



Service Catalog

FY 2017-2018

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Table of Contents

Remote Access Infrastructure	1
Exchange Services	2
Domain Name Resolution Services	3
Global User Directory Services.....	4
RightFax Services	4
Secure File Transfer Services.....	5
Mobile Device Access.....	6
Hosting Services	7
Floor Space Services.....	8
Storage (SAN) Service.....	9
Backup Services.....	10
Data Recovery Services.....	11
Mainframe Platform	12
Midrange Platform (AIX Platform).....	13
Network IP Port Services.....	14
DeltaCopy Data Protection	15
OnBase.....	16
eGov Services.....	17
IntraOC / SharePoint Online	18
OCid Identity Management.....	19
Business Recovery Center (BRC)	20
Disaster Recovery Program	21
Network Security.....	22
Web Filtering	23
Network Firewall Services	24
Security & Privacy Program.....	25
Service Desk.....	27
Desktop Support Services	28
Creative Services	29

Application & Web Development	29
Database Management.....	30
Project Management	31
Wide Area Network (WAN) Services.....	32
Enterprise Internet Service Provider (ISP) Services	33
Voice Services	34
Wireless Services	35

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ABOUT US

OC Information Technology provides innovative, reliable, and secure technology solutions that support County agencies and departments in the delivery of quality public services. Our goal is to be a recognized leader in public sector IT services and business solutions and a valued strategic partner to our customers, whose success is our top priority.

This catalog is a compilation of the enterprise services we offer. If you would like more information, please contact Sheila Carter, Director of Business Relationship Management, sheila.carter@ocpw.ocgov.com.

Remote Access Infrastructure

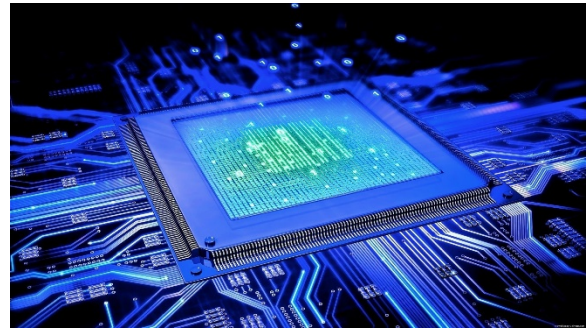
OCIT provides remote access capabilities, which allow users to access technology resources or data within the County network from remote locations. Access is granted to enterprise applications (Expeditor, InTime, etc.) and can be extended to Agency specific applications and the user's desktop. A two-factor authentication methodology has been implemented to ensure only authorized users are granted access.

Benefits to the Agency

- Tiered administration to allow each Agency to administer its own user provisioning
- Soft token availability
- Works for a variety of popular platforms
- Customizable individual Launchpad per Agency/Department requirements

What is Included

- Secure, countywide two factor authentication remote access to Agency /Department applications, websites and terminal and Remote Desktop Protocol server access
- Vital security components to remotely access Agency/Department internal networks
- Agency/Department-specific HTTPS domain name for secure remote access
- Availability of Tier 2 data center
- Network Operations Center (NOC) staffed Monday - Friday, 8 a.m. - 5 p.m.
- Enterprise software licensing and contracts management
- Service Desk Services for incident tracking and reporting



Service Tips

- Record serial numbers of assigned tokens
- Change the PIN associated with each user
- Self-service browser allows for re-sync of tokens and changing of PINs to be done by each user.

Performance Metrics

Measure	Service Level Expectation
System Monitoring	24x7x365
Incident Response	24x7x365
System Availability	99.99% excluding planned maintenance

Exchange Services

County agencies/departments can opt to have their email services managed by the OC Data Center. The Data Center Enterprise Email offering uses Microsoft Exchange as its messaging services platform and connects County users to Microsoft Outlook-based email services through a Local Area Network (LAN) or Internet connection. Users can access their email using desktops, laptops, or handheld devices (e.g., BlackBerry).

Benefits to the Agency

- Less overall cost compared to self-hosting
- No need for an Exchange expert on staff
- Increased security
- Redundant environment
- Less servers to manage

What is Included

- Microsoft Outlook system administration
 - Mailbox administration / permissions
 - Adds/Moves/Deletes
 - Distribution list administration / permissions
- Public folder administration
- Messaging backup and Disaster Recovery
- Storage and retention
- 24/7/365 Service Desk support
- Microsoft Exchange Server licensing
- Exchange/Outlook client access licenses (CALs)
- Physical host servers, software, O&M maintenance, and Data Center hosting
- System upgrades

Performance Metrics

Measure	Service Level Expectation
Priority 1 Incident Resolution	< 4 hrs.
System Availability	99.99% uptime
Password Reset	≤ 5 minutes from receipt of request
Disable User Account	≤ 5 minutes from receipt of authorized request

Domain Name Resolution Services

OCIT provides Domain Name System (DNS) infrastructure services to all Agencies/Departments requiring name resolution for Internet/Intranet servers and resources.

Benefits to the Agency

- Up to date records
- Redundancy

What is Included

- Redundant DNS for failover
- Segregated Internal and External DNS Zones
- Add, edit, delete and test resource records
- Add, edit, delete and test domains or zones
- Availability of Tier 2 data center
- Monitoring of enterprise components and Hosts 24x7x365

Performance Metrics

Measure	Service Level Expectation
System Monitoring	24x7x365
Incident Response	24x7x365
System Availability	99% excluding Planned Maintenance

Global User Directory Services

OCIT maintains a countywide user e-mail address database that is populated into the Agency/Department Global Address List (GAL), which enables Agencies/Departments to lookup countywide e-mail addresses.

