SERVICE AND BILLING DESCRIPTIONS

DUO VPN Services
Billed annually for remote access services and multi-factor authentication. Billings to agencies are calculated on a per user subscription basis, where the cost of each license is multiplied by the total number of subscribers within the agency.

Web Site and Database Hosting
Annual billings for website and database hosting to agencies not paying ITS for annual IT Support. Billings are calculated based on the number of agency websites and/or databases hosted by ITS.

Office 365 Subscription *(Recommended option – Government E3 w/Core CALs)*
Microsoft Office 365 (Email/Calendar/Contacts) subscriptions are billed annually based on the number of mailboxes in the agency plus the Microsoft Core Client Access Licenses (CALs) to connect to a Microsoft environment including file and print.

Government E3 with Core CALs includes increased functionality and improved security, Office products and access to the latest updates to Office products (Word, Excel, etc.), archiving and legal hold/ discovery, integrated Skype video/Instant Messaging, OneDrive (user cloud storage), Online Office Apps, and other functions which may be important to your agency. The Microsoft Office suite can be loaded on up to five (5) systems and on up to five (5) more tablets or phones per user at no additional cost.

365 Email only Subscription *(Basic – Exchange Online U.S. Govt. Plan 1 w/Core CALs)*
Microsoft 365 Email only subscriptions include business-class email, calendar, and contacts plus the Microsoft Core Client Access Licenses (CALs) to connect to a Microsoft environment including file and print. If your agency needs archiving or legal hold/discovery, they can be purchased in the "Exchange Online U.S. Govt. Plan 2". You may contact ITS for related pricing.

Endpoint Protection
Billing for endpoint protection licensing (anti-virus, malware and ransomware protection, etc.). Agency billings are calculated on a per device basis where the total cost of this service is divided by the total number of licenses and billed based on the number of licenses required in each agency.

Wireless Access Point
Billed annually on a per unit basis to fund the annual maintenance costs of the centralized controller hardware and software for Wireless Access Points.

Firewall Infrastructure and Support
Billed annually to agencies with ITS-hosted virtual firewalls to fund (in part) the annual cost of the support and maintenance for Firewall Infrastructure.

Annual IT Support
Idaho agencies receiving information technology service desk support for PCs, laptops and other mobile devices as well as for server and database support, websites, etc. from ITS are billed annually based on the program appropriation set by the legislature. Billing for the appropriation is allocated to supported Idaho agencies on a weighted proportional basis determined by the number of full-time equivalent positions and the number of supported devices (e.g. laptops, personal computers, servers, printers, mobile phones, etc.).

Internet/Security and State Network

These funds cover part of the cost of maintenance and operations for the state internet/security, network infrastructure and staff. Any increase in billings covers the incremental growth in the cost of cybersecurity infrastructure. Annual billings are calculated based on the program appropriation set by the legislature and allocated to agencies on a proportional basis determined by their number of full-time equivalent positions.

In addition to maintenance and operations for internet/security and the state network, IT supported agency billings will also include penetration testing and vulnerability scanning, two critical cybersecurity functions now required by Governor's Executive Order 2017-02.

Idaho Technology Authority (ITA)

Agencies are billed based on the program appropriation set by the legislature. Annual billings for the appropriation is allocated on a proportional basis determined by the number of full-time equivalent positions and the three-year (3) average expenditures on information technology and communications systems, as determined by data recorded by the State Controller. This appropriation covers the costs related to IT governance and is analogous to a management overhead expense in the private sector.