Service Category	Service	Description	Location	Service Level Agreement (SLA)	Technology Platform	Lifecycle Status	Charge Model
Service Management	Enterprise Service Desk	• Tier 0 and Tier 1 First point of contact for IT support. Self service support, triage, and routing of the request/incident/change ticket. • Web portal: oit.alaska.gov **(Preferred 1st contact method)** • Phone number: 888-565-8680 • Email: oitsupport@alaska.gov	Statewide	• Emergency support: 24x7 for major system outages (OIT internal) • Emergency outage response time within: 4 hours (OIT internal) • Standard support: M-F 8AM-5PM • AlaskaNow tickets will be triaged and assigned within 8 business hours (OIT internal)	• Enterprise Service Center • Cisco Finesse • ServiceNow SaaS cloud service • Email	• ServiceNow annual license renewal • Cisco service is year-to-year	Core Services
Service Management	Endpoint Device Management	• Microsoft Windows base image management • Microsoft Windows PC patching • PC Application patching • Mobile Device Management (MDM) for Apple and Android devices.	Statewide	Patch deployment (ISP-161) • Critical = No later than 15 Days (360 Hours) • Important = No later than 30 Days (720 Hours) • Moderate = No later than 30 Days (720 Hours)	• MECM, and Intune	• Microsoft enterprise agreements renewed every 3 years.	Core Services
Service Management	Printer Management	Printer portal to setup and use network attached printers.	Statewide	• 99.5% availability (44 hrs./yr down) (PrinterLogic SaaS SLA) • Emergency incident outage response time: 4 hours • Standard incident response time: 8 hours	PrinterLogic SaaS cloud Service	Annual license renewal	Core Services
Communications/Telecom	Phone - desktop	• Individual work phone number • May use internet "soft phone" or "physical" hard phone • **Note:** Remote offices do not use OIT for phone support	Statewide: • Teams/Cisco in Anchorage, Juneau, and Fairbanks • Local telecommunications provider at all other locations	• 99.99% availability (53 min/yr down) Microsoft SaaS Teams Phone SLA • Emergency outage response time within: 4 hours (OIT internal) • Emergency incident Response: 4 hours on Cisco phone system in Anchorage, Juneau, and Fairbanks (GCI SLA) • Standard Response: varies by telco in all other locations	• Microsoft Teams Phones and Cisco Phones in Anchorage, Juneau, and Fairbanks. • Local telecommunications provider supplies phone platform all other locations	• Teams phone license renewed every 3 years • Cisco phone service contract is year-to-year and targeted for deprecation • Local telecommunications provider support agreements vary by location	• Phone rate for phone service • Passthrough for physical handsets • Passthrough long distance minutes
Communications/Telecom	Phone - cell	Individual work smart phones with wireless data plans. Roaming service outside Alaska is via T-Mobile.	Nationwide	Standard Response: 5 days for procurement	• Limited Apple or Android models provided by AT&T as main service Provider • Locations not supported by AT&T will be supported by GCI	• AT&T contract through August 2029 • GCI cell phone contract is year-to-year	Passthrough per device
Communications/Telecom	Phone - call center	Call center platform with interactive voice response (IVR) and support up to 400 agents.	Anchorage, Juneau, and Fairbanks	• 99.99% availability (53 min/yr down) • Standard incident Response time: 5 business days (M-F 8AM-5PM)	Unified Contact Center Express (UCCX) Local/cloud/GCI	GCI phone contract is year-to-year	Core Services
Communications/Telecom	Video conference - personal	Personal audio and video conference capabilities with call-in number and 254 attendees. (Performance may be limited by employee location or low bandwidth speeds beyond the state network)	Worldwide	99.99% availability (53 min/yr down) Microsoft SaaS Teams SLA Standard incident Response time: 4 hours only during business hours	Microsoft O365 Teams G5 license	• Microsoft enterprise agreements renewed every 3 years. • Webex end of OIT support FY23	Core Services