Benefits to the Agency

- Updated access to County-wide email address
- Phone number lookup

What is Included

- Replication
- Health checks
- Monitoring
- Software updates
- Maintenance
- Security
- Hosted in a Tier 2 data center
- Monitoring of enterprise components and Hosts 24x7x365
- Command Center staffed 24x7x365
- Enterprise software licensing and contracts management

Performance Metrics

Measure	Service Level Expectation
System Monitoring	24x7x365
Incident Response	24x7x365
System Availability	99% excluding planned maintenance

RightFax Services

OCIT provides RightFax services for Agencies/Departments that are part of the Enterprise Active Directory forest. RightFax allows end users to send and/or receive fax messages from their workstations.

Benefits to the Agency

- Significantly reduces costs from stand-alone fax machines
- Consumption of paper for the traditional fax is also reduced due to digital delivery of faxes to email account
- Ensures secure electronic document delivery
- Reduces the number of phone circuits required
- Increase Survivability of Business-critical Operations
- Fax directly from an application
- More secure than paper based faxes which sit on machines until retrieved

What is Included

- Hosted in a Tier 2 Data Center
- Network Operation Center (NOC) staffed Monday-Friday 8am-5pm
- Monitoring of Enterprise components and Hosts 24x7x365
- Command Center staffed on a 24x7x365
- Enterprise software licensing and contracts management
- Enterprise services

Secure File Transfer Services

Secure File Transfer is an Enterprise solution that provides Orange County Agencies/Departments with various secure options to meet their internal and external file transfer requirements. OCIT provides Agencies/Departments management access to control their file transfers while keeping their sites secure and independent of other County file transfer activity.

Benefits to the Agency

- Mitigates risks during data exchanges
- Boosts speed and efficiency of business processes
- Provides secure access to more data
- Helps achieve compliance with Federal, State and local data security mandates

What is Included

Features:

- Agency-to-Agency secure file transfers
- Agency/Department-to-external Internet sites secure file transfers
- External Internet sites-to-Agency/Department secure file transfers

Secure file transfer protocols:

- SFTP, FTPS, FTPES, HTTPS

On disk (at rest) data encryption

Space for transient data not requiring backup

Agency/Department data autonomy (other Agencies/Departments or organizations cannot access your data)

Public certificates availability

Performance Metrics

Measure	Service Level Expectation
System Monitoring	24x7x365
Incident Response	24x7x365
System Availability	99% excluding planned maintenance

Mobile Device Access

Mobile devices are becoming integral to performing County business. Device mobility affects legal, HR, policy, security, support, identity, business infrastructure and application decisions. Mobile Device Management Services help agencies manage and optimize their mobile workforce performance. This multi-platform service provides the capability to manage the life cycle of authorized mobile devices and the data accessed by the devices.

Benefits to the Agency

- Maximize mobile workforce productivity
- Free up time for IT resources to focus on core business strategies and operations.
- Ensure that mobile services are optimized
- Receive expert guidance on usage, policies and data security.

What is Included

- Connection to County resources and approved applications via 3G, 4G and Wi-Fi. Existing VPN can be leveraged.
- Device management, provisioning and security controlled by policy and can be enforced automatically
- Policy controls include password enforcement, device configuration lockdown, application management and encryption implementation
- Security of mobile access leverages two factor identity, data classification, internal access restrictions, SSL requirements and encryption whenever possible
- Lost device protection includes alert triggering, password lockout, remote wipe and service disconnection

- Other features include lost device recovery, remote control, over-air provisioning and roaming notification
- Monitoring of enterprise components and hosts 24x7x365
- Service desk services for incident tracking and reporting



Notes:

- Personal users must authorize the County and agree to specific mobile policy restrictions and auditing as it relates to their mobile device
- Modified devices will be blocked from access

Performance Metrics

Measure	Service Level Expectation
System Monitoring	24x7x365
Incident Response	24x7x365
System Availability	99% excluding planned maintenance

Hosting Services

Hosted virtual servers help in delivering built-in availability, security, and performance across the board, from the desktop to the datacenter, enabling IT staff to handle double or triple the number of servers, giving users access to the services they need while retaining centralized control. Agency IT can capitalize on holistic server and platform management in a secure, environmentally controlled and regulated Data Center.

This service is suitable for Agencies that would like to fully leverage OCIT shared resources on a continued basis without incurring major capital investments.

Benefits to the Agency

- Cost savings for every physical server virtualized
- Ability to provision new applications in minutes instead of days or weeks
- Improved recovery time from unplanned downtime
- Power down servers without affecting applications or users
- Increase in service availability while eliminating error-prone manual tasks
- Run applications on fewer physical servers
- Reduce hardware, software, power, cooling, and datacenter space costs
- Strong backup and recovery with the virtual machine's hard drive image file

What is Included

- Enterprise Virtual Server infrastructure
- System monitoring
- Priority troubleshooting
- Incident management
- Problem resolution
- Change control and service request
- Access management
- Server provisioning
- Storage and backups
- Rack space for Physical Server option
- Preventative maintenance
- Enterprise software licensing and contract management
- Configuration and asset management

Performance Metrics

Measure	Service Level Expectation
System Monitoring	24x7x365
Incident Response	24x7x365
System Availability	99% excluding Planned Maintenance

Floor Space Services

Many agencies started out by operating and managing their own computer hardware and systems but have now outgrown their own environment. Instead of maintaining the status quo, co-locating to the Orange County Data Center is a better choice. A separate computer room on-site with the appropriate systems can be a big expense – and an unlikely one most Agency's need to maintain.

Agencies/Departments can capitalize on a secure, environmentally controlled and power regulated data center for their server and communication needs.

