



Service Category	Catalog Item	Short description	Service ID	Service Offering
Mainframe Services	Access Coordinator Assignment Request	This form allows you to change your Mainframe Access Coordinator.		
Other Catalog Needs	Add/Move/Change for Location Information	Adding or modifying Agency location (site) information within KSE		
COV Account Updates	Advanced Onboarding - Additional Add-ons and Access	Use this form to request common add-ons and additional access for a newly onboarded employee or contractor.		
Personal Computing	Agency Specific Device	A PC the agency needs that is not a standard PC offering		
Other Catalog Needs	Agency Specific General Service Request	Use this form to submit a request that will be routed to the service desk within your agency for fulfillment.		
Other Catalog Needs	AITR/ISO Update Request	Use this form to add or remove Agency or STS AITRs or ISOs.		
Cloud Services	Amazon Web Services (AWS) managed cloud service (MCS)	<p>The AWS managed cloud service (MCS) enables the transition from on-premises to cloud-hosted applications, new applications hosted in the cloud, or moving from one cloud to another. This custom solution consists of hosted infrastructure as a service (IaaS) and platform as a service (PaaS) with shared responsibilities from both the managed public cloud services provider, and AWS.</p> <p>The managed public cloud services provider delivers the platform as a managed service tailored to VITA policies, that includes the management, delivery and operations of the environment.</p>		
Personal Computing	Apple Magic Keyboard with Numeric Keypad	Apple Keyboard Part# - MQ052LL/A		
Personal Computing	Apple Magic Keyboard with Touch ID and Numeric Keypad	Manufacturer Part # MXK73LL/A		
Personal Computing	Apple Magic Mouse	Manufacturer Pat # MXK53AM/A		



Personal Computing	Apple Studio Display	Apple Monitor Part# - MK0U3LL/A		
Personal Computing	Apple USB-C VGA Multiport Adapter	Manufacturer Part #MJ1L2AM/A		
Security Services	Application and source code security	The application and source code security is a cloud-based service for securing applications across the enterprise. It offers a complete application security program that spans the software development life cycle (SDLC), from initiation, to test, to production. The service consists of plugins that give developers continuous flaw feedback while coding, scanning of application's source or binary code, assessment of third-party components, automated vulnerability scans for live sites and training around software security.	SEC130 SEC131 SEC132 SEC133 SEC134 SEC135 SEC136	Source Code Scanning - NT-APP 1YR Source Code Scanning - STATIC-APP-STANDARD Source Code Scanning - GL-DEV 1YR Source Code Scanning - SCA-PROJECT Source Code Scanning - E-LEARN 1YR Source Code Scanning - DYN-URL Source Code Scanning - VS-Standard
Application Integration Services	Application Integration Services (AIS) - Modification	Use this form to request modifications or removal of existing application integration services (AIS).		
Application Integration Services	Application Integration Services (AIS) - New	Use this form to request and establish new application integration services (AIS).		
Security Services	Application Process Whitelisting	The application whitelisting service will incur an ongoing monthly charge per workstation or server. Application whitelisting is a compensating control for systems running at an elevated level of risk by allowing only authorized applications and processes to execute.	SEC037	Application Process Whitelisting
Messaging Services	Archive, eDiscovery and records management (AeRM) administrative accounts/role groups request	Archive, eDiscovery and records management (AeRM) administrative accounts provide administrative access to the AeRM system.		
Personal Computing	Asset Install	Use this form to request that existing devices be installed onsite.		
Personal Computing	Asset Move	This form allows users to move assets from one site to another.		
Personal Computing	Asset Removal	This form allows users to complete up to 20 agency asset removals on site including desktops, laptops and monitors.		



Personal Computing	Asset Tag Replacement	Use this form to order a new asset tag for a device (e.g., if the original asset tag is damaged or missing).		
Voice and Video Services	Audio Conferencing: Instant Meeting	Use this form to order Verizon's Instant Meeting. This is a reservation-less audio conferencing service, available for use 24/7. Instant Meeting allows you to host audio meetings of up to 50 participants with a global dial-in number and individual leader and participant passcodes.	VZ1220 VZ1221 VZN096 VZN099 VZN100 VZN101 VZN102 VZN103 VZN104	Conferencing Audio Conferencing Subscription Services Instant Mtg. Fee 101-500 ports Conferencing Audio Conferencing Subscription Services Instant Mtg. Fee 501-1000 ports Conferencing Audio Conferencing Subscription Services Instant Mtg. Fee 0-20 ports Conferencing Audio Conferencing Subscription Services Instant Mtg. Fee 41-50 ports Conferencing Audio Conferencing Subscription Services Instant Mtg. Fee 51-60 ports Conferencing Audio Conferencing Subscription Services Instant Mtg. Fee 61-70 ports Conferencing Audio Conferencing Subscription Services Instant Mtg. Fee 71-80 ports Conferencing Audio Conferencing Subscription Services Instant Mtg. Fee 81-90 ports Conferencing Audio Conferencing Subscription Services Instant Mtg. Fee 91-100 ports
Server Services	Batch Process	This form can be used to request information related to a batch job or process. This catalog form should be used by current subscribers.		
Software as a Service (SaaS)	Box Content Management Service	Box content management (BCM) is a platform used to access and share digital content. Box is a cloud-based, user-centric platform that enables users to easily share, manage and secure their content using any device. BCM includes Box Sign, which enables users to send unlimited documents for electronic signatures.	BOX001 BOX019	CAS Severn - Box Digital Workplace User BOX Content Management - Limited Storage
VPN	Bulk Hard Tokens	Request hard tokens for Customer-maintained inventory at Customer site. Tokens are used to provide multi-factor authentication (MFA) for access to the Enterprise environment.		
Account Management	Bulk onboarding employee/contractor	Participating agencies can use this form for bulk onboarding of employees or contractors.		
Security Services	Centralized ISO Security Service	The centralized information security officer (ISO) security service (CISS) will assist agencies in performing and documenting business impact analysis, IT security risk assessments and development of system security plans for systems classified as sensitive.		
Security Services	Centralized IT Audit Service	Agencies may contract for IT security audits to be conducted through this service.		
Other Catalog Needs	Change Suspensions	This request is used to notify all IT Infrastructure Service Platform (ITISP) Service Providers and Users of planned suspensions affecting Agencies.		



Cloud Services	Cloud brokerage technology integrator (CBTI)	Cloud brokerage technology integrator (CBTI) contains a range of COV Cloud computing resources and applications delivered in the public cloud in compliance with Commonwealth of Virginia (COV) security policies. These services include resource provisioning and allocation, cost management and optimization, cloud resource security, compliance, monitoring and performance management, ability to manage across multiple cloud environments, and a self-service portal allowing the Commonwealth to take advantage of these services.		
Cloud Services	Cloud Service Assessment	COV Ramp provides oversight functions and management of cloud-based services, specifically focused on software as a service (SaaS). The service assures compliance and improved security by providing transparency through VITA oversight.	VTA084	COV Ramp Assessment
Cloud Services	Cloud Service Oversight (Monthly)	This service provides oversight of cloud services to ensure compliance with regulations, laws and annual audit recommendations.	VTA087	COV Ramp Oversight
Cloud Services	Cloud Sourcing Specialist	Cloud sourcing specialist services provided by supply chain management (SCM).	VTA086	Cloud Sourcing Specialist (hourly)
Cloud Services	Cloud Workload Optimization Service	Workload optimization allows an application or group of applications the ability to leverage the underlying hardware and infrastructure layers to achieve peak performance. Cloud optimization is the process of correctly assigning and selecting the proper resources for an application or workload.		
Other Catalog Needs	CMDB Configuration Item (CI) Update Request	Modifying configuration items (CI) in the configuration management database (CMDB)		
Account Management	Contact Record Request	Use this form when you need to create a contact record for external users for the purpose of being added to a distribution list (DL).		
Messaging Services	Core messaging infrastructure administrative account	Use this form when requesting to create, modify or disable a core messaging infrastructure administrative account. This request is used to request administrative account access to systems which support the core messaging infrastructure, including Google and Microsoft services.		
Security Services	COV Audit Coordination Request	Use this form to request the completion or retrieval of artifacts prior to an audit beginning and the remediation of corrective action plans after an audit has been completed.		



