination of the number of virtual CPU's and virtual RAM. VM Guests use Tier 1 Open Systems Storage. Pricing for Tier 1 storage is listed on the Rates sheet. Pricing for a VM Guest does not include the operating system, backups, or Server Support.

**5751 – Bronze (Virtual CPU – Hosting)**

A VM Guest is a guest on a virtual server; a VM Guest is calculated by a combination of the number of virtual CPU's and virtual RAM. VM guests use Tier 1 Open Systems Storage. Pricing for Tier 1 storage is listed on the Rates sheet. Pricing for a VM Guest does not include the operating system, backups, or Server Support. The maximum number of virtual CPU's is 2.

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**5753 – Bronze (Virtual RAM – Hosting)**

Virtual RAM is invoiced in 512 MB blocks. The maximum number of virtual RAM blocks is 30 or, 15GB of RAM.

**5731 – Copper (Hosting shared rack space)**

This includes 1U space for racking the server with electrical, generator backup, fire protection, raised flooring, air conditioning, and physical security. All management of the system and data will be the responsibility of the owner of the equipment. The rate is the same whether the rack is provided by ADOA-ISD or belongs to the customer. ADOA-ISD limits a rack to contain no more than 64 blade servers.

**Customers that wish to have a dedicated rack for their Agency will be charged a minimum of 24 U's per rack.**

**5739 - Floor Space Rental (Non-Electric Consuming Equipment)**

Space in the Data Center can be used for non-electric consuming equipment and can be placed where needed unless or until that space is need for production equipment. At that time, equipment will be relocated to the nearest available free space.

**5737 - Shared File Server**

Please contact ADOA-ISD Finance and Planning at 602-541-0719 with any questions.

**5717 – Directory User Administration**

Administration of user accounts on the server. Activities included in this service are additions, deletions and security administration of users, file systems, shares, and group policies. This is for both accounts on a stand alone server or a server on directory such as Active Directory. Other directories may require training which is a cost that will be covered by the customer.

An account is defined as any record that contains a valid username and password used to attach to shared resources. Any account used by an individual user, a group, or a service will be included. Any account created for ADOA-ISD to do their job is excluded from the count.

**5742 – SAN Connection**

Please contact ADOA-ISD Finance and Planning at 602-541-0719 with any questions.

**5721 - Server Technician**

This service provides technical support for the server and operating systems for the server. This service is billed in 15 minute increments and is invoiced monthly as incurred.

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**AS/400**

**5771 - AS/400 Storage**

This service includes disk space on the ADOA-ISD AS/400 server for database and application programs.

**5775 - AS/400 Technician**

This service provides technical support for this server and operating systems for the ADOA-ISD AS/400 server. This service is billed in 15 minute increments and is invoiced monthly as incurred.

**Other**

**5791 - Equipment Lease**

This will include recovery costs of the server over a 36 month life cycle plus administrative costs. Rates will vary based upon server selection.

**37620 - Security**

**6201 - Network Connection (Server Consolidation and Infrastructure Facility Initiative or SCIFI)**

For all network and SAN (Storage Area Network) ports provided by ADOA-ISD to enable communication between to the customer's equipment and other systems. This includes dual, redundant failover network equipment for each circuit.

**6211 - Security Technician**

Security and network consulting service is on a request basis and includes support of system, application or activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed in 15 minute increments and is invoiced monthly as incurred.

**6221 - Account Setup**

This service is on a request basis and includes account setup support of system, application or activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed on a per event basis and is invoiced monthly as incurred.

**6231 - Password Change/Reset**

This service is on a request basis and includes password change/reset support of system, application or activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed on a per event basis and is invoiced monthly as incurred.

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**6241 - Host based Intrusion Detection System (HIDS)**

Host-based Intrusion Detection System (HIDS) is a security management system that is used to determine if a system has been compromised and can warn administrators when a security breach occurs. HIDS gathers and analyzes information from the Server/Host and/or network, to identify possible security breaches, which include both intrusions (attacks from outside the organization) and misuse (attacks from within the organization). HIDS is used to meet the security requirements defined in GITA and ADOA-ISD Information Security Policies and Standards. Monitored HIDS services billing rates are based on the number of CPU's in Server/Host and is invoiced on a monthly basis.

**6251 - Host Security Assessment (HSA)**

Host Security Assessment (HSA) is a combination of network based testing, patch verification, unused service testing, anti-virus, firewall, file permissions testing, unused accounts, password strength testing etc. Overall, a Host Security Assessment service is testing a Server/Host for security vulnerabilities and ensuring compliance with the required GITA and ADOA-ISD Information Security Policies and Standards. Host Security Assessment services billing rates are based on the number of CPU's in Server/Host and is invoiced on a monthly basis.

**6261 – Profense (Web site and application security)**

This is a service offered to provide Web Application security and protection against threats such as, buffer overflow, SQL injections, Cross- site scripting and JavaScript attacks. This protection ensures compliance with the required GITA and ADOA-ISD Information Security Policies and Standards. Web Application Security services billing rates are based on per web site application and invoiced on a monthly basis.