Benefits to the Agency

- Redundant power systems with uninterrupted network and power access
- Secured facility with badge access, surveillance systems and 24x7x365 onsite staff
- On-site staff can serve as a set of remote hands to toggle a switch, reboot a server if necessary

What is Included

- Rated Tier 2 data center floor space
- Rack space
- Conditioned UPS power and generator backup
- HVAC (Heating, Ventilation and Air Conditioning)
- Two-stage fire suppression systems (dry and water)
- 24x7x365 access
- Free parking

Note

- Support of Agency/Department servers, the operating system stack, anti-virus and applications are outside of the scope of the SLA1 service. The Agency/Department is solely responsible for the health, stability, and inventory of their servers and communication devices hosted at the OCDC
- System backups are out of scope of the SLA1 service unless Agencies/Departments are participating in the County SAN offering or subscribing to the Enterprise Backup/Replication services
- Customers are required to adhere to the OCDC power, racking and cabling standards
- Customers connecting to the County SAN are required to maintain firmware levels as instructed by the service provider

Storage (SAN) Service

The storage component of the Orange County Managed Storage and Backup (OCMSB) service is comprised of an enterprise architecture that is professionally managed, highly available, scalable and secure. It is intended to be the repository of choice for shared IT resources as well as County Agency/Department data.

Benefits to the Agency

- Guaranteed Service levels ensuring uptime
- 24 x 7 x365 monitoring and support
- Easily scale up or scale down your usage
- Meet regulatory requirements and audits.

What is Included

Enterprise-class virtualized disk storage

- High scalability
- High performance
- High availability
- Two virtualized disk storage options

Redundant SAN architecture

- Dual-fabric architecture

Enterprise-class directors and switches

Periodic technology refresh

Dynamic load balancing path management software

Performance Metrics

Measure	Service Level Expectation
System Monitoring	24x7x365
Incident Response	24x7x365
System Availability	99% excluding planned maintenance

Disk Storage Options and Notes

Option	Performance	Application Type
Tier 1	Best	Production grade storage, suitable for critical and high-performance applications, virtualization, databases and file services

- Utilize disk storage tiers appropriately
- Utilize redundant HBAs to leverage highly available infrastructure
- Proactively inform OCIT of storage requirements
- All orders to OCIT are assumed to be Tier 1 grade in useable space terms without any additional services (such as backup and replication) unless the Agency/Department specifies otherwise

Backup Services

The backup component of the Orange County Managed Storage and Backup (OCMSB) solution provides state-of-the-art data protection. The design consists of disk-based storage (i.e., Virtual Tape Library (VTL)) for intermediate term retention, enabling rapid restore functionality as well as tape-based storage for long-term retention offsite. The solution also offers VTL replication, which greatly improves offsite data protection. This approach enables the delivery of a cost-effective, fully managed data protection and data lifecycle solution.

Benefits to the Agency

- Reliability
- Reduces workload on your staff
- Easy to set up
- 24x7x365 management and monitoring
- Secure
- Cost effective

What is Included

- Fully managed data protection solution
- Enterprise-class virtual tape technology
- Automated data protection software
- Automated offsite tape storage
- Recommended POCMSD replication services are also available
- Enterprise software licensing and contracts management
- Data restore services from online VTL as well as tapes

Performance Metrics

Measure	Performance Metric
Data Protection	98% of daily recovery points successful per month for OCIT managed SLA3 servers only OCIT makes every reasonable effort in assisting Agencies/Departments with non-SLA3 servers when using this service
Recovery Point Objective (RPO) - VTL	Five (5) incremental recovery points per week. Five weeks retention is standard.
Recovery Point Objective (RPO) - Tape	One (1) recovery point per month. 24 months retention is standard.
Recovery Time Objective (RTO) - VTL	Restore started within eight business hours. Completion determined by restore size, complexity, and other factors (customer tests).
Recovery Time Objective (RTO) - Tape	Restore started within three business days after receipt of tape(s). Completion determined by restore size, complexity, and other factors (customer tests, database restores beyond generic data restore).

Data Recovery Services

The replication component of the Orange County Managed Storage and Backup (OCMSB) solution provides state-of-the-art data protection. Traditional tape-only backup solutions are inefficient, hindered by the time it takes to recover data from offline media.

By backing data up to disk (i.e., Virtual Tape Library (VTL)) and replicating that backup data offsite the OCMSB solution is able to protect data in ways like never before. Off-site recovery points and recovery times are greatly improved thereby improving the overall data protection level. Data is replicated to a remote VTL after the data is locally backed up onto the local VTL. This can enable off-site recovery points as low as 24 hours. In short, more data is remotely protected sooner.

Benefits to the Agency

- High scalability
- High performance
- Rapid restore capability
- No loss of backup media, unlike with a tape
- Increased security
- Improved offsite RPO and RTO compared to tape.

What is Included

Fully managed data protection solution

Enterprise-class virtual tape technology

Remote data replication features

- Compression
- De-duplication

- Secure
- Verification

Performance Metrics

Measure	Service Level Expectation
System Monitoring	24x7x365
Incident Response	24x7x365
System Availability	99% excluding planned maintenance

Mainframe Platform

Many agencies have either migrated their applications from the mainframe to SaaS/COTS or rewritten them entirely. For those who have not completed this transition, OCIT's Mainframe Platform as a Service (PaaS) includes a fully managed operating platform for mainframe-based applications. This fully-managed service includes systems engineering services, software tools, storage services and technology refresh.

Benefits to the Agency

- Fully managed OCIT network services and infrastructure
- 24x7x365 system and network monitoring and support
- Job scheduling and related activities
- Standard database administration activities

What is Included

- Fully managed z/O and zLinux environments
- Documentation and approval for all changes.
- Develop/maintain system recovery plans.
- Third-party software tools, utilities and support
- RACF security administration and support
- Capacity planning and performance tuning
- Fully managed disk and tape storage services
- Systems engineering and consulting services

- Install, configure, customize, and maintain the operating system and system utilities
- Management, analysis, and review of OS system audit logging
 - Troubleshoot and resolve OS-related
- Related inheritable management controls
- Enterprise software licensing and contract management

Performance Metrics

Measure	Service Level Expectation
System Monitoring	24x7x365
Incident Response	24x7x365
System Availability	99% excluding planned maintenance

Midrange Platform (AIX Platform)

The OCIT Platform as a Service (PaaS) for midrange provides standard virtualized operating platforms to securely host customer applications. OCIT deploys server virtualization technologies, strict standards, and economies of scale to enable rapid delivery of cost-effective, fully-managed operating platforms with expanded inheritable security controls.