Account Management	COV Security Group Request	Use this form to request new security groups or to make changes to an existing security group.		
Account Management	COV-AUTH Okta Application Integration	Use this form to request single sign-on (SSO) and multifactor authentication (MFA) to allow authorized Commonwealth of Virginia (COV) and AUTH domain users to access agency web applications with the same account they use to log on to their work computer.		
Account Management	COV-AUTH Okta Custom Application Integration Implementation	The supplier will use this form to evaluate the scope of work required for a custom Okta integration.	LAB135 LAB137 LAB138	SSDC Sr. Consultant SSDC Senior Engineer SSDC Project Manager II
Security Services	Cyber Threat Management	This form is used by the Service Towers to report current and emerging threats.		
Server Services	Cyber Vault	Cyber vault service (CVS) provides immutable data and application vault capabilities for critical application and sensitive Commonwealth data as a defense against cyber threats, including ransomware.		
Server Services	Data Center Cross Connect	Data center cross connects links hardware at supplier data centers, used to provide the services. This form enables customers to provide requirements for a solution or service that do not have a specialized requirements document.		
Personal Computing	Data Transfer	Use this form to request data transfer from one device to another device. If more than 20 assets require data transfer, please submit a request for solution (RFS).		
Server Services	Database Logical Administration	Database logical administration is a support service for Microsoft SQL or Oracle database assistance for COV agencies not currently managed through physical database administration full service support.		
Server Services	Database Physical Administration	Use this form to order instances of Microsoft SQL, Oracle database or Oracle cluster installation, monitoring, tools, patching, backups and upgrades necessary to manage and maintain the physical standalone database instance.	SSD010 SSD013 SSD014	MS SQL Database Physical Administration - Single Node Oracle Database Physical Administration - Single Node Oracle Database Physical Administration - Clustered
Personal Computing	Deferred personal computer (PC) refresh re-engagement	This form is used to re-engage agencies in the PC refresh process.		
Personal Computing	Dell 130-Watt Type-C 3-Prong AC Adapter with 3.2 ft Power Cord	Dell Charger Part# - 450-AHOM		



Personal Computing	Dell 14in Portable Monitor	Dell Part 210-BHRQ		
Personal Computing	Dell 24in Monitor - E2425H	Dell Monitor Part# - 210-BNHS		
Personal Computing	Dell 24in Video Conferencing Monitor	Dell Part 210-BGLQ		
Personal Computing	Dell 27in Monitor - E2725H	Dell part 210-BNHX		
Personal Computing	Dell 45-Watt 3-Prong AC Adapter with 1 meter Power Cord	Dell Charger Part # - 492-BBUU		
Personal Computing	Dell 65W 4.5mm AC Adapter	Dell part 492-BDBZ		
Personal Computing	Dell 7.4mm Barrel 90W AC Adapter with 1m Power Cord	Dell Part 492-BBZU		
Personal Computing	Dell Business Dock - WD19S 130W Power Delivery / 180W adapter	Dell Docking Station Part# - 210-AZBM		
Personal Computing	Dell Pro Wireless Keyboard and Mouse -KM5221W	Dell Keyboard and Mouse Part# - 580-AJIS		
Personal Computing	Dell Thunderbolt 4 Dock WD22TB4	Dell Docking Station Part# - 210-BDQH		
Personal Computing	Dell USB-C to 2.5Gbps Ethernet Adapter	Dell Part # 750-BBKR		
Personal Computing	Desktop Pilot Group Update	Use this form to add and/or remove users from your agency's pilot deployment group.		



Server Services	Disaster Recovery (Server) - NEW and MODIFY	Order NEW instances of disaster recovery (DR) for new or existing servers OR MODIFY instances of disaster recovery (DR) for existing servers. Identify DR tier and amount of storage required. Agencies should consider all critical business needs of the application that will be placed on DR. Dependencies considered include multiple servers and mainframe services.		
Messaging	Distribution list request	Use this form to request the addition, modification or removal of an email distribution list (DL), as defined below. An email DL is a group of mail recipients that is addressed as a single recipient. The DL has a unique email address and may contain multiple members as recipients. The distribution list may be shown or hidden from the Commonwealth's global address list.		
Domain Name Services	DNS Entry\Update	This form can be used to create, remove or update domain name system (DNS) entries.		
Server Services	EAPS End-User Concurrent Subscription	ADD new concurrent user license to the enterprise application publishing service (EAPS) instance. The enterprise service enables customers to utilize a shared Citrix infrastructure by providing virtual desktop or application to a user, regardless of their location.	SSD063	EAPS End-User
Server Services	EAPS Instance - NEW	The enterprise application publishing service (EAPS) service enables customers to utilize shared Citrix infrastructure to present a virtual desktop or application to subscribed users. The service consists of published application(s), concurrent user licenses per number of users identified and total storage costs, based on customers' requirements during initiation phase.		
Messaging Services	Email allow/block request	Use this form to request to have an email address(es), Internet protocol (IP) address(es) or domain allowed/blocked.		
Messaging Services	Email and Data Encrypting	Email and data encrypting provides the Commonwealth agencies with end-to-end encryption of email messages and content via rights management and advanced controls.	MSG132	End to End Encryption for Email and Data - Microsoft
Messaging Services	Email List Management	Use this form to request a ListServ email list management, list addition or modification. The ListServe service distributes messages to subscribers using an electronic mailing list. This service is beneficial for newsletters, email groups, forums and blogs. Email list management enables agencies to interact with constituents and employees.		



Security Services	Enhanced Data Loss Prevention	This form enables customers to provide requirements for the enhanced data loss prevention (DLP) service. Enhanced DLP monitors and prevents confidential data loss. It also provides quick monitoring of real-time events, centrally managed security policies to control how employees use and transfer sensitive data, and generates detailed forensics reports with minimal impact to daily business activities. This service does not protect against data leakage via email.		
Server Services	Enhanced Database Security (EDS) - MODIFY	Enhanced security for one instance of Microsoft SQL or Oracle database using enhanced security software. Includes monitoring and configuration updates in collaboration with the customer to evaluate and implement security patches released by the EDS software vendor necessary to manage and maintain the solution. Includes initial set-up and startup of the service.		
Security Services	Enterprise Remote Access: Third-party Virtual Network Connection	Third-party virtual network connection (VPN) is for a site that requires a secure connection to a remote resource. This form allows the creation of a new connection, as well as modifying or removing an existing connection. This service is similar to site-to-site VPN.		
Personal Computing	EUC CMDB Device Update	Use this form to update computer asset inventory information (e.g., user address, and asset tag) in the configuration management database (CMDB).		
Account Management	Extend Existing COV Account	Use this form to extend or renew COV accounts.		
Account Management	Folder/Share Access Request	Use this form when requesting the ability to create, modify or remove a folder or share.		
Other Catalog Needs	General Service Request	Cannot find what you're looking for elsewhere in the service catalog? Utilize this form.		
Personal Computing	HP 230W Slim Smart AC Adapter	HP Part# - 6E6M1AA#ABA		
Personal Computing	HP 235 Wireless Mouse and Keyboard Combo	HP Keyboard and Mouse Part# - 1Y4DOUT#ABA		



Personal Computing	HP 65W Smart AC Adapter	The smart AC adapter can be used with any notebook and it adjusts the power to whatever your notebook requires. Part# - H6Y89AA#ABA		
Personal Computing	HP Display Port to VGA Adapter	HP Adapter Part# - F7W97AA		
Personal Computing	HP E14 G4 portable monitor	HP monitor Part# - 1B065AA		
Personal Computing	HP E24 G5 FHD monitor	HP Monitor Part# - 6N6E9AA#ABA		
Personal Computing	HP E24m G4 FHD USB-C Conferencing Monitor	Part # 40Z32AA#ABA		
Personal Computing	HP E27 G5 FHD monitor	HP monitor Part# - 6N4E2AA#ABA		
Personal Computing	HP Thunderbolt Dock 280W G4 w/combo cable	HP Docking Station Part# - 4J0G4AA#ABA		
Personal Computing	HP USB External DVDRW Drive	HP External DVD Drive Part# - F2B56UT		
Personal Computing	HP USB-C 65W Laptop Charger	HP Charger Part# - 671R3UT#ABA		
Personal Computing	HP USB-C Dock G5	HP Docking Station Part# - 5TW10UT#ABA		
Personal Computing	HP USB-C to HDMI 2.0 adapter	HP Adapter Part# - 1WC36AA		
Personal Computing	HP USB-C to RJ45 Adapter G2	USB Adapter		
Security Services	International Travel	Use this form when preparing for international travel and access to Commonwealth information technology (IT) resources may be required.		



Voice and Video Services	Jabber	Cisco Jabber softphone service provides voice and voicemail messaging for agency unified communications and collaboration as a service (UCCaaS) subscribers.		
Personal Computing	Keep Your Hard Drive	To allow customers to keep their hard drive instead of returning it with the device.	EUS243	Keep Your Hard Drive
Account Management	KSE Assignment Group/Queue Request	Use this form to create, modify, or disable an assignment group or queue in Keystone Edge.		
Account Management	KSE group roles/KSE permissions restore request	Use this form to add or remove roles for an existing Keystone Edge (KSE) group, or to restore a user's KSE permissions.		
Server Services	Large File Transfer (LFT)	The Large File Transfer (LFT) is a web based application that allows users to send and receive large files that are typically blocked due to size by e-mail systems. The service is available to all COV users with a COV mailbox and provides reliable delivery with checkpoint restart and integrity check and web browser integration.		
Service Accounts	Local Account Rights Request	Use this form to request local admin access to specific COV assets.		
Mainframe Services	Logon ID Request (Form VITA 003-01) – IBM Mainframe	This form, also known as VITA form 03-001, is used to request a logon ID to obtain access to the VITA IBM mainframe.		
Software as a Service (SaaS)	Low code application platform (LCAP) - Salesforce AppExchange Approval	Submit this form if you would like to request a new app or connector to be added to the low code application platform (LCAP) – Salesforce public sector offering.		