Communications/Telecom	Video conference - rooms	• OIT supports a standard enterprise PC and current certified Teams webcam/microphone • Department supports TV/projector and sound system • Any proprietary conference room equipment requires OIT O365 compatibility confirmation prior to purchase. Department provides 3rd party installation and annual support/maintenance/patching • 13 grandfathered conference room Poly equipment until end-of-life **Note: See second tab for a list of conference rooms**	Statewide	• 99.99% availability (53 min/yr down) Microsoft SaaS Teams SLA Standard Response: 5 business days (M-F 8AM-5PM) • Emergency outage response time within: 4 hours (OIT internal)	• Microsoft Teams on current state PC hardware and certified Teams webcam/mic. • Departments may purchase compliant proprietary conference room equipment from 3rd party.	• Microsoft Teams enterprise agreements renewed every 3 years. • PC hardware refresh: 5 yr maximum. • Department responsible for replacing compliant proprietary equipment and software through 3rd party when it is end-of-support.	• Core Services for Teams • Dept purchase 3rd party support
Communications/Telecom	Fax Service	• Electronic fax (eFax) service (Anchorage numbers) and traditional fax lines. • eFax is not yet certified for use with protected data (e.g. PHI)	Statewide	• eFax, 99.99% availability (53 min/yr down) eFax service Standard Response: 6 hours eFax during business hours (M-F 8AM-5PM) (OIT internal) • Traditional fax, 99.0% availability (3.65 days/yr down) traditional fax service Standard response: 1 business day physical fax lines (OIT internal)	• OpenText (previously Xmedius) software • On-premise hardware • Telco provided traditional fax lines	• OpenText annual software renewal. • OpenText hardware refreshed as needed • Traditional fax lines annual agreement with telcos	• Core Services - eFax • Passthrough - traditional fax • Dept purchase physical fax machines
Enterprise Applications	Public Identity Management	• Public user accounts for state services offered through MyAlaska Single Sign On (SSO). Various MyAlaska apps in transition from on-premise authentication to (Software as a Service) SaaS. • Includes multi-factor authentication (MFA) capability • Additional identity validation add-ons available via 3rd party plug-in.	Statewide	• 99.99% availability (53 min/yr down) Microsoft Software as a Service (SaaS) Identity SLA Standard Response: 5 business days (M-F 8AM-5PM) (OIT internal) • 99.0% availability (3.65 days/yr down) on-premise identity servers Standard Response: 5 business days (M-F 8AM-5PM) (OIT internal) • **MyAlaska "Public Helpdesk Support"** 1-866-377-0126 (Hours: M, T, W & F from 8:00 AM - 4:30 PM. Thurs from 8:00 AM - 4:00 PM) or **https://my.alaska.gov/Help.aspx**	• On-premise, Active Directory (AD) • Azure Public B2C SaaS	• Azure Public B2C SaaS annual license renewal • On-premise Active Directory (AD) Virtual Machines (VMs) upgraded to supported Operating Systems (OS) versions as needed.	• Core Service - identities • Passthrough - validation add-ons per application
Enterprise Applications	Employee Identity Management	• Employee user accounts in multiple departments with a single cloud identity. • Includes conditional accesses including multi-factor authentication (MFA).	Statewide	• 99.99% availability (53 min/yr down) Microsoft Software as a Service (SaaS) Identity SLA Standard Response: 5 business days (M-F 8AM-5PM) (OIT internal) • 99.0% availability (3.65 days/yr down) on-premise identity servers Standard Response: 5 business days (M-F 8AM-5PM) (OIT internal)	• On-premise, Active Directory (AD) • Single Azure AD SaaS	• Azure AD SaaS annual license renewal • On-premise Active Directory (AD) Virtual Machines (VMs) upgraded to supported Operating Systems (OS) versions as needed.	Core Service
Enterprise Applications	Email Service	• Email service with secure email capabilities. Conditional authority to operate granted for protected data/PHI.	Worldwide	• 99.99% availability (53 min/yr down) Microsoft SaaS O365 SLA Emergency outage response time within: 4 hours (OIT internal) • 99.5% availability (44 hrs/yr down) Adobe SaaS SLA Emergency outage response time within: 4 hours (OIT internal)	• Microsoft O365 G5	• Microsoft enterprise agreements renewed every 3 years.	Core Service