Benefits to the Agency

- 24x7x365 Fully managed operating platform infrastructure
- State-of-the-art server hardware
- Standardized operating systems
- SAN/NAS disk storage as required
- Backup/Archive services as required
- Redundant server hardware
- Periodic technology refresh

What is Included

- Full platform administration services
- Virtual Server configuration
- Virtual OS installation
- Virtual OS upgrades and patching
- Security hardening per NIST standards
- Application software installation
- User management and audit log review
- Virus protection and vulnerability mitigation
- Disaster recovery support
- Incident and problem resolution

- Systems engineering based on application requirements

Measure	Service Level Expectation
System Monitoring	24x7x365
Incident Response	24x7x365
System Availability	99% excluding planned maintenance

Network IP Port Services

Internet Protocol (IP) port services is part of the Converged Network Management Services. IP Port services are required to provide and support the County's converged network environment that transports data traffic related to County and Third Party applications.

Benefits to the Agency

- Eliminates the possibility of IP conflicts
- Quality of service (QoS) and class of service (CoS) management

What is Included

End-to-end responsibilities are life cycle management (e.g., requirements, engineering, design, implementation, testing), service provisioning, security, administration, troubleshooting, and proactive service management of the County's converged network environment and services, including:

- Wide area network (WAN)
- Third Party connectivity (e.g., state consortium systems and exchanges)
- Wired and wireless local area networks (LANs)
- IP address management services
- Network operations, management and monitoring
- Support of network test environments for all network services
- Internet connectivity services (e.g., provisioning, monitoring and reporting)
- E-mail gateway services
- Network security services

- Orange County Data Center LAN Infrastructure and Management

Performance Metrics

- LAN/WAN and Voice Availability 24 x7 x 365, excluding maintenance windows. Overall performance not to drop below 99.99% for class 1 sites, 99.95% for class 2 sites, and 99.7% for class 3 sites.
- Remote Access minimum availability 99.99%
- Internet Access and Associated Infrastructure minimum availability 99.99%
- Network Transit Delay minimum ≤ 50 ms with minimum availability of 99%
- Packet Delivery Ratio minimum availability of 99.95% (data loss $\leq 0.05\%$)
- Jitter to perform ≤ 1.0 ms and minimum availability of 99%

DeltaCopy Data Protection

DeltaCopy Data Protection (DCDP) service is comprised of DCDP appliances and DCDP client side software that provide data protection for image files only. This service is specifically designed for image data (like that maintained in OnBase) that does not compress or de-duplicate well and is static in nature.

The DCDP solution is designed to copy and store data in its native format. This allows users to access the data without going through a lengthy restoration process. Native format storage can also play a critical role in future disaster recovery solutions, as these files can be accessed without data conversion.

DCDP is designed to maintain two copies of your data – one local and one offsite – a cost-saving approach over traditional protection solutions that store multiple copies static data. The OnBase Database Administrator (DBA) uses the DCDP client software to control and regulate what is copied and how often.

Benefits to the Agency

- Easily manage rapidly growing data storage demands
- Reduce operational complexity
- Cut costs of data backup
- Streamlines the backup process
- Expedites recovery time
- Less down time
- Easy Business Continuity/Disaster Recovery solution

What is Included

- DCDP client software
- Unlimited DCDP storage
- Local data replication
- Offsite data replication (nightly)
- Data protected in native format
- Efficient incremental replication technology
- Enterprise software licensing and contracts management

OnBase

The OCIT OnBase document management solution allows organizations to effectively and efficiently capture, secure, share and distribute digital and paper-based documents. The solution includes a workflow process to mirror the review of information and supports process automation for document creation, review and revision.

Benefits to the Agency

- Allows users to complete forms and make requests online
- Reduces time spent searching for documents and information
- Reduces operating costs
- Speeds processing of documents
- Eliminates the costs of printing, shipping and storing paper
- Minimizes risk
- Facilitates reporting and auditing of required and missing information
- Automates retention and records management requirements

What Is Included

- Application management
- Application security
- Database management
- Documents, keywords and retrieval setup
- COLD, DIP, SCAN and PCL
- Software upgrades
- Training

OnBase maintains live and offsite copies of the data in native format. This ensures immediate accessibility of the data should the need arise.

Additional Information

- Reduces storage and retrieval costs
- Increases employee productivity by providing fast, easy access to information
- Secures documents, improves compliance
- Eliminates frustration and costs associated with manual records retention
- Verifies record completeness and provides proof of destruction
- Allows access to current, time-sensitive information from multiple locations at the same time.

eGov Services

The mission of the county's eGov Program is to provide the public with one-stop access to County information and services via an anytime, anywhere online service delivery model. Additionally, the goal is to increase public use of County online information and service offerings by providing multiple online channels and formats including Web, mobile applications, mobile devices, email, and media

What Is Included

- Management of County's eGov program
- Countywide eGov policies, guidelines and standards
- Corporate website design, branding and information architecture services
- Countywide website portal and shared online features
- Enterprise Web Content Management and Website Delivery Systems
- Vendor relationship and contract management
- Multiple online service delivery applications and management tools such as GovDelivery and Site Check
- Website technology end user training and support
- Agency/Department specific website development services and support
- Online service delivery point solution recommendations, development, deployment, administration and support
- 24x7x365 website availability monitoring and troubleshooting

- After-hour emergency website end user support



IntraOC / SharePoint Online

IntraOC, the County's intranet, enables countywide collaboration and provides a foundation for efficiency, productivity, and staff engagement. Built on SharePoint Online and hosted in a central County tenancy in the Microsoft Government Cloud, IntraOC brings to County users enhanced opportunities for collaboration as well as ease of access to information and services.