Software as a Service (SaaS)	Low-Code Application Platform (LCAP) - Power Platform	Low-code application platform (LCAP) Power Platform service is a line of business intelligence (BI), app development and app connectivity software applications to bring ease and innovation to low-code app development and automation for citizen developers, business analysts, IT admins and professional developers.	VTA042 VTA043 VTA044 VTA045 VTA048 VTA049 VTA050 VTA053 VTA055 VTA056 VTA058 VTA059 VTA061 VTA062 VTA063 VTA064 VTA065 VTA066 VTA067 VTA068 VTA072	Microsoft PowerApp Premium User Power Pages Capacity Pack (Authenticated Users) Power Pages Capacity Pack (Anonymous Users) Microsoft PowerAutomate Premium User Microsoft PowerAutomate AI Builder Service Credit Bundle Microsoft PowerAutomate Unattended RPA Microsoft PowerAutomate API Calls Bundle Microsoft PowerVirtualAgent Extra Chatbot Sessions PowerBI Premium PowerBI Premium Capacity Workspace CDS Dataverse Enhancement - Database Size Increase CDS Dataverse Enhancement - Storage Increase D365 Customer Service Portal D365 Customer Service Portal Digital Messaging Add-on D365 Team Members GCC Per User D365 Case Management Portal D365 Sales GCC Per User D365 Field Service Portal Project Plan 1 Project Plan 3 Project Plan 5
Messaging Services	Mailbox Delegation Request	Use this request to add or remove delegates from a mailbox, from a shared mailbox or the personal mailbox of an individual who is no longer with the Commonwealth.		
Mainframe Services	Mainframe Account Billing Request	This form is used to request a new billing account for an agency user.		
Mainframe Services	Mainframe Service Billing Contact Change	This form is used to request a change to the agency point of contact for mainframe service billing.		
Mainframe Services	Mainframe Services User ID Account Number	Mainframe Services User ID Account Number		
Personal Computing	Managed Disk Encryption (MDE)	Managed disk encryption (MDE) provides a full BitLocker life cycle management solution, implemented and delivered via Microsoft Endpoint Configuration Manager (MECM).		
Security Services	Managed firewall decommission	Use this request form to decommission firewall assets. The requested decommissioned firewall should not be currently used in a production capacity and all operations must already be suspended or moved to a new firewall. The agency information technology resource (AITR) must approve the decommission request.		



Security Services	Managed Firewall New, Refresh	This form is to be used by the managed security supplier to manage systems associated with the implementation and refresh of a firewall asset.		
Security Services	Managed Firewall Services 100Mb	Small firewall.	SEC222	Managed Firewall Services - 100MB Non-Redundant
Network Services	Managed LAN	Managed LAN provides for the complete management of local area network switches including management, monitoring, configuration, trouble resolution and reporting. Must be implemented with a managed WAN or managed router and secure gateway.	VZ1081 VZN014 VZN015 VZN016 VZN017 VZN018 VZN079 VZN080 VZN081 VZN082 VZN516 VZN526	Managed LAN CPE Switch - 8 Port (POE) Managed LAN CPE Switch - 24 Port (POE) Managed LAN CPE Switch - 48 Port (POE) Managed LAN CPE Switch Aggregation - 48 Port Managed LAN CPE Switch Core - 192 Port Managed LAN CPE Enterprise Data Center Load Balancer - Medium Managed LAN Activation Managed LAN Small Switch Managed LAN Medium Switch Managed LAN Large Switch Inside Wiring Physical Site Survey
Network Services	Managed WAN (Change, Upgrade)	Managed WAN provides for the complete management of wide area networking with a router to include management, monitoring, configuration, trouble resolution and traffic reporting.	VZ1051 VZ1052 VZ1053 VZ1057 VZ1058 VZ1059 VZ1060 VZ1061 VZ1062 VZ1077 VZ1080 VZ1091 VZ1092 VZ1093 VZ1094 VZ1095 VZ1096 VZ1097 VZ1098 VZ1099 VZ1100	Circuits Without LEC Termination Circuits With a Single LEC Additional LEC Termination Emergency/Essential Provisioning -Circuits Without LEC Termination Emergency/Essential Provisioning -Circuits With a Single LEC Termination Emergency/Essential Provisioning - Additional LEC Termination Priority Restoration - Circuits Without LEC Termination Priority Restoration - Circuits With A Single LEC Termination Priority Restoration - Additional LEC Termination Managed WAN CPE Router –1 WAN, Ethernet - 1x10/100Mb WAN ports Managed WAN CPE Router - Cellular Wireless Router - Branch Office Private IP (PIP) Port Ethernet - 1.5 Gbps Private IP (PIP) Port Ethernet - 2 Gbps Private IP (PIP) Port Ethernet - 2.5 Gbps Private IP (PIP) Port Ethernet - 3 Gbps Private IP (PIP) Port Ethernet - 4 Gbps Private IP (PIP) Port Ethernet - 5 Gbps Private IP (PIP) Port Ethernet - 7 Gbps Private IP (PIP) Port Ethernet - 10 Gbps Ethernet Delivered Internet Port - Ethernet - 2 Mbps Ethernet Delivered Internet Port - Ethernet - 3 Mbps



Network Services	Managed WAN (Change, Upgrade)	Managed WAN provides for the complete management of wide area networking with a router to include management, monitoring, configuration, trouble resolution and traffic reporting.	VZ1101 VZ1102 VZ1103 VZ1104 VZ1105 VZ1106 VZ1107 VZ1108 VZ1109 VZ1110 VZ1111 VZ1112 VZ1356 VZ1359 VZN002 VZN003 VZN004 VZN005 VZN006 VZN007 VZN008	Ethernet Delivered Internet Port - Ethernet - 4 Mbps Ethernet Delivered Internet Port - Ethernet - 5 Mbps Ethernet Delivered Internet Port - Ethernet - 8 Mbps Ethernet Delivered Internet Port - Ethernet - 2 Gbps Ethernet Delivered Internet Port - Ethernet - 2.5 Gbps Ethernet Delivered Internet Port - Ethernet - 3 Gbps Ethernet Delivered Internet Port - Ethernet - 4 Gbps Ethernet Delivered Internet Port - Ethernet - 5 Gbps Ethernet Delivered Internet Port - Ethernet - 6 Gbps Ethernet Delivered Internet Port - Ethernet - 8 Gbps Ethernet Delivered Internet Port - Ethernet - 10 Gbps Access - Time Division Multiplexed (TDM) Option OC3 Managed WAN CPE Router - Branch Office Access - Ethernet Option Type 2 Ethernet GigE - 150Mbps Managed WAN CPE Router - 2 WAN, 1xT1 Managed WAN CPE Router - 2 WAN, 4xT1 Managed WAN CPE Router - 3 WAN, 1xDS3 Managed WAN CPE Router - 2 WAN, 1xT1, IPSEC, LTE Managed WAN CPE Router - 2 WAN, 2xT1, IPSEC, LTE Managed WAN CPE Router - 2 WAN, 4xT1, IPSEC, LTE Managed WAN CPE Router - 3 WAN, 1xDS3, IPSEC, LTE
Network Services	Managed WAN (Change, Upgrade)	Managed WAN provides for the complete management of wide area networking with a router to include management, monitoring, configuration, trouble resolution and traffic reporting.	VZN009 VZN010 VZN045 VZN046 VZN047 VZN048 VZN049 VZN050 VZN051 VZN052 VZN053 VZN054 VZN055 VZN056 VZN057 VZN058 VZN059 VZN060 VZN061 VZN063 VZN064 VZN065	Managed WAN CPE Router - 2 WAN, Ethernet Only Managed WAN CPE Router - 2 WAN, Ethernet Only, IPSEC, LTE Private IP (PIP) Port DS3 - 44.736 Mbps Private IP (PIP) Port Ethernet - 50 Mbps Private IP (PIP) Port Ethernet - 150 Mbps Private IP (PIP) Port Ethernet - 300 Mbps Gold Committed Access Rate (CAR) 0 Kbps Gold Committed Access Rate (CAR) 28 Kbps - 1.728 Mbps Gold Committed Access Rate (CAR) 1.729 Mbps - 3.072 Mbps Gold Committed Access Rate (CAR) 3.600 Mbps - 4.144 Mbps Gold Committed Access Rate (CAR) 5.000 Mbps - 9.000 Mbps Gold Committed Access Rate (CAR) 10.000 Mbps Gold Committed Access Rate (CAR) 13.488 Mbps - 22.496 Mbps Gold Committed Access Rate (CAR) 24.384 Mbps - 30.720 Mbps Gold Committed Access Rate (CAR) 36.000 Mbps - 44.992 Mbps Gold Committed Access Rate (CAR) 50.000 Mbps Gold Committed Access Rate (CAR) 62.500 Mbps - 90.000 Mbps Gold Committed Access Rate (CAR) 100.000 Mbps - 180.000 Mbps Gold Committed Access Rate (CAR) 200.500 Mbps - 270.000 Mbps Access - Time Division Multiplexed (TDM) Option DS3 Access - Ethernet Option Type 2 Ethernet FE - 3 Mbps Access - Ethernet Option Type 2 Ethernet FE - 4 Mbps