**37640 - Disaster Recovery****6401 – Disaster Recovery Technician Support**

The Information Services Division's Disaster Recovery Manager will assist with the development of DR plans and solutions for your IT Recovery & Continuity of Operations needs along with:

- Evaluating your Critical Business Processes
- Assessing Risks and Impacts
- Developing and/or Modify Continuity Plans
- Exercising and revising your DR Plans

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**6411 - Hosting – Remote Server/Storage**

This service is offered as a DR Strategy for "remote data replication capability" on Magnet 2. Includes 1U space for racking a server, network security and local area network services in a raised floor environment in Tucson. Management of equipment, WAN and application specific services is the responsibility the requesting Agency. Physical facilities include fire protection (wet pipe), camera monitoring, temperature control, raised floor, back-up generators and battery backup.

***Living Disaster Recover Plan System (LDRPS) Agency Account (multiple users)***

An account on the Living Disaster Recovery Planning System allows an Agency user to create and update its disaster recovery plan which allows for true Statewide Continuity of Operations Planning (COOP) integration with other organizations. Included with each account is the capability for: web-based on-line training for personnel involved in the COOP process; standardized templates in creating plans; Administrator review, monitoring and scoring of plans, and the ability to provide immediate feedback and suggestions for improvement of the plan and standardized reporting tools and reports.

Although each plan is unique, the goal of every continuity planner is to build a continuity program that helps him or her respond to and recover from issues with minimal impact. The Plan Navigator is designed to assist users in reaching their planning objectives by giving step-by-step instructions on how to build plans.

There are four Plan Navigators offered in LDRPS: Corporate Crisis Management, Business Process Recovery, Application Recovery and Site Event Management. They offer built-in methodology and guidance based on years of research and development, prompting users to enter the most relevant data to complete plans. The Plan Navigators can be used in their standard form or easily customized to suit any personal planning focus or standard.

**5561 - LDRPS Account - Small Agency (1 – to 99 FTE)**

Agency Account (multiple users) - For Agencies with 1 to 99 FTEs, this account provides access to the LDRPS basic features that a small Agency would use such as the Business Process Recovery Plan Navigator and its reports.

**5563 - LDRPS Account - Medium Agency (100 – 749 FTE)**

Agency Account (multiple users) - For Agencies with 100 to 749 FTEs, this account provides access to the LDRPS additional Plan Navigators and, their features and reports.

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**5565 - LDRPS Account - Large Agency (750+ FTE)**

Agency Account (multiple users) - For Agencies with 750 or more FTEs, this account provides access to all the LDRPS Plan Navigators and, their features and reports.

**37720 - Support Center**

**7211 - Remedy User Registration**

One Remedy user license and support. Includes read, write and update functionality.

**72XX - Remedy User Registration**  
***Pending***

**37820 - Data Base Management**

***Technical Support***

**8221 - Data Base Specialist**

This service is on a request basis and includes support of database design activities, analysis and maintenance activities involved in the Application Development life-cycle. Involvement in special projects may also be requested on an as-needed basis. This service is billed in 15 minute increments and is invoiced monthly as incurred.

***Mainframe Database Support***

**8231 - Mainframe Database Support**

Please contact ADOA-ISD Finance and Planning at 602-541-0719 with any questions.

***Dedicated Database Hosting:***

**8240 - SQL Server Primary**

Provides for installation of server software and one (1) application SQL Server database located in the ADOA-ISD Data Center and available according to customer requirements, excluding maintenance windows. Services provided on a monthly basis include database table maintenance, backups, monitoring of the Database Management System (DBMS) production environment, troubleshooting and problem resolution, meeting with auditors as required and on-call support during business hours.

This rate applies to single application database hosting services only and **does not include** application support. Application support services are invoiced on a Time & Materials (T&M) basis as per the Database Specialist or Technical Services hourly rate on the current, published ADOA-ISD rate sheet.

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**8241 – SQL Server Secondary**

Provides for an additional application SQL Server database created and maintained in a non-production Database Management System (DBMS) environment. This rate applies to each additional database for the same application as the Primary database.

**8242 – Oracle Server Primary**

Provides for installation of server software and one (1) application Oracle database located in the ADOA-ISD Data Center and available according to customer requirements, excluding maintenance windows. Services provided on a monthly basis include database table maintenance, backups, monitoring of the Database Management System (DBMS) production environment, troubleshooting and problem resolution, meeting with auditors as required and on-call support during business hours.

This rate applies to single application database hosting services only and **does not include** application support. Application support services are invoiced on a Time & Materials (T&M) basis as per the Database Specialist or Technical Services hourly rate on the current, published ADOA-ISD rate sheet.

**8243 – Oracle Server Secondary**

Provides for an additional application Oracle database created and maintained in a non-production Database Management System (DBMS) environment. This rate applies to each additional database for the same application as the Primary database.

**8244 – Domino Server Primary**

Provides for installation of server software and one (1) application Domino database located in the ADOA-ISD Data Center and available according to customer requirements, excluding maintenance windows. Services provided on a monthly basis include database table maintenance, backups, monitoring of the Database Management System (DBMS) production environment, troubleshooting and problem resolution, meeting with auditors as required and on-call support during business hours.