What Is Included

For agencies/departments that are members of the County's central cloud tenancy, services include:

- Individual Site Collections in SharePoint Online for use in establishing and maintaining agency/department-specific intranet sites
- Site content and data maintained in a secure, controlled environment that is certified HIPAA and CJIS compliant
- User identity integration and single sign-on functionality through the OCid identity and access management (IAM) solution
- IntraOC feature and functionality operation and maintenance
- Optimized search functionality
- On-demand collaboration site provisioning for use by cross-County teams and working groups
- Central IT Service Desk and OCIT team member user support
- Master page templates for use in creating agency/department intranet sites
- Microsoft-provided 24x7x365 system monitoring

- OCIT-provided assistance for Office 365 tool integration and best practices

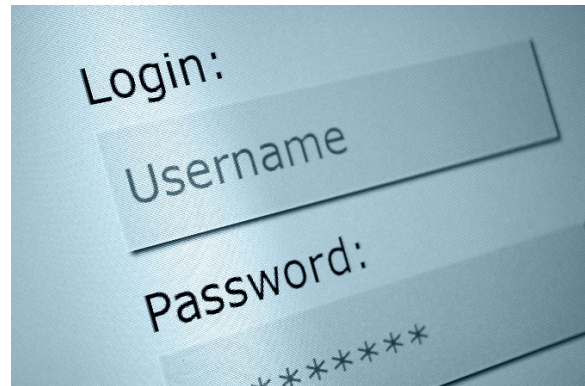


OCid Identity Management

The County's OCid Program offers an enterprise identity and access management (IAM) solution that enables the County to improve employee productivity and strengthen compliance with business processes and IT security measures throughout the identity lifecycle of onboarding, transfer, and termination.

What Is Included

- Support of a single-sign-on (SSO) infrastructure that can be integrated with multiple applications, including Office 365, OC Expediter, Service Desk, and VTI
- Maintenance of a central repository of network IDs across agencies and synchronization with agencies' directories
- Development and maintenance of identity data feeds to other enterprise systems (such as CAPS+ ARA, Service Desk, SharePoint Online, and VoIP)
- Development of Countywide IAM policies, guidelines, and standards, such as user account naming conventions and user provisioning/de-provisioning processes
- Automation of IAM-related processes such as user provisioning/de-provisioning
- Continuous assessment and improvement of the IAM strategy and solution to align with business goals such as an increasingly distributed and mobile workforce



Business Recovery Center (BRC)

County Agencies/Departments have two Business Recovery Centers (BRCs) available to them through OCIT. These BRCs are valuable resources for ensuring the availability of mission-critical business functions when a disruption occurs in normal operations.

SunGard BRC

Through SAIC, the County maintains the ability to activate a 200-seat BRC at a local SunGard facility in the event of a longer-term (72 hour or more) disruption in services or facility availability.

What Is Included

- PC workstations preconfigured with standard application baseline
- Customizable access to applications, business critical internet sites, or other resources as defined by the Agency/Department
- Overhead projector/screen (Data Center)
- Conference room (SunGard)
- Telephone service at each workstation
- Shared print, fax and scanning capabilities
- 24 x 7 x 365 availability
- Secure access



Additional Information

- Only the Data Center BRC may be activated for training/testing purposes.
- Users will need a secure token to access Agency/Department Terminal Servers and applications. They may bring their own, previously assigned tokens or use tokens available at the BRC.

Disaster Recovery Program

The objective of the County's Disaster Recovery (DR) Programs is to establish capabilities for restoring critical business process IT dependencies following a regional disruption caused by earthquake, fire, flood, or other natural or man-made event.

Through SAIC, the County has established a DR site at the SunGard Availability Services (AS) data storage and colocation center in Scottsdale, AZ. Facility services include 24/7 monitoring and managed security. The County maintains DR instances of enterprise critical systems, including Exchange and OnBase, at SunGard. Agencies/Departments can also establish DR instances of critical applications and data on the County-maintained infrastructure hosted at SunGard.

What Is Included

- DR site infrastructure maintenance, problem escalation and troubleshooting
- DR environment break/fix
- Hardware/firmware upgrades
- Circuit and network maintenance
- Coordination of planned maintenance outages
- Management of SunGard relationship
- Enterprise system DR instances
- Bi-annual infrastructure and enterprise application recovery testing
- Agency/Department critical application test facilitation



Network Security

In collaboration with County Agencies/Departments, OCIT provides the physical and logical protection of computer and network security for the equipment and solutions it provides. This includes e-mail spam/virus filtering, e-mail encryption, intrusion detection and prevention (IDS/IPS), firewall and proxy services, computer password controls, and computer and network security policies and procedures.

What Is Included

OCIT performs the following system security tasks for systems physically and/or logically located within the enterprise network boundaries:

- 24x7x365 Security Operations Center provide monitoring and incident response in OC and Dallas
- Enterprise network firewall and Access Control List administration
- Enterprise network remote access and admission controls administration
- Enterprise network Intrusion Detection System (IDS) monitoring
- Enterprise operating system (OS) vulnerability scanning and reporting
- Enterprise compliance scanning to ensure the systems are maintained with proper baseline configuration standards and patch management
- Identity and access management administration
- Enterprise Web filtering administration
- Enterprise software licensing management



Web Filtering

Web filtering is an added layer of network security that enables the County to effectively and accurately pinpoint portions of an Internet resource that should not be allowed access by the internal network. The web filtering process categorizes web content allowing improved restriction to select content minimizing the risk of security, regulatory, and loss of productivity.