Network Services	Managed WAN (Change, Upgrade)	Managed WAN provides for the complete management of wide area networking with a router to include management, monitoring, configuration, trouble resolution and traffic reporting.	<p>VZN066 VZN067 VZN068 VZN069 VZN074 VZN076 VZN250 VZN251 VZN257 VZN258 VZN292 VZN293 VZN294 VZN295 VZN296 VZN297 VZN298 VZN299 VZN300 VZN301 VZN302</p>	<p>Access - Ethernet Option Type 2 Ethernet FE - 6 Mbps Access - Ethernet Option Type 2 Ethernet FE - 50 Mbps Access - Ethernet Option Type 2 Ethernet GigE - 200 Mbps Access - Ethernet Option Type 2 Ethernet GigE - 300 Mbps Managed WAN Activation Managed WAN Small Router Managed WAN CPE Router - Core Data Center Managed WAN CPE Router - 2 WAN, 2xT1 Access - Ethernet Option Type 2 Ethernet GigE - 100 Mbps Access - Ethernet Option Type 2 Ethernet GigE - 1000 Mbps Private IP (PIP) Port - DS3 - 8 Mbps Private IP (PIP) Port - DS3 - 10 Mbps Private IP (PIP) Port - DS3 - 15 Mbps Private IP (PIP) Port - DS3 - 20 Mbps Private IP (PIP) Port - DS3 - 30 Mbps Private IP (PIP) Port - DS3 - 40 Mbps Private IP (PIP) Port - OC-3 - 50 Mbps Private IP (PIP) Port - OC-3 - 80 Mbps Private IP (PIP) Port - OC-3 - 100 Mbps Private IP (PIP) Port OC-3 - 155/155.52Mbps Private IP (PIP) Port - OC-12 - 200 Mbps</p>
Network Services	Managed WAN (Change, Upgrade)	Managed WAN provides for the complete management of wide area networking with a router to include management, monitoring, configuration, trouble resolution and traffic reporting.	<p>VZN303 VZN304 VZN305 VZN306 VZN307 VZN308 VZN309 VZN310 VZN311 VZN312 VZN313 VZN314 VZN315 VZN316 VZN317 VZN318 VZN319 VZN320 VZN321 VZN322 VZN323 VZN324 VZN325</p>	<p>Private IP (PIP) Port - OC-12 - 300 Mbps Private IP (PIP) Port - OC-12 - 500 Mbps Private IP (PIP) Port - OC-12 - 600 Mbps Private IP (PIP) Port OC-12 - 622.08 Mbps Private IP (PIP) Port Ethernet - 1 Mbps Private IP (PIP) Port Ethernet - 2 Mbps Private IP (PIP) Port Ethernet - 3 Mbps Private IP (PIP) Port Ethernet - 4 Mbps Private IP (PIP) Port Ethernet - 5 Mbps Private IP (PIP) Port Ethernet - 6 Mbps Private IP (PIP) Port Ethernet - 7 Mbps Private IP (PIP) Port Ethernet - 8 Mbps Private IP (PIP) Port Ethernet - 10 Mbps Private IP (PIP) Port Ethernet - 15 Mbps Private IP (PIP) Port Ethernet - 20 Mbps Private IP (PIP) Port Ethernet - 30 Mbps Private IP (PIP) Port Ethernet - 40 Mbps Private IP (PIP) Port Ethernet - 80 Mbps Private IP (PIP) Port Ethernet - 100 Mbps Private IP (PIP) Port Ethernet - 200 Mbps Private IP (PIP) Port Ethernet - 400 Mbps Private IP (PIP) Port Ethernet - 500 Mbps Private IP (PIP) Port Ethernet - 600 Mbps</p>



Network Services	Managed WAN (Change, Upgrade)	Managed WAN provides for the complete management of wide area networking with a router to include management, monitoring, configuration, trouble resolution and traffic reporting.	<p>VZN326 VZN327 VZN328 VZN329 VZN330 VZN331 VZN332 VZN341 VZN350 VZN351 VZN352 VZN353 VZN354 VZN355 VZN356 VZN357 VZN358 VZN359 VZN360 VZN361 VZN384 VZN385</p>	<p>Private IP (PIP) Port Ethernet - 800 Mbps Private IP (PIP) Port Ethernet - 1000 Mbps Gold Committed Access Rate (CAR) 300.000 Mbps - 360.000 Mbps Gold Committed Access Rate (CAR) 400.000 Mbps - 450.000 Mbps Gold Committed Access Rate (CAR) 500.000 Mbps - 559.888 Mbps Gold Committed Access Rate (CAR) 720.000 Mbps - 765.000 Mbps Gold Committed Access Rate (CAR) 900.000 Mbps TDM Delivered Internet Port (Full Port) - OC-48 - 2488.32 MB Ethernet Delivered Internet Port - Ethernet - 10 Mbps Ethernet Delivered Internet Port - Ethernet - 20 Mbps Ethernet Delivered Internet Port - Ethernet - 30 Mbps Ethernet Delivered Internet Port - Ethernet - 40 Mbps Ethernet Delivered Internet Port - Ethernet - 50 Mbps Ethernet Delivered Internet Port - Ethernet - 100 Mbps Ethernet Delivered Internet Port - Ethernet - 200 Mbps Ethernet Delivered Internet Port - Ethernet - 300 Mbps Ethernet Delivered Internet Port - Ethernet - 400 Mbps Ethernet Delivered Internet Port - Ethernet - 500 Mbps Ethernet Delivered Internet Port - Ethernet - 600 Mbps Ethernet Delivered Internet Port - Ethernet - 700 Mbps Access - Ethernet Option Type 2 Ethernet FE - 2 Mbps Access - Ethernet Option Type 2 Ethernet FE - 5 Mbps</p>
Network Services	Managed WAN (Change, Upgrade)	Managed WAN provides for the complete management of wide area networking with a router to include management, monitoring, configuration, trouble resolution and traffic reporting.	<p>VZN386 VZN387 VZN388 VZN389 VZN390 VZN391 VZN392 VZN393 VZN394 VZN395 VZN396 VZN398 VZN399 VZN400 VZN401 VZN402 VZN403 VZN516 VZN526 VZN719</p>	<p>Access - Ethernet Option Type 2 Ethernet FE - 7 Mbps Access - Ethernet Option Type 2 Ethernet FE - 8 Mbps Access - Ethernet Option Type 2 Ethernet FE - 9 Mbps Access - Ethernet Option Type 2 Ethernet FE - 10 Mbps Access - Ethernet Option Type 2 Ethernet FE - 20 Mbps Access - Ethernet Option Type 2 Ethernet FE - 30 Mbps Access - Ethernet Option Type 2 Ethernet FE - 40 Mbps Access - Ethernet Option Type 2 Ethernet GigE - 60 Mbps Access - Ethernet Option Type 2 Ethernet GigE - 70 Mbps Access - Ethernet Option Type 2 Ethernet GigE - 80 Mbps Access - Ethernet Option Type 2 Ethernet GigE - 90 Mbps Access - Ethernet Option Type 2 Ethernet GigE - 400 Mbps Access - Ethernet Option Type 2 Ethernet GigE - 500 Mbps Access - Ethernet Option Type 2 Ethernet GigE - 600 Mbps Access - Ethernet Option Type 2 Ethernet GigE - 700 Mbps Access - Ethernet Option Type 2 Ethernet GigE - 800 Mbps Access - Ethernet Option Type 2 Ethernet GigE - 900 Mbps Inside Wiring Physical Site Survey Ethernet Delivered Internet Port - Ethernet - 1000 Mbps</p>



Network Services	Managed Wireless LAN	<p>Managed WLAN provides for the complete management of wireless local area network equipment including management, monitoring, configuration, trouble resolution and reporting.</p> <p>Must be implemented with a managed WAN or managed router and secure gateway.</p>	<p>VZ1082 VZ1083 VZN020 VZN021 VZN022 VZN023 VZN024 VZN025 VZN026 VZN085 VZN090 VZN516 VZN526</p>	<p>Managed Wireless LAN CPE BAP- Bridging Access Point LAN Bridge Omni Directional Managed Wireless LAN CPE BAP- Bridging Access Point LAN Bridge Directional Managed Wireless LAN CPE Wifi Access Point Dual 3x3:3 Radio Integrated Omni Antenna Outdoor Managed Wireless LAN CPE Wifi Access Point Dual 2x2:2/4x4:4 MU-MIMO Radio Integrated Antenna Managed Wireless LAN CPE Wifi Access Point Dual 4x4:4 MU-MIMO Radio Integrated Antenna 2.5+1 GbE Managed Wireless LAN CPE Wifi Access Point Dual 2x2:2/3x3:3 MU-MIMO Radio Integrated Antenna Managed Wireless LAN CPE Wifi Access Point Dual 2x2:2 Radio Integrated Omni Antenna Outdoor Managed Wireless LAN CPE Wifi Access Point Dual 4x4:4 MU-MIMO Radio Integrated Antenna Managed Wireless LAN CPE Wifi Access Point Dual 2x2:2 Radio Integrated Antenna Managed WLAN Activation Managed WLAN Managed WAP Inside Wiring Physical Site Survey</p>
Messaging	Messaging Services Resource Request	Use this form when you need a resource such as calendars.		
Messaging Services	Microsoft - Support	Submit this form to request updates to the setup or configuration of Microsoft services.		
Messaging Services	Microsoft 365 Email Platform	Microsoft 365 email platform are Microsoft licenses for Commonwealth of Virginia based platform applications providing best-in-class productivity apps combined with core security and compliance capabilities for your enterprise.	MSG099	Microsoft Email Service
Cloud Services	Microsoft Azure Infrastructure Service	The cloud service is provided as a means to access computing services such as servers, networking, storage, database, deployment, developer tools and software. The hardware, operating system (OS), software, networking features chosen provide high availability, redundancy, security and service options. Azure must be implemented with ExpressRoute.		
Personal Computing	Microsoft Surface 65W Power Supply	Microsoft Charger Part# W8Z-00001		
Personal Computing	Microsoft Surface Dock 2	Microsoft Docking Station Part# - 1GK-00001		
Personal Computing	Microsoft Surface Pro Signature Keyboard – Black	Microsoft Surface Pro Keyboard Part# - 8XB-00139		