This rate applies to single application database hosting services only and **does not include** application support. Application support services are invoiced on a Time & Materials (T&M) basis as per the Database Specialist or Technical Services hourly rate on the current, published ADOA-ISD rate sheet.

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**8245 – Domino Server Secondary**

Provides for an additional application Domino database created and maintained in a non-production Database Management System (DBMS) environment. This rate applies to each additional database for the same application as the Primary database.

**Shared Database Hosting:****8250 – Shared - Entry - 1 GB, 1 DB, 1 User**

Provides one (1) application with a single backend database with a single log file for storing and retrieving data in a shared, secure DBMS environment customized to fit the needs of the application. Database backup to disk provided daily, with backup from prior day used for recovery. Recovery services will be provided at no charge if necessitated by failure or incapacity of the ADOA-ISD Hosted DBMS environment.

This rate applies to single application database hosting services only and **does not include** Database Owner (DBO) Rights, more than one (1) log file, ADOA-ISD Database Specialist services, or the setup fee required to begin hosting. The one time setup fee is *estimated* at \$23.75 which is ¼ hour of the hourly rate of \$95 for the services of a Database Specialist (8221).

**Note** – If disk space usage exceeds 1 GB or the number of databases exceeds 2 in any given month then invoicing, for that month, will automatically occur at the next highest level.

**8251 – Shared - Entry - 1 GB, 1 DB, 1 User - Additional User**

Provides an additional database user read/write account **without** Database Owner (DBO) rights. This rate applies to each additional user.

**8252 – Shared - Intermediate - 5 GB, 3 DB, 4 Users**

Provides one (1) application with up to three (3) backend databases and with up to five (5) log files for storing and retrieving data in a shared, secure DBMS environment customized to fit the needs of the application. Database backup to disk provided daily, with backup from prior day used for recovery. Recovery services will be provided at no charge if necessitated by failure or incapacity of the ADOA-ISD Hosted DBMS environment. Included in this rate are ten (10) hours of Database Specialist services at no extra charge when used during normal business hours.

This rate applies to single application database hosting services and **does not include** Database Owner (DBO) Rights, more than five (5) log files, ADOA-ISD Database Specialist services in excess of 10 hours, or the setup fee required to

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begin hosting. The one time setup fee is *estimated* at \$47.50 which is ½ hour of the hourly rate of \$95 for the services of a Database Specialist (8221).

**Note** – If disk space usage exceeds 5 GB or the number of databases exceeds 3 in any given month then invoicing will occur at the next highest level automatically.

**8253 – Shared - Intermediate - 5 GB, 3 DB, 4 Users - Additional User**  
Provides an additional database user read/write account **without** Database Owner (DBO) rights. This rate applies to each additional user.

**8254 – Shared - Advanced - 10 GB, 5 DB, 10 Users**  
Provides one (1) application with up to five (5) backend databases and with up to ten (10) log files for storing and retrieving data in a shared, secure DBMS environment customized to fit the needs of the application. Database backup to disk provided daily, with backup from prior day used for recovery. Recovery services will be provided at no charge if necessitated by failure or incapacity of the ADOA-ISD Hosted DBMS environment. Included in this rate are 20 hours of Database Specialist services at no extra charge.

This rate applies to single application database hosting services and **does not include** ADOA-ISD Database Specialist services in excess of 20 hours, or the setup fee required to begin hosting. The one time setup fee is *estimated* at \$95.00 which is 1 hour of the hourly rate of \$95 for the services of a Database Specialist (8221).

**Note** – If disk space usage exceeds 10 GB then ADOA-ISD will contact **CLIENT** to determine the best offering that matches **CLIENT**'s needs. If the number of databases exceeds 5 then invoicing at this rate will be the number of databases divided by 5 rounded up to the next whole number. For example, if the number of databases is 9 divided by 5 with the result rounded up to 2 then this rate will be invoiced 2 times.

**8255 – Shared - Advanced - 10 GB, 5 DB, 10 Users - Additional User**  
Provides an additional database user account **with** Database Owner (DBO) rights. This rate applies to each additional user.

**8256 – Dedicated**  
Please contact ADOA-ISD Finance and Planning at 602-541-0719 with any questions.

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**8298 – SQL 2005 Database For Web Hosting (ERMA Only)**

Provides websites with custom applications a backend database for storing and retrieving data through the site. One backup from the prior day is included. Database size is not limited as with other SQL 2005 rates as the invoice amount is calculated for each record in the database. A monthly report of the database record count is available.

**37960 - Pass-Thru Billing**

**9601 - Pass-Thru Billing**

This is a one-time charge to cover the cost of an item purchased by ADOA-ISD on behalf of a customer. The 8% admin fee is in place to cover the cost of Facilities Administrative staff, purchasing, accounting and billing.

Activities of these sections include:

- Monitoring systems
- Overseeing Data Center vendor work
- Coordinating maintenance and repairs
- Creating purchase orders
- Issuing and tracking payments
- Budget reporting
- Creating billing
- Processing payment receipts

**\* For any service not provided in the above definitions and rates, please contact ADOA-ISD F&P (Finance and Planning) at 602-541-0719**