Benefit to the Agency

- Network and bandwidth management
- Increased network security
- Minimize risk
- Increase productivity

What Is Included

- Provide tiered web filtering (e.g., URL filtering, malicious sites, spyware, advertisements, instant messaging, and free software downloads)
- Filter outbound URLs to enforce compliance with County policies
- Filter both inbound/outbound multiple Web protocols, including deep inspection of encrypted traffic
- Filter inbound URLs real-time threat protection, block access to sites harboring harmful code, Malware - spyware, phishing, virus, worms and Trojan horse software.
- Provide for continuous scanning, eradication and reporting of detected harmful code as listed and Incident Resolution

- Manage user/groups URL filters and reporting as required
- Provide proxy and content filter services based on approved policies
- Incident response 24x7x365



Network Firewall Services

Firewalls provide protection to the County's Local Area Networks and Wide Area Networks against unauthorized access. Firewall Management allows for the physical and logical segmentation of the network. As part of the network firewall support service, network segmentation devices must be provisioned, deployed, upgraded and patched to keep up with the latest threats. Security policies and configurations must be updated to ensure appropriate access controls are consistent with the County's changing business environments. The data from the firewalls needs to be continuously monitored and analyzed as one of the many layers to network security.

Benefits to the Agency

- Filter access based on source and destination IP's.
- Block specific web sites and manage network traffic access for specific computers, servers or network segments.
- Reduced risk exposure for the organizations and agencies.
- Allow the agencies to collaborate based on specific IP addresses and allow access to only specific systems and resources.

What is Included

- Manage network devices, configurations, ACLs, firewalls, Internet Protocol (IP) addresses and related Services (e.g., DNS/DHCP) as specified by the County
- Provision network components as required

- Logical (e.g., IP address change) IMACs for network components
- Develop and document the physical and logical network design/architecture plan and inventory
- Maintain the physical and logical network design/architecture plan and inventory
- Physical equipment and site IMACs for network devices
- Support County Internet and Third Party connections and associated firewalls, DMZ infrastructures, proxies, content filters and other Services necessary for secure Internet access from and to the County network
- Manage and perform firmware/software upgrades for all in-scope network devices
- Perform proactive network optimization and tuning
- Provide ad-hoc network reports on Vendor managed network components
- Dispose of decommissioned network equipment in accordance with County requirements and policies

Performance Metrics

- Implementation of Non-Emergency Firewall Changes (e.g., IMACs, routers, switches) per County-defined Change Management policies not to exceed below 95% of the events completed
- Implementation of Emergency Firewall Changes (changing, adding/deleting firewall rules) within 2 hours after County approval or per approved County schedule/requirements not to drop below 99%

Security & Privacy Program

The mission of the County Cyber Security Team is to facilitate the implementation and maintenance of administrative and technical controls on a continuous basis in order to ensure sufficient safeguards exist to mitigate risks to County data and information technology systems from inadvertent and/or deliberate harm. Cyber Security Program services include:

- **Cyber Resilience Management:**
 - (1) Coordinates with departments to perform annual self-assessments based on Department of Homeland Security (DHS) Cyber Resilience Review.
 - (2) Assist departments with scheduling and preparation for third party cyber security audits.
 - (3) Provide cyber security assessment for departments in order to help remediate issues prior to audits and assist with remediation of findings post audit.
 - (4) Manage GRC platform to oversee plan of action and milestone tracking for remediation of identified gaps.
 - (5) Provide assistance with development of scopes for penetration testing, vulnerability scans and cyber security audits.
 - (6) Provide department support and coordinates for disaster recovery planning and testing.
- **Cyber Threat Intelligence:**
 - (1) Provide advisories for current cyber threats with information derived from MS-ISAC, US-CERT and data obtained through DHS provided FireEye Insight Portal.

- (2) Publish information on critical systems vulnerabilities.

- (3) Provides monthly threat summaries pertaining to malicious activity directed at County information systems.

- (4) Monitor and conduct threat assessment of malicious activities on a regular basis.

- **Cyber Security Awareness Training (CSAT)**

- (1) Provides awareness training in a variety of topics to meet regulatory requirements.

- (2) Training is user-friendly, easy navigation and has tracking capabilities.

- **Privacy:**

- (3) Provide oversight, development, implementation and review of the County HIPAA privacy programs.

- (4) Provide oversight of the Data Loss Prevention policies and procedures.

- (5) Oversee County Cyber Security Awareness Training and HIPAA Privacy and Security trainings.

- (6) Conducts HIPAA compliance reviews and ensures departments are in compliance with all applicable privacy regulations.

- (7) Supports Contracts and Procurement to ensure appropriate privacy and security language is in place to protect and safeguard County data.

- (8) Establish reporting methods to detect privacy incident, conduct investigations, breach risk assessments and develop corrective action plans.

- (9) Coordinates notification to state, federal, breach affected individuals, and

assist departments with regulatory privacy audits.

▪ **e-Discovery Management:**

- (1) Oversees the County's IT Security e-Discovery program and acts as the in-house IT Security e-Discovery consultant for all agencies and departments.
- (2) Conduct investigations and manages the production of Root Cause Analysis for cyber security incidents.
- (3) Provides oversight and support coordination for e-Discovery services.
- (4) Provides support for handling of digital evidence for Human Resource Services (HRS) investigations.
- (5) Provides e-Discovery litigation support for various legal activities as required by County Counsel or Risk Management departments or their outside Counsels.
- (6) Provides oversight of the vendor forensic services.
- (7) Provides oral and written testimonies.

▪ **Public Records Act (PRA) Management:**

- (1) Oversees and manages the IT Security processes for collection, processing and reviews of Public Records Acts requests and coordinates all work with:
 - Custodian of Records
 - County Counsel
 - Public Information Officers
 - Suppliers
 - Various IT teams
- (2) Public Records" may include any data relating to the conduct of the public's

business prepared, owned, used, or retained by the County of Orange.

▪ **Security Operations:**

- (1) Oversees OC Data Center (DC) Security Operations Center (SOC).
- (2) Provides oversight of the Network Security Software and Appliances Policy.
- (3) Provides support for the cyber incident identification, isolation, eradication, and remediation process.
- (4) Coordinates with departments the delivery for security related initiatives and security operational issues.
- (5) Provide support for security appliances and tools (HDLP, NDLP, IDS/IPS, firewalls, e-mail gateway, and web proxy services).
- (6) Coordinates the County Disaster Recovery testing and implementation.