Personal Computing	Microsoft Surface Slim Pen for Business	Microsoft Pen Part# - 8WX-00001		
Personal Computing	Microsoft Surface Thunderbolt 4 Dock	Microsoft Docking Station Part# - T8I-00001		
Personal Computing	Microsoft Surface USB-C Travel Hub	Microsoft Adapter Part# - 1E4-00001		
Messaging Services	Mobile Device Management (MDM)	Mobile device management (MDM) provides users the capability to use their personal or work devices to securely access and manage Commonwealth of Virginia (COV) applications on a mobile device. It allows the ability to configure and manage settings, deploy applications and provide up-to-date metrics on the state of a device.	MSG137	Mobile Device Management Basic - Microsoft
Cloud Services	Modify Public Cloud Implementation	This form provides the ability to modify the compute, storage and RAM of an existing public cloud instance.		
Cloud Services	Modify Public Cloud Services	This form provides the ability to modify the compute, storage and RAM of an existing public cloud instance.		
VPN	Multi-factor Authentication (MFA) Token	Request a new token for an end user account. Tokens are used to provide multi-factor authentication (MFA) for access to the enterprise environment. (Soft or hard token)		
Server Services	NAS at Central Datacenter - MODIFY	Modify existing NAS (network-attached storage) file system provisioned at primary datacenter over the commonwealth's network using CIFS or NFS protocols using tier two or tier three storage. Customer will identify amount of tier storage to increase or decrease and other parameters as listed on service catalog.	SSD017 SSD018	Storage SAN/NAS - Tier 2 - Central Data Centers Storage SAN/NAS - Tier 3 - Central Data Centers
Network Services	Network - MACD (Move, Add, Change, Disconnect)	Use this form to request a change or disconnect to an existing MWAN, MLAN, or MWLAN service.		
Security Services	Network firewall rule – Complex (15 or more rules)	This form is for eligible customers to request the implementation of new network managed firewall rules, the change of existing firewall rules, or the removal of existing firewall rules.		
Security Services	Network Firewall Rule – Simple (14 rules or less)	This form is for eligible customers to request the implementation of new network managed firewall rules, the change of existing firewall rules, or the removal of existing firewall rules.		



Server Services	Network-attached storage (NAS) at Agency Data Center – NEW	Network-attached storage (NAS) service is a file storage system provisioned at an agency data center using the Commonwealth's network and common internet file system (CIFS) or network file system (NFS) protocols for tier two storage. Customers identify the amount of storage required and other specifications as listed in the service catalog.		
Server Services	Network-attached storage (NAS) at Agency Data Center – NEW	Network-attached storage (NAS) service is a file storage system provisioned at an agency data center using the Commonwealth's network and common internet file system (CIFS) or network file system (NFS) protocols for tier two storage. Customers identify the amount of storage required and other specifications as listed in the service catalog.	SSD020	Storage SAN/NAS - Tier 2 - Agency Data Centers
Server Services	Network-attached storage (NAS) at Primary Datacenter – New	Order one NEW instance of NAS (network-attached storage) CIFS Server provisioned at primary datacenter over the commonwealth of Virginia network using CIFS or NFS protocols using tier two or tier three storage. Customer will identify amount of storage required and other parameters as listed on service catalog.		
Server Services	Network-attached storage (NAS) at Primary Datacenter – New	Order one NEW instance of NAS (network-attached storage) CIFS Server provisioned at primary datacenter over the commonwealth of Virginia network using CIFS or NFS protocols using tier two or tier three storage. Customer will identify amount of storage required and other parameters as listed on service catalog.	SSD017 SSD018	Storage SAN/NAS - Tier 2 - Central Data Centers Storage SAN/NAS - Tier 3 - Central Data Centers
Account Management	Offboarding Employee/Contractor	Use this form to off-board an employee or contractor.		
Account Management	Okta Authentication	This form can be used to update user information related to Okta application access.		
Account Management	Onboarding Employee/Contractor	Use this form to onboard an employee or contractor.	MSG099 MSG132 MSG137 MSI003 SSD052	Microsoft Email Service End to End Encryption for Email and Data - Microsoft Mobile Device Management Basic - Microsoft Full Service Authorized User Single Sign On Identity Management
Cloud Services	Oracle Cloud Infrastructure (OCI)	The cloud service is provided as a means to access computing services such as servers, networking, storage, database, deployment, developer tools and software. The hardware, operating system (OS), software, networking features chosen provide high availability, redundancy, security and service options.		



		OCI must be implemented with Oracle FastConnect.		
Other Catalog Needs	Patch hold for private cloud servers	This request is used to notify all information technology infrastructure service platform (ITISP) service providers and users to stop the patching an agency's private cloud servers.		
Personal Computing	PC Reimage	Use this form to request that a PC be reimaged. If more than 20 PCs require reimaging, please submit a request for solution (RFS).		
Personal Computing	Persona – Desk-Centric	The desk-centric role is recommended for end users who are categorized as performing administrative, finance, contracts and human resource functions. These users primarily utilize email, a limited number of applications outside of the normal MS Office suite, perform web-browsing and spend 80% or more time at the office.	EUS005 EUS006 EUS009 EUS138 EUS148 EUS149 EUS251 EUS472 EUS475 SEC266 SEC267	Desk Centric Standard Laptop Desk Centric Standard Desktop EUS Silver Services Desk Centric Performance Desktop EUS Bronze Services Offline Service Status Early Workstation Refresh Accidental Damage Protection - Dell Standard/Standard Plus Laptop Accidental Damage Protection - HP Laptop Desktop PC Security Laptop/Tablet PC Security
Personal Computing	Persona – Engineer	The engineer role is recommended for end users who are categorized as developers, programmers, database administrators, computer aided design (CAD) engineers or geospatial engineers. These users need a performance driven device that supports heavy application driven use cases.	EUS009 EUS139 EUS140 EUS148 EUS149 EUS251 EUS473 EUS475 SEC266 SEC267	EUS Silver Services Engineer Premium Laptop Engineer Premium Desktop EUS Bronze Services Offline Service Status Early Workstation Refresh Accidental Damage Protection - Dell Premium/Premium Plus/Performance Laptop Accidental Damage Protection - HP Laptop Desktop PC Security Laptop/Tablet PC Security
Personal Computing	Persona – Field Worker	The field worker role is recommended for end users that are 100% mobile and are categorized as field service technicians, law enforcement, health care or environmental agency end users.	EUS009 EUS141 EUS142 EUS148 EUS149 EUS251 SEC267	EUS Silver Services Field Worker Ruggedized Device (2 year refresh) Field Worker Ruggedized Device (3 year refresh) EUS Bronze Services Offline Service Status Early Workstation Refresh Laptop/Tablet PC Security



Personal Computing	Persona – Traveling Professional	The traveling professional role is recommended for end users who need the ability to work remotely. They include managers or supervisors, in addition to resources who also primarily utilize email, a limited number of applications (primarily the MS Office suite) and perform some web browsing. These users must have the ability to work through a virtual private network (VPN) connection and do not always have access to a reliable wireless network.	EUS007 EUS009 EUS143 EUS144 EUS145 EUS146 EUS148 EUS149 EUS251 EUS471 EUS472 EUS473 EUS474 EUS475 SEC267	Traveling Professional Tablet/convertible/detachable (3 year refresh) EUS Silver Services Traveling Professional Premium Laptop Plus Traveling Professional Performance Laptop Traveling Professional Standard Laptop Plus Traveling Professional Tablet/convertible/detachable (2 year refresh) EUS Bronze Services Offline Service Status Early Workstation Refresh Accidental Damage Protection - Dell Tablet Accidental Damage Protection - Dell Standard/Standard Plus Laptop Accidental Damage Protection - Dell Premium/Premium Plus/Performance Laptop Accidental Damage Protection - HP Tablet Accidental Damage Protection - HP Laptop Laptop/Tablet PC Security
Personal Computing	Personal Computing Order Cancellation Request	This form is used to request cancellation of an active Personal Computing device or peripheral order.		
Personal Computing	Personal Device Service Tier Change	Use this form to request a service (support) tier change for an end user computing device. The available service tiers are Silver, Bronze, and Offline.		
Server Services	Physical Server - NEW and MODIFY	Add NEW or MODIFY existing physical server instance located at the primary or agency data center. VITA enterprise architecture physical server exception approval by the VITA CIO required. Subject to recurring hardware service charge (HSC).		
Personal Computing	Printer Driver Install	This form allows users to install print drivers on up to 20 machines.		
Network Single Function Printer	Printer MACD Request Implementation	Use this form to provide pricing to agencies requesting a printer move.		
Security Services	Prisma connection – Enterprise SD-WAN Virtual Network Connection, Connection Implementation	This catalog form was created in support of establishing a Prisma connection for the software defined wide area network (SD WAN) service offering.		
Server Services	Public cloud server decommission	Use this form to decommission virtual servers located within the public cloud offerings – Azure, AWS or Oracle Cloud Infrastructure (OCI).		
VPN	Reassign/Revoke Token	Assign, reassign or remove an existing hard/soft token to an end user’s account. Tokens are used to provide multi-factor authentication (MFA) for access to the enterprise environment.		