Enterprise Applications	Secure FTP Services	Large File Transfers - 3 Options • HTTPS drop-off and pick-up using ZendTo • Authenticated SFTP on Azure Blob Storage **(Preferred Method)** • "Legacy" Authenticated FTPS	Worldwide	99.0% availability (3.65 days/yr down) on-premise services Emergency response: 2 hours (OIT internal) Standard response: 6 hours (M-F 8AM-5PM) (OIT internal)	• Microsoft Azure SFTP Gateway Services	• Azure SFTP is indefinitely until Microsoft announces an end-of-support date. • Legacy FTPS services, no-new-customers, existing customer offboarding, end-of-support 12/31/2024.	Core Services
Enterprise Applications	Electronic Signature	Electronic signature capabilities: • Individual use/ad hoc • Power forms • API interface to external applications Not yet certified for use with protected data (e.g. PHI, etc)	Worldwide	99.99% availability (53 min/yr down) DocuSign SaaS SLA Emergency outage response time within: 4 hours (OIT internal)	DocuSign SaaS cloud service	Annual license renewal	Core Service

Category	Service	Description	Coverage	SLA / Availability	Technology	Contract / Renewal	Billing Note
Enterprise Applications	Office Software	Productivity Software provided for: • Email client • Teams Collaboration software • Word processor • Spreadsheet • Presentation • PDF editor • Power BI • Power Platforms Both desktop software and cloud based applications	Worldwide	99.99% availability (53 min/yr down) Microsoft SaaS O365 SLA Emergency outage response time within: 4 hours (OIT internal) 99.5% availability (44 hrs/yr down) Adobe SaaS SLA	• Microsoft O365 G5 suite • Adobe Acrobat/Create Cloud	Microsoft enterprise agreements and Adobe renewed every 3 years.	• G5 Microsoft (MS) Licenses for PCN's in Core are covered by Core Services • All other MS licenses are pass through
Enterprise Applications	Developer Tools	Tools available for application development: • Azure DevOps, a SaaS toolchain • Github SaaS tool change, source control, issue tracking • JIRA, bug/issue tracking and agile project management • Confluence/Wiki document repository	Statewide	99.99% availability (53min/yr down) Microsoft SaaS Azure DevOps SLA 99.0% availability (3.65 days/yr down) on-premise services Standard Response: 5 business days (M-F 8AM-5PM) (OIT internal)	• Azure DevOps SaaS cloud service • Github • Jira • Confluence	• Azure DevOps annual license renewal • Github - O365 • JIRA SaaS - annual license renewal • Confluence Datacenter - annual license renewal	• Passthrough consumption - Azure DevOps • Core Services - on premise tools
Enterprise Applications	Website development and support	• Design, build, and maintain public facing websites for departments. Includes alaska.gov • DNS name registration/renewals and SSL certificate maintenance. • Departments responsible for content update on the websites.	Statewide	99.0% availability (3.65 days/yr down) on-premise services Emergency response: 2 hours (OIT internal) Standard response: 6 hours (M-F 8AM-5PM) (OIT internal)	Umbraco CMS platform	Umbraco - annual license renewal	Core Service
Datacenter	Production Printing	Production printing includes Cut Sheet printing and Laser printing for black and white printing along with MICR	Statewide	n/a	IBM z/OS	Operational through 2026	Per print job
Datacenter	Servers	• Virtual and physical servers Windows, Linux, Solaris operating systems • 24x7 monitoring, logging, and callout available • Backups, patching, disaster recovery • Highly available and cluster options • Standard and emergency response levels available (see SLAs)	Statewide	• 99.99% availability (53 min/yr down) Microsoft Azure SLA • 99.0% availability (3.65 day/yr down) on-premise servers Emergency response: 2 hours 24x7 (OIT internal) Standard response: 6 hours (M-F 8AM-5PM) (OIT internal)	• Hardware: Cisco UCS and Dell on premise • Hypervisor: VMWare and HyperV on premise • Azure native and AVS in cloud. • Monitoring tool, Xymon	• Server hardware refresh based on manufacturer support • Hypervisor and monitoring tools are annual license renewals • Manufacturer supported operating system versions	Per server and response level
Datacenter	Storage	Storage solutions for servers or direct network shares. Various performance and cost levels available. Includes backups and disaster recovery.	Statewide	• 99.99% availability (53 min/yr down) Microsoft Azure SLA • 99.0% availability (3.65 day/yr down) on premise SANs Emergency incident response: 2 hours (OIT internal) Standard incident response: 6 hours (OIT internal)	• Azure cloud storage options • NetApp SANs	• Annual license renewal cloud services • SAN hardware refresh based on manufacturer support	Per TB