▪ **Cyber Incident Response Management:**

- (1) Provide guidance in identifying and handling cyber incidents through a Cyber Incident Management Lifecycle.
- (2) Provide guidance using the Cyber Incident Management Framework to establish consistent practices in the collection and documentation of cyber incident response activities.

Service Desk

Our OCIT Service Desk supported by SAIC is an Enterprise Service Desk built for a global 24x7x365 support capability. The goal of the Service Desk is to provide first class service to County agencies.

OCIT's Service Desk supports your agency's desktop computing environment while meeting strict Service Level Requirements (SLRs).

- Dedicated Service Desk
Mon-Fri. 6 AM – 6 PM
- Extended Hours Shared Service Desk
Mon-Fri. 7 AM – 10 PM
- After Hours Shared Service Desk (pager) and Self Help Support
Mon – Fri. 10 PM – 6 AM
- Users who need support can call the service desk 1-844-844-2449 or use our online website <https://ismcg.service-now.com/oc/home.do>
- Benefits to the Agency
- Faster problem resolution
- Better analysis of root cause
- Increased IT productivity
- More informed IT staff

What is Included

The OCDC Service desk supports customers daily with

- Incident Management
- Problem Management
- Information Requests
- Service Requests
- Password Resets

- Incident Tracking and Reporting

Service Tips

The Service Desk is available online or by phone. When contacting the Service Desk for Assistance:

- Be prepared to provide required information
 - Contact Information and Location
 - Relevant Agency / Department and System information
 - Information related to request
- Provide appropriate authorization for Service Requests

Desktop Support Services

Desktop support is necessary to maintain employee productivity. Yet as your Agency increases in size, you may find that more of your technology staff's time is spent resolving desktop issues, instead of strategic planning and implementing new solutions.

OCIT's Desktop Support Services support your agency's desktop computing environment while meeting strict Service Level Requirements (SLRs).

Service Desk hours are available as follows:

- Dedicated Service Desk
Mon-Fri. 6 AM – 6 PM
- Extended Hours Shared Service Desk
Mon-Fri. 7 AM – 10 PM
- After Hours Shared Service Desk (pager) and Self Help Support
Mon – Fri. 10 PM – 6 AM
- Users who need support can call the service desk 1-844-844-2449 or use our online website <https://ismcg.service-now.com/oc/home.do>

Benefits to the Agency

- Faster problem resolution
- Better analysis of root cause
- Increased IT productivity
- More informed IT staff

What is Included

- Respond to user-reported incidents involving desktop systems
- laptop/notebook computing hardware devices and associated system software

- Business productivity Software that is part of Desktop and laptop/notebook computing hardware devices and associated system Software
- Business productivity Software that is part of the County's standard approved computing image(s)
- Network-attached devices (e.g., printers, fax, scanners, multi-functional devices and copiers that are attached to the local area network (LAN))
- Locally-attached peripheral devices (e.g., personal printers, exclusive of consumables)
- Onsite technical support as required for Incident and Problem Resolution
- Set up/install new user systems; configure desktop computers and monitors; connect computers to peripheral equipment such as printer; load software
- Set up basic user access permissions consistent with County policies and procedures
- Applying periodic updates and quarterly security patches
- Replace and securely dispose of obsolete equipment
- Perform minor repairs on computers and peripheral equipment; coordinate more difficult repairs, or mandated contractual repairs with vendors
- Planning for OS and hardware upgrades
- Work with end user to fix hardware problems
- Non-OCIT customers are responsible for all licensing, procurement and contracts management

Creative Services

OCIT is a one-stop shop for assisting clients with creative design solutions. We can develop your brand, creative logos and websites, design brochures and launch email campaigns. And we approach your design needs with the goal of tying your marketing components together so that your Agency/Department or initiative is represented.

What Is Included

- Design requirements gathering
- Design development following industry best practices
- Print design specification knowledge
- Department branding strategy
- User experience analysis and alignment
- Liaison between Agency/Department and print services
- Alignment with County branding initiative
- High quality photography database
Expansive selection of type fonts



Application & Web Development

OCIT Application Development offers award winning software development and Civic technology consultancy services to all County departments. Utilizing industry best practices along with innovative business solutions, OCIT strives to meet customer demands while improving overall operational efficiency of the Agency/Department.

What Is Offered

- Application development and maintenance from OCIT's team of experts. This includes the overall architecture and design of the application. Examples include award-winning software such as OC Expediter and HR Data Analytics.
- Mobile application development, focusing on innovation and collaboration with the business. Examples include OC PetTrack, myOCgov, and OC Wedding.
- Business Intelligence and reporting, helping the customer to optimize efficiency and cost-saving measures.
- Website development with responsive design. The following are links to platforms that OCIT has developed:
 - Links to Examples
 - GIS solutions
 - Buy vs. Build Analysis
 - Technical assessment of line of business applications, opting to align Agency/Department strategies with business best practices.
 - System analysis and prototyping

Database Management

OCIT can provide the necessary professional expertise to install, configure, operate and maintain industry standard database software. DBMS technology has improved over the years, yet provisioning and administering databases remains a bottleneck, largely because of lack of database administration (DBA) and system resources, limited IT budget, complexity of IT infrastructure, and lack of priority to enterprise databases. OCIT's Database Administration service reduces your agency's struggles with database management by providing innovative solutions and assisting you by delivering improved services to your clients.