Account Management	Re-Enable Existing COV Account	Use this form to re-enable COV accounts that are currently disabled.		
Messaging Services	Remove inactive Microsoft account and data request	Use this form to request the removal of an inactive Microsoft account and corresponding mail/data. Note: Accounts that have a legal hold cannot have data removed.		
Network Services	Request Access to Unisys Managed Monitoring Tools	This form is for Unisys employees to request access to the Unisys managed monitoring tools.		
Request for Solution	Request for a New, Modification, or Retirement of a Service	This form enables suppliers to provide requirements for a solution or service that do not have a specialized requirements document or are not able to be requested using the VITA service catalog. Requests for other services should be made using the service catalog or one of the other request for solution forms.		
Security Services	Request for Patching of Devices	Request for device patching		
Request for Solution	Request for Solution (RFS): Workstation Upgrades	This form is only to be used if the customer is requesting an upgrade to a PC on the standard catalog, requesting 21 or more standard workstations or an early refresh of 21 or more current workstations.		
Request for Solution	Request for Solution: General Requirements	This form enables customers to provide requirements for a solution or service that do not have a specialized requirements document or are not able to be requested using the VITA service catalog. Requests for other services should be made using the service catalog or one of the other request for solution forms.		
Request for Solution	Request for Solution: Move/New Location	This form enables customers to request a solution for relocation, reconnection, and disconnection services. This requirements form is limited to requesting a proposal for this service (move or new location) only. Requests for other services should be made using the service catalog or one of the other RFS forms.		
Request for Solution	Request for Solution: Network	This form enables customers to request a solution (RFS) for data network services and infrastructure. This requirements form is limited to requesting a proposal for this service. Requests for other services should be made using one the service catalog or one of the other RFS forms.		



Request for Solution	Request for Solution: Public Cloud Services	This form should be used to request public cloud storage, networking, and compute resources. It also should be used to provision the cloud brokerage technology integrator (CBTI) tool.		
Request for Solution	Request for Solution: Workstation Repair	This form is only to be used to request a repair of a broken workstation and once a notice has been provided to the customer by the supplier that the standard catalog form cannot be used. This form enables customers to provide requirements for a workstation to get repaired. Customers must have already opened an incident for the damage and submitted the standard "Workstation Repair" form prior to the submittal of this request for solution.		
Server Services	Restore Requests	Use this catalog item to request file restores from servers or network attached storage (NAS).		
Software as a Service (SaaS)	Robotic Process Automation	Robotic process automation (RPA) is a software technology that emulates human actions interacting with digital systems and software. It gives agencies a low-code/no-code way to train and deploy a "robot" or digital worker/assistant that emulates human interactions across digital systems, to execute business processes at machine speed and with 100% accuracy.		
Other Catalog Needs	Root cause analysis (RCA) request	Business relationship managers (BRM's) can use this form to generate a problem record for a root cause analysis.		
Network Services	SD-WAN analysis reporting	Software-defined wide area network (SD-WAN) analysis reporting allows authorized agency users to request access to view historical, as well as current, network analysis and to access multiple reporting options for SD-WAN services.		
Network Services	Secure Cloud Interconnect (SCI)	SCI provides an interconnection with the network of select third-party cloud providers enabling an agency to utilize those third-parties' cloud services over a private IP to the COV environment network. Once the first agency subscribes SCI, the service rises to an enterprise connection at CESC. The connection can grow as the commonwealth's usage grows.		
Server Services	Secure Rack	Secure rack hosting allows Commonwealth agencies to host third-party hardware that provides services to the Commonwealth. This service also includes the option of redundant 30 AMP and redundant 50 AMP power to the rack-hosted equipment. This form enables customers to provide requirements for a solution or service that do not have a specialized requirements document.		



Security Services	Secure Sockets Layer (SSL) Server Certificate Service	The Secure Sockets Layer (SSL) Server Certificate Service allows VITA customers and suppliers to order public-facing Certificate Authority (CA) and internal secure certificates (CA or self-signed) for support of applications. The service provider may alter the certificate type requested to comply with VITA security requirements based on the application use.		
Server Services	Server Decommission	Use this request form to decommission physical and virtual servers located at agency datacenter and/or primary datacenter locations. The requested decommissioned server should not be currently used in a production capacity and all operations must already be suspended or moved to a new server. The agency AITR must approve the decommission request.		
Server Services	Server name and IP Swap	Use this form to request to rename or swap a server and/or internet protocol (IP) address change or swap for an existing server(s).		
Network Services	Server or Network device monitoring - (Add, Remove, Suppress)	Request Server or Network to be added or removed from monitoring, modifications to existing monitoring configurations and monitoring suppressions.		
Account Management	Service Account Request	Use this form when requesting to create, modify or disable a service account.		
Other Catalog Needs	Service Catalog Form Maintenance Request	This form is used by suppliers to request the creation, modification or removal of a form in the VITA service catalog.		
Account Management	ServiceNow Delegate User	Use this form to grant delegated access to a user in the VITA service catalog.		
Other Catalog Needs	ServiceNow Feature Request	This form is used to request enhancements, report defects, or request the ServiceNow Tools Team to perform a task within ServiceNow.		
Messaging	Shared Mailbox Request	Use this form when requesting to create, modify or remove a shared mailbox.	MSG099	Microsoft Email Service
Server Services	Smart Hands	Smart hands is the labor only hourly charge for technical services provided in primary data centers.		
Personal Computing	Software Change-Removal	Use this form to request a software update to or removal from a workstation. If more than 20 workstations require a software update or removal, please submit a request for solution (RFS).		



Network Services	Software Defined Interconnect (SDI)	Software defined interconnect (SDI) is a quick, simple, cost-effective means of scaling bandwidth compared to traditional bandwidth upgrades that have long lead times and higher costs. SDI is a secure access method to which a service is attached, and an alternative to Secure Cloud Interconnect (SCI).		
Personal Computing	Software Install	This form allows users the ability to install software on up to 20 agency devices.		
Network Services	Software-defined Wide Area Network (SD-WAN): Migration and Broadband (Wireline) Activation	Managed software-defined wide area network (SD-WAN) enables the seamless connection of multiple technologies, creating a consistent user experience by leveraging ethernet and broadband networks. Working across any type of connection, SD-WAN offers the capability to manage your application(s) and not the device. Adaptive software-defined policies enable intelligent traffic routing that takes into account performance, security requirements, dynamic, real-time network conditions and utilizes low-cost connections for non-mission-critical applications. Use this form to: (1) Enable SD-WAN services for an existing Managed WAN solution; or (2) Activate broadband (wireline) with an SD-WAN solution. To request SD-WAN services for a NEW physical location/address, please submit a Request for Solution (RFS).	VZN516 VZN517	Inside Wiring Discretionary Services (Misc.) - Expedite
Personal Computing	Solution Center Asset Quarantine	This form allows the solution center to determine disposition of quarantined assets at the disposal vendor.		
Personal Computing	Solution Center Field Swap	This form allows solution center to conduct a field swap (install and/or removal) for a broken asset.		
Security Services	Special Agency Clearance Request	This form is used to request service tower supplier access (clearance) to agency systems. This request should be submitted by the service tower supplier ISO.		
Security Services	Specialized Managed Firewall Services	Medium and/or large firewall services.		
Network Services	Static IP Address Request/Release	User requests\releases a Static IP Address		



Server Services	Storage Area Network (SAN) - Add or Expand	Use this form to request storage area network (SAN) expansion or new logical unit number (LUN) for existing physical primary & disaster recovery server information. Agencies should use this form to add or increase physical SAN storage LUNs. Storage is billed to the customer as an aggregate total amount based on current tier one storage pricing.	SSD016 SSD020	Storage SAN - Tier 1 - Central Data Centers Storage SAN/NAS - Tier 2 - Agency Data Centers
Other Catalog Needs	Supplier Engagement for Bulk License Procurement	VITA can use this form to request license procurements or renewals from select suppliers.		
Personal Computing	Surface Arc Mouse - Light Grey	Microsoft Mouse Part# - FHD-00001		
Personal Computing	Surface Keyboard - Gray	Microsoft Keyboard Part# - 3YJ-00022		
Personal Computing	Surface Mouse - Gray	Microsoft Mouse Part# - 3YR-00001		
Account Management	SWAP Account Request	This is a request to create a Secure Web Application Portal (SWAP) Account.		
Security Services	System or Application Log File Request	Request log files from VITA platform systems or applications		
Personal Computing	Targus 15.6in Citylite Briefcase	Laptop Briefcase Part# - TBT053US		
Personal Computing	Targus 15.6in Intellect Advanced Backpack (TSB968GL)	Part # TSB968GL, Model # TSB968GL		
Personal Computing	Targus 16in Classic Slim Briefcase	Laptop Briefcase		
Messaging Services	Teams Federation for External Domains	Use this form to allow external domains/entities to communicate with our agency via Microsoft Teams chat.		
Voice and Video Services	Teams Voice Enterprise Service (TVES)	Use this form to request Teams voice enterprise service (TVES). The Teams voice enterprise service makes it more efficient to place secure, high quality Microsoft Teams voice calls.		