Datacenter	Database Services	• Database platforms and administration for SQL, Oracle, ADABAS • Includes backups and disaster recovery • 24x7 monitoring and logging • Standard and emergency response levels available (See SLAs)	Statewide	• 99.99% availability (53 min/yr down) Microsoft Azure SLA • 99.0% availability (3.65 day/yr down) on premise databases • 24x7 monitoring if higher level of service is purchased Emergency response: 2 hours (OIT internal) Standard response: 6 hours (M-F 8AM-5PM) (OIT internal)	• Azure SQL database solutions including PAAS and managed instances • On premise MS SQL and ADABAS licenses • Oracle cloud at customer (Juneau)	• Manufacturer supported databases versions	Allocation via SQL Rate
Datacenter	Colocation	Rackspace in a data center facility. Includes power, cooling, managed facility and rack access	Juneau and Anchorage	• 99.99% availability (53 min/yr down) Juneau data center • 99.99% availability (53 min/yr down) Anchorage data center Emergency response: 2 hours (OIT internal) Standard response: 1 business day (OIT internal)	• Juneau state office building data center • GCI South Anchorage Datacenter (SADC)	• State cloud first/smart policy and governor sponsored lift and shift project to move all possible servers to cloud. • Annual rack space lease from GCI • Juneau data center currently maintained	Per Rack
Datacenter	Mainframe	Mainframe platform services including: Batch, Base, ADABAS, CICS, disk storage, tape storage, and output management	Juneau	• 99.0% availability (3.65 day/yr down) Emergency response: 4 hours (OIT internal)	IBM z/OS	End of life, migrate apps to another platform	Usage based via Mainframe rate

Network	Internet Service	• Internet circuits with managed firewall	Statewide	• 99.99% availability (53 min/yr down) circuits in Anchorage, Juneau, and Fairbanks
				Standard Response: 4 hours (OIT internal)
				
				• Varies by carrier for circuits outside Anchorage, Juneau, and Fairbanks
				Standard Response: 1 business day (M-F 8AM-5PM) (OIT internal)
				
				• Starlink maintains greater than 99.5% uptime across all customers, but does not offer a specific SLA
				Response time: up to 30 days
					• Anchorage, Juneau, and Fairbanks circuits provided by Alaska Communications under core contract.
					• Outside Anchorage, Juneau, and Fairbanks circuits are provided by various Internet Service Providers.
					• Starlink satellite internet service
					  • Starlink Priority - For fixed business sites
					  • Starlink Mobile Priority - For maritime and mobile businesses.
					• (Starlink residential not supported)
						• Network core contract is four years with four optional one-year renewals
						• Non-core contracts lengths vary
						• Starlink services are month to month
							• Core Service
							• Starlink - Passthrough

Network	Network Service	• Local networks, circuits connecting local offices, remote offices, data centers, and cloud services.	Statewide	• 99.99% availability (53 min/yr down) circuits in Anchorage, Juneau, and Fairbanks Standard Response: 5 business days (M-F 8AM-5PM) (OIT internal) • 99.0% availability (3.65 days/yr down) circuits outside Anchorage, Juneau, and Fairbanks Standard Response: 5 business days (M-F 8AM-5PM) (OIT internal) • 99.95% availability (1.83 days/yr down) Azure Express Route	• Physical internet service provider circuits (including ExpressRoute to Azure Cloud) • Virtual circuits/tunnels over public Internet connections via Meraki endpoints	• Network core contract for Anchorage, Juneau, and Fairbanks, • ExpressRoute circuits are currently year-to-year • Non-core contract lengths vary	• Core Service • Passthrough standup costs for new sites
Network	Wireless service	Wireless/WiFi network connectivity. Employee state network and guest Internet access.	State owned office buildings in Anchorage, Juneau, and Fairbanks Remote locations - Some remote locations may have limitations or restrictions. Submit an AlaskaNow ticket to inquire on availability of services.	99.0% availability (3.65 days/yr down) Standard Response: 5 business days (M-F 8AM-5PM)	• State office buildings use Cisco Access Points • Remote office buildings use Meraki access points • Some leased buildings will have department provided WiFi not managed by OIT	Hardware models refreshed as needed	Core Service Passthrough standup costs for new sites