Benefits to the Agency

- Eliminates need for full or part-time DBA
- Improve database and app efficiency by working with specialized experts
- Get more from fewer resources
- Improve operational efficiency through
- Remove inefficiencies, and optimize operational efficiency

What is Included

- Architecture and data modeling
- Software installation and configuration
- Monitoring, patching, and maintenance
- Initial database installation and integration
- Backup and recovery
- Pre-production and testing support
- Security and user account management
- Problem and incident management
- Performance tuning and troubleshooting

- Enterprise software licensing and contract management

Standard Offerings

Database Type	Platform			
	Midrange	z/OS	z/Linux	Windows
DB2	X	X	X	X
Oracle	X			X
SQL Server	X			X
MySQL	X			X

Project Management

The OCIT Project/Program Managers work closely with customers, vendors, and OCIT functional areas to plan, execute and monitor projects to ensure they are delivered on time, within budget, and satisfy business requirements.

What Is Included

- Perform activities to initiate, plan, execute, monitor and close a project within an established framework to meet and exceed stakeholder expectations.
- Secure executive sponsorship and funding for the project; work with customers and resource managers to secure project resources.
- Work with business stakeholders and technical teams to formulate and shape the project, including exploring how project objectives can be met and providing alternatives and recommendations.
- Lead and manage project team to execute the project and complete project deliverables according to plan through regular monitoring and measurable metrics.
- Plan and perform scope management, time management, cost management, risk and issue management quality management, resources management, and communications management.
- Perform program management for related projects in order to ensure strategic business alignment of these projects.
- Provide coaching and mentoring on project management methodology and

agile development methodology such as scrum.



Additional Information

OCIT Project/Program Managers have earned their Project Management Professional (PMP) certification through the Project Management Institute (PMI) and may be additionally Certified Scrum Masters (CSM) and Agile Certified Practitioners (ACP). They have extensive experience managing a wide variety of complex application development, IT infrastructure, and system integration/implementation projects.

Wide Area Network (WAN) Services

OCIT provides the physical and logical high availability network infrastructure for the County's backbone and Wide Area Network (WAN), interconnecting buildings County wide as well as Local Area Network (LAN) services.

Benefits to the Agency

- Network Operations Center (NOC) staffed 24x7x365
- Monitoring of enterprise WAN & LAN components 24x7x365

What is Included

- Provides all Intranet bandwidth
- Access capability within the County backbone
- Provides installation, configuration and ongoing maintenance of all data networking equipment owned by OCIT
- Enterprise software licensing and contracts management
- Enterprise services
- Redundant core WAN backbone
- VLAN & VRF support

Service Tips

- Use cost effective OCIT Network Services instead of hosting a private networking solution
- Provide at least 30 days of notice for growth or reduction of processing requirements
- Communicate your projected networking requirements as outlined in the MOUs

- Limit Internet usage to business activities

Performance Metrics

- Class 1 sites- Post transformation 99.99% availability.
- Class 2 sites - Post transformation 99.95% availability.
- Class 3 sites - Post transformation 99.7% availability.

Enterprise Internet Service Provider (ISP) Services

OCIT is the Internet Service Provider (ISP) for the County and its Agencies/Departments. This service includes reasonable and equitable Internet bandwidth and access capability to and from the County backbone to the Internet.

Benefits to the Agency

- Cost savings
- Redundant Internet providers configured in failover configuration
- Command Center staffed 24x7x365
- Ability to burst above allotted service level when necessary

What is Included

- Installation, configuration, ongoing maintenance and security of the core routers that are outward facing to the Internet
- 64 Class C networks are available and managed by OCIT for existing outward facing applications
- Availability of Tier 2 data center
- Monitoring of enterprise components and Hosts 24x7x365
- Enterprise software licensing and contracts management
- In compliance with County Technology Use Policy, we provide a secure Web filtering solution

Performance Metrics

Measure	Service Level Expectation
System Monitoring	24x7x365
Incident Response	24x7x365
System Availability	99% excluding planned maintenance

Voice Services

OCIT provides enterprise voice communications products and services to the County of Orange. Voice Services supports a broad range of voice communications. Dial tone services provide connections to make and receive phone calls and to obtain related functionalities. The list below outlines the products and services included in supporting the County's telecommunication environment.

Benefits to the Agency

- Standardized handset hardware
- Integration with Outlook for voice messaging
- Redundant call manager in geographic diverse locations
- Phone portability
- Integration and collaboration with other applications

What is Included

- VoIP-based Telephony Services (i.e. Call Processing Services; Voice Messaging Services; Auto Attendants; Voice Conferencing Services; E-fax Services; E911 Services)
- Call Center Services (i.e. Interactive Voice Response (IVR); Automated Call Distribution (ACD) and associated reporting; Computer Telephony Integration (CTI), ADA-compliant Services)
- County legacy Voice Communications systems (i.e. PBX and Premise Phone Systems, VoIP systems, Key Systems, Voice messaging systems, Auto Attendants, Call center systems, Smart phone interface system)

- Voice Network (i.e. Local Dial Tone Service, Long Distance, Inbound Toll-free, 411 Services)
- Managed call accounting system (billing) administration
- Class of service management for County users
- Direct Inward Dial (DID) management
- Miscellaneous analog based devices and connectivity (i.e. Alarms, Paging systems, Modems, Fax lines)

Wireless Services

OCIT provides the ability to install a wireless network. This allows for access to County network-based resources on a Microsoft Windows based laptop. A public network can also be provided to allow any Wi-Fi enabled device to access to the Internet.

Benefits to the Agency

- Increased mobility
- Increased productivity
- Provide additional services to the Public
- Easier network expansion

What is Included

- Centralized wireless controller
- Wireless Access Points (WAPs)
- Installation, configuration and ongoing maintenance of all wireless networking equipment
- Enterprise software licensing and contracts management
- Enterprise services
- Multiple SSiD support
- business activities
- Network Operations Center (NOC) staffed 24x7x365
- Monitoring of enterprise WAN components 24x7x365

Performance Metrics

- Class 1 sites- Post transformation 99.99% availability.
- Class 2 sites - Post transformation 99.95% availability.

- Class 3 sites - Post transformation 99.7% availability.