Network Services	Telecommunications service priority (TSP) coding	Telecommunications service priority (TSP) is a U.S.-only program that authorizes national security and emergency preparedness (NS/EP) organizations to receive priority treatment for vital voice and data circuits or other telecommunications services.	VZ1051 VZ1052 VZ1053 VZ1057 VZ1058 VZ1059 VZ1060 VZ1061 VZ1062 VZ1063 VZ1064 VZ1065	Circuits Without LEC Termination Circuits With a Single LEC Additional LEC Termination Emergency/Essential Provisioning -Circuits Without LEC Termination Emergency/Essential Provisioning -Circuits With a Single LEC Termination Emergency/Essential Provisioning - Additional LEC Termination Priority Restoration - Circuits Without LEC Termination Priority Restoration - Circuits With A Single LEC Termination Priority Restoration - Additional LEC Termination Change Charges - Circuits Without LEC Termination Change Charges - Circuits With A Single LEC Termination Change Charges - Additional LEC Termination
Account Management	Temporary Disable COV Account	Use this form to temporarily disable a COV account in active directory (AD).		
Service Accounts	Test Account Request	Use this form when requesting to create, modify or disable a COV test account.	MSI003 SSD052	Full Service Authorized User Single Sign On Identity Management
Network Services	Third-party Postage Machine Installation and Network Connection	This form is used to request a third-party postage machine connection to the Commonwealth of Virginia (COV) network. A third-party postage machine is defined as any postage device that is not owned by VITA's service supplier or does not have an associated billable Resource Unit (RU).		
Voice and Video Services	UCCaaS	UCCaaS is a hosted and managed unified communications service based on Cisco's hosted collaboration solution (HCS). UCCaaS offers enterprise-grade call control, voice mail, instant messaging, presence and enterprise mobility. Multiple phone models are also included with the monthly service rate. UCCaaS requires a MPLS connection and has inherent built in failover feature.	VZ1084 VZ1085 VZ1086 VZ1231 VZ1232 VZ1233 VZ1354 VZN030 VZN031 VZN032 VZN033 VZN034 VZN035 VZN036 VZN093 VZN094 VZN236 VZN422 VZN423 VZN554 VZN555 VZN556 VZN721	Phone - UCCaaS 16 line (Accessibility Phone) Phone- Accessory Key Expansion Module Phone- Accessory Key Expansion Module Power cube UCCaaS CPE 8 port Analog Terminal Adapter (ATA) UCCaaS CPE 2 port Analog Terminal Adapter (ATA) UCCaaS CPE 24 port Analog Terminal Adapter (ATA) Phone Accessory- Wall Mount Kits UCCaaS CPE Phone - UCCaaS single line UCCaaS CPE Phone - UCCaaS 2 line UCCaaS CPE Phone - UCCaaS 4 line UCCaaS CPE Phone - UCCaaS 16 line UCCaaS CPE Phone - UCCaaS Conference Phone UCCaaS CPE Phone Accessory - UCCaaS Conference Phone POE Injector UCCaaS CPE Phone Accessory - UCCaaS Conference Phone external microphone UCCAAS Seat UCC/HCS Package G0 UCCAAS Seat UCC/HCS Package G1 UCCaaS CPE Phone - UCCaaS 5 line, GigE UCCaaS Seat - UCC/HCS Package G2 UCCaaS Seat - UCC/HCS Package G3 Phone wall mt 1 Plantronics headset 740SS Plantronics headsetPTfocus UCCaaS CPE Phone - UCCaaS 5 line, GigE, Wifi



Voice and Video Services	UCCaaS - Reset Voicemail PIN	Unified communication and collaboration as a service (UCCaaS) users have several self-service methods in which their voicemail personal identification number (PIN) may be reset. This form enables an agency requestor or account user to submit a service request to reset a voicemail PIN.		
Voice and Video Services	UCCaaS – Unity Message Relay feature	Unity Messaging Relay is an optional feature that is part of the unified communication and collaboration as a service (UCCaaS) service. This popular feature allows seamless voicemail forwarding from a user's UCCaaS desktop phone to their COV email account. Please use this form to enable this feature for an existing UCCaaS phone number.		
Personal Computing	Uninterruptible Power Supply (UPS)	Uninterruptible Power Supply (UPS) battery backup power will be provided to agencies for critical network equipment during a power outage.		
Personal Computing	Uninterruptible Power Supply (UPS)	Uninterruptible Power Supply (UPS) battery backup power will be provided to agencies for critical network equipment during a power outage.		
Personal Computing	Uninterruptible Power Supply (UPS) Fulfillment	Uninterruptible Power Supply (UPS) battery backup power will be provided to agencies for critical network equipment during a power outage.		
Server Services	Unisys Oracle private cloud service	Use this catalog item to request a virtual server build in the Unisys Oracle private cloud. The Unisys Oracle private cloud extends the capabilities to service Oracle core licensed workloads and offers a memory-rich option for other servers that require large memory allocations and are not candidates for the shared resource virtualization platform.		
Account Management	UNIX-Linux Admin Account Request	The admin account is used to log on to a UNIX and/or Linux server(s) when elevated privileges are required.		
Account Management	UNIX-Linux Standard Account Request	This is an account that is used to logon to a UNIX and/or Linux server(s). Users who hold IT support roles that grant them a standard level of access.		
Account Management	Update Existing COV Account	Use this form to change account information.		
Account Management	Urgent Account Disable	Use this form for URGENT account disables.		
Messaging Services	Vault for former employee (VFE) permanent deletion	Use this form to request permanent deletion for archived accounts.		



Other Catalog Needs	Virginia Website Solutions (VWS)	Virginia website solutions (VWS) is a service to provide partnership, guidance and assist executive branch agencies seeking to migrate agency websites to approved website CMS vendors. This service provides oversight to ensure approved vendors are consistently delivering website services.		
Software as a Service (SaaS)	Virginian identity (VID)	Use this form to request public facing applications to be integrated with the Virginian Identity (VID) single sign-on (SSO) service.		
Voice and Video Services	Virtual communications express (VCE) - Add/disconnect features and customer-premises equipment (CPE)	Use this form for requests to add/disconnect virtual communications express (VCE) features and devices/CPE for existing service.	VZ1358 VZN237 VZN238 VZN240 VZN241 VZN242 VZN243 VZN244 VZN245 VZN246 VZN247 VZN248 VZN249 VZN261 VZN262 VZN263 VZN264 VZN425 VZN430 VZN431 VZN432 VZN433 VZN434 VZN437 VZN438 VZN439 VZN508 VZN671	VCE CPE Phone - VCE 4 line VCE CPE Conference Phone 12 ft range VCE CPE Conference Phone Extension Microphones VCE CPE Phone - VCE 6 line VCE CPE Phone - VCE 6 line w/GigE Interface VCE CPE Phone - VCE 12 line VCE CPE Phone - VCE 12 line w/GigE Interface VCE CPE Phone - VCE 12 line w/Video Port VCE CPE Phone - VCE 16 line w/Video Port VCE CPE Conference Phone G.722 wideband codec VCE CPE Attendant Expansion Module VCE CPE 8 port Analog Terminal Adapter (ATA) VCE CPE 2 port Analog Terminal Adapter (ATA) VCE Usage Standard Station VCE Usage Standard Trunk VCE Usage Auto Attendant VCE Usage Enterprise Receptionist VCE Features - Premier Fax only Station VCE Features - Hunt Group VCE Features - Call Queue Agent VCE Features - Stand-alone Voice Mail VCE Features - Mobile Client User VCE Features - Soft-phone Client User VCE Features - Call Center Agent VCE Features - Call Center Supervisor VCE Features - Call Recording VCE CPE 24 Port Analog Terminal Adapter (ATA) VCE Premier Station
Voice and Video Services	Virtual Communications Express (VCE) - New	Use this form to request new virtual communications express (VCE) service.		



Voice and Video Services	Virtual Communications Express (VCE) – New Implementation	Use this form to request new Virtual Communications Express (VCE) service. A project record will be created to implement the new service.	VZ1219 VZ1358 VZN049 VZN050 VZN051 VZN052 VZN053 VZN054 VZN055 VZN056 VZN057 VZN058 VZN059 VZN060 VZN061	VCE Features - Intercom Paging VCE CPE Phone - VCE 4 line Gold Committed Access Rate (CAR) 0 Kbps Gold Committed Access Rate (CAR) 28 Kbps - 1.728 Mbps Gold Committed Access Rate (CAR) 1.729 Mbps - 3.072 Mbps Gold Committed Access Rate (CAR) 3.600 Mbps - 4.144 Mbps Gold Committed Access Rate (CAR) 5.000 Mbps - 9.000 Mbps Gold Committed Access Rate (CAR) 10.000 Mbps Gold Committed Access Rate (CAR) 13.488 Mbps - 22.496 Mbps Gold Committed Access Rate (CAR) 24.384 Mbps - 30.720 Mbps Gold Committed Access Rate (CAR) 36.000 Mbps - 44.992 Mbps Gold Committed Access Rate (CAR) 50.000 Mbps Gold Committed Access Rate (CAR) 62.500 Mbps - 90.000 Mbps Gold Committed Access Rate (CAR) 100.000 Mbps - 180.000 Mbps Gold Committed Access Rate (CAR) 200.500 Mbps - 270.000 Mbps
Voice and Video Services	Virtual Communications Express (VCE) – New Implementation	Use this form to request new Virtual Communications Express (VCE) service. A project record will be created to implement the new service.	VZN237 VZN238 VZN240 VZN241 VZN242 VZN243 VZN244 VZN245 VZN246 VZN247 VZN248 VZN249 VZN261 VZN262 VZN263 VZN264 VZN328 VZN329 VZN330	VCE CPE Conference Phone 12 ft range VCE CPE Conference Phone Extension Microphones VCE CPE Phone - VCE 6 line VCE CPE Phone - VCE 6 line w/GigE Interface VCE CPE Phone - VCE 12 line VCE CPE Phone - VCE 12 line w/GigE Interface VCE CPE Phone - VCE 12 line w/Video Port VCE CPE Phone - VCE 16 line w/Video Port VCE CPE Conference Phone G.722 wideband codec VCE CPE Attendant Expansion Module VCE CPE 8 port Analog Terminal Adapter (ATA) VCE CPE 2 port Analog Terminal Adapter (ATA) VCE Usage Standard Station VCE Usage Standard Trunk VCE Usage Auto Attendant VCE Usage Enterprise Receptionist Gold Committed Access Rate (CAR) 300.000 Mbps - 360.000 Mbps Gold Committed Access Rate (CAR) 400.000 Mbps - 450.000 Mbps Gold Committed Access Rate (CAR) 500.000 Mbps - 559.888 Mbps