Network	VPN Service	Remote access connectivity to state network. (Performance may be limited by employee location or low bandwidth speeds beyond the state network)	Worldwide	99.99% availability (53 min/yr down) Emergency Response: 4 hours	Cisco Virtual ASA Access points in Anchorage and Juneau	Annual license renewal	Core Service

Information Security	Security Operations	The State Information Security Office (SSO) provides the following services: • Endpoint asset protection through detection and response capabilities • Security related service requests • Enterprise security logging • Enterprise monitoring through 24x7 security operations center, endpoint detection and response, identity protection, and email based threat response.	Statewide	Emergency Response: 15 minutes from notification Standard Response: 5 business days (M-F 8AM-5PM) (OIT Internal)	• Mandiant SaaS SOC (24X7 monitoring) • Multistate information sharing and analysis center (MS-ISAC) (24X7 monitoring) • Defender for endpoint and server • Rapid 7 desktop and server vulnerability software • Azure Sentinel SIEM	Annual license and cloud service renewal	Core Service
Information Security	Incident response	Investigation and forensic team response to systems impacted by cyber-attack	Statewide	Emergency Response: 15 minutes from notification	n/a	n/a	Core Service
Information Security	Security Engineering	• Application, Software, IT architectural security plan review • Engineering assistance for security solutions at infrastructure, network, OS, and application levels. • Enterprise application gateway management	Statewide	n/a	n/a	n/a	Core Service
Information Security	Security Governance	Create and refresh State of Alaska executive branch: • Security policies • Compliance guidelines • Privacy guidelines	Statewide	n/a	n/a	n/a	Core Service
Information Security	Security Training	Security training platform and campaigns for : • Employee • IRT • Executives • SOA Agencies (by request)	Statewide	n/a	KnowBe4 SaaS service	Annual license renewal	Core Service
Policy and Governance	Investment Review Board (IRB)	• The IRB reviews new IT expenditures over $25,000 for alignment with enterprise service standards and commitment of OIT resources. • The IRB additionally advises on security and compliance requirements and network utilization aspects.	Statewide	Standard Response: 5 business days (M-F 8AM-5PM)	N/A	N/A	Core Service
Policy and Governance	State IT Governance	Statewide governance for information technology. The IT Advisory Committee (ITAC) receives recommendations from a number of chartered workgroups and the state security office. Current active governance workgroups include Cloud, Chargeback, and End User Device Standards.	Statewide	N/A	N/A	Monthly meetings	Core Service
Agency Services	Recruitment Support and Review	OIT ensures the effective long-term alignment of central State of Alaska IT commodity functions through review of Department IT recruitments and classification efforts. OIT will ensure timely responses to ensure the recruitment and classification efforts within each department are not adversely slowed down or otherwise impacted.	Statewide	Standard Response: 5 business days (M-F 8AM-5PM)	N/A	N/A	Core Service
Agency Services	Consulting Services	OIT provides consulting and custom IT services based on specific agency requirements. For additional information, contact your Department Technology Officer for next steps.	Statewide	N/A	N/A	N/A	Passthrough per solution

List of Grandfathered VTC conference rooms	
Anchorage	
1	CONFVID-ANC-DFG-AERIES, Anchorage Fish and Game Aeries Conference room
2	CONFVID-ANC-DOA-ATWOOD-19THFLR, Anchorage Atwood Building 19th Floor Conference room
3	CONFVID-ANC-DOA-BAYVIEW1, Anchorage OIT Conference room Bayview
Juneau	
4	CONFVID-JNU-DOA-SOB-10thflr, Juneau SOB 10th Floor Conference room
5	CONFVID-JNU-DOA-SOB-5THFLR, Juneau SOB 5th Floor Conference room (OIT Space)
Palmer	
6	CONFVID-PAL-DOA-PSOB, Palmer State Office Building Conference room