Voice and Video Services	Virtual Communications Express (VCE) – New Implementation	Use this form to request new Virtual Communications Express (VCE) service. A project record will be created to implement the new service.	VZN331 VZN332 VZN425 VZN426 VZN427 VZN428 VZN429 VZN430 VZN431 VZN432 VZN433 VZN434 VZN435 VZN436 VZN437 VZN438 VZN439 VZN440 VZN441 VZN508 VZN671	Gold Committed Access Rate (CAR) 720.000 Mbps - 765.000 Mbps Gold Committed Access Rate (CAR) 900.000 Mbps VCE Features - Premier Fax only Station VCE Features - Key System Package 2 line VCE Features - Key System Package 4 line VCE Features - Key System Package 8 line VCE Features - Key System Package 12 line VCE Features - Hunt Group VCE Features - Call Queue Agent VCE Features - Stand-alone Voice Mail VCE Features - Mobile Client User VCE Features - Soft-phone Client User VCE Features - Instant Meeting Bridge VCE Features - Instant Meeting Moderator VCE Features - Call Center Agent VCE Features - Call Center Supervisor VCE Features - Call Recording VCE Features - UCC package VCE Features - CRM Client VCE CPE 24 Port Analog Terminal Adapter (ATA) VCE Premier Station
Voice and Video Services	Virtual Contact Center (VCC)	Virtual contact center (VCC) is a cloud-based suite of contact center services. It centralizes contact center services into one tool and mitigates investing in software, hardware and support personnel. NICE InContact is the tool/platform agencies use to utilize VCC. Agencies use their internet browser to access NICE InContact. Agencies can reach their customers via phone, email, SMS, social media or their website.		
Personal Computing	Virtual desktop infrastructure (VDI)	The virtual desktop infrastructure (VDI) service provides a Microsoft Azure virtual desktop (AVD) that is securely accessible from any location with an internet connection. This service enables Commonwealth of Virginia (COV) users to work remotely on a variety of devices, including personal devices.		
Personal Computing	Virtual Desktop Infrastructure (VDI) Fulfillment	The virtual desktop infrastructure (VDI) service provides a Microsoft Azure virtual desktop (AVD) that is securely accessible from any location with an internet connection. This service enables Commonwealth of Virginia (COV) users to work remotely on a variety of devices, including personal devices.	EUS456 EUS459 EUS460 MS0004 SEC269 SSD188 SSD193	VDI Services New Agency VDI Request Build Out Additional VDI Golden Image VDI Microsoft License Virtual Desktop Infrastructure (VDI) Security VDI Support - SSDC New Agency Build Out



Server Services	Virtual Server Windows or Linux at Agency Datacenter - MODIFY	Use this form to modify the compute profile of an existing single instance of a virtual server hosted in an agency data center by increasing or decreasing the number of virtual central processing units (vCPUs) and amount of virtual random-access memory (vRAM); Adjust, add or remove vDISK storage. Recurring pricing is adjusted per new selections.	SSD020 SSD093 SSD094	Storage SAN/NAS - Tier 2 - Agency Data Centers Private Cloud Hardware Allocation (Central DC) - Virtual Cores Private Cloud Hardware Allocation (Central DC) - Virtual Memory
Server Services	Virtual Server Windows or Linux at Agency Datacenter - NEW	Use this form to order NEW instances of one to three virtual server(s) with Microsoft Windows or Linux-based servers, located in at an agency data center. Customers choose the server profile, operating system version and compute profile (virtual central processing units (vCPUs), virtual random-access memory (vRAM) and virtual disk (vDISK) sizing).	SSD020 SSD045 SSD046 SSD047 SSD057 SSD078 SSD079 SSD082 SSD093 SSD094	Storage SAN/NAS - Tier 2 - Agency Data Centers DR Tier 2 - RTO 4-24 hours DR Tier 3 - RTO 25-48 hours DR Tier 4 - RTO 49-72 hours SSC - Linux - (Physical or Virtual nodes) Support - Virtual Windows Server - Agency Tier 2 Support - Virtual Linux Server - Agency Tier 2 Application / Web Server - Monitoring Private Cloud Hardware Allocation (Central DC) - Virtual Cores Private Cloud Hardware Allocation (Central DC) - Virtual Memory
Server Services	Virtual Server Windows or Linux at Central Datacenter - MODIFY	Modify compute profile of an existing single instance of a virtual server hosted at the commonwealth central data center by increasing or decreasing the number of virtual CPUs (vCPUs) and amount of virtual RAM (vRAM); adjust, add or remove vDISK storage. Recurring pricing adjusted per new selections.	SSD016 SSD093 SSD094	Storage SAN - Tier 1 - Central Data Centers Private Cloud Hardware Allocation (Central DC) - Virtual Cores Private Cloud Hardware Allocation (Central DC) - Virtual Memory
Server Services	Virtual Server Windows or Linux at Central Datacenter - NEW	Order NEW instances of one to three virtual server(s) with MS Windows Server and Linux-based at the commonwealth's central data center. Customers choose the server profile, operating system version and compute profile (vCPUs, vRAM, and vDISK sizing).	SSD016 SSD024 SSD025 SSD045 SSD046 SSD047 SSD057 SSD082 SSD093 SSD094	Storage SAN - Tier 1 - Central Data Centers Support - Virtual Windows Server - Primary Tier 2 Support - Virtual Linux Server - Primary Tier 2 DR Tier 2 - RTO 4-24 hours DR Tier 3 - RTO 25-48 hours DR Tier 4 - RTO 49-72 hours SSC - Linux - (Physical or Virtual nodes) Application / Web Server - Monitoring Private Cloud Hardware Allocation (Central DC) - Virtual Cores Private Cloud Hardware Allocation (Central DC) - Virtual Memory
Security Services	VITA Baseline Hardening Standard Implementation	Use this form to implement newly approved VITA baseline hardening standards or changes to those standards.		
Software as a Service (SaaS)	VITA Business Platform Solutions (BPS) – Consulting Services	Use this form to schedule a consulting call with VITA business platform solutions (BPS) about a custom or prospective deployment of a VITA BPS service.		
Printer Services	VITA Print Services (VPS) Request Implementation	Use this form to place the order for the requested VPS bundle.		



Printer Services	VITA Print Services Request	Use this form to request a printer.		
Voice and Video Services	VoIP Inbound Anti-Fraud and Authentication (VIAA)	VoIP Inbound Anti-fraud and Authentication (VIAA) provides a multifactor anti-fraud and authentication solution to help balance the need for security while still providing frictionless customer experiences.		
Printer Services	VPS Printer – Consumables	This form can be used to request consumables for a networked multifunction or single-function printer.		
Printer Services	VPS Printer - MACD (Move, Dispose)	This form is used to request moves of VITA print services (VPS)-networked multifunction or single-function printers, or to request disposal of any networked multifunction or single-function printer in the VPS program.		
Security Services	Web Application Firewall (WAF)	Web application firewall (WAF) cloud service consists of a web application security firewall that provides protection against sophisticated security threats. The cloud WAF subscription is an integrated, defense in depth (DiD) suite of application security and delivery services.		
Security Services	Web Application Vulnerability Scanning Services	Multiple levels of service are available. Please review the service description page for details.		
Security Services	Web Proxy Whitelist for Workstations	Use this form to whitelist a URL. This service is only provided for access to URLs, via COV workstations.		
Voice and Video Services	WebEx Conferencing - Single Account	Use this form to order Webex. Webex provides a single, user-friendly solution for audio conferencing, document sharing, online meetings and collaboration.	VZ1047	Named User Meeting Center Suites - 1000 Participants
Software as a Service (SaaS)	WebMod Software Request	VITA is providing a limited number of software licenses at no cost to agencies on a first come, first served basis in support of the COV WebMod program.		
Network Services	Wide area network (WAN) analysis reporting	Wide area network (WAN) analysis reporting allows authorized agency users to request access to view historical, as well as current, network analysis and to access multiple reporting options.		
Personal Computing	Windows 10 Semi-Annual Channel (SAC) Approval	Use this form to provide approval for a Windows 10 semi-annual channel (SAC) operating system (OS) update.		
Security Services	Workstation Encryption	Workstation Encryption provides the Commonwealth whole disk encryption for personal computing devices. This service comes built into Commonwealth laptops and tablets and is an optional enhancement for desktop computers.	SEC015	Desktop Encryption



Personal Computing	Workstation Repair	This form will allow an agency to request the repair of a damaged device. Prior to submitting this form, a VITA customer care center (VCCC) incident ticket is required for the damaged device to be assessed.		
Service Accounts	zz/aa Admin Account Request	Use this form when requesting to create, modify or disable a "zz" or "aa" account.	MSI003 MSI020 SSD052	Full Service Authorized User PRIV-STANDARD-USER-SAAS Single Sign On Identity Management