Appendix B – Service Portfolio

## Service Delivery Unit (SDU) – We are the IT Service Provider of Choice

Our Value Proposition
We understand your business and offer IT services that are competitively priced and quality driven, providing you with value for your IT dollar.

Our Vision
Our vision is to become the City's "IT Service Provider of Choice". Our mission is to provide reliable, affordable and adaptable IT infrastructure, communication and business application services to the organization in a responsive, business-like and service-oriented manner.

Our mandate is to operate in a business-like manner and be a responsive service provider to the City's departments and agencies. We provide reliable and affordable IT services that are priced on total costs and comparable market data. We offer departments flexibility and choice in IT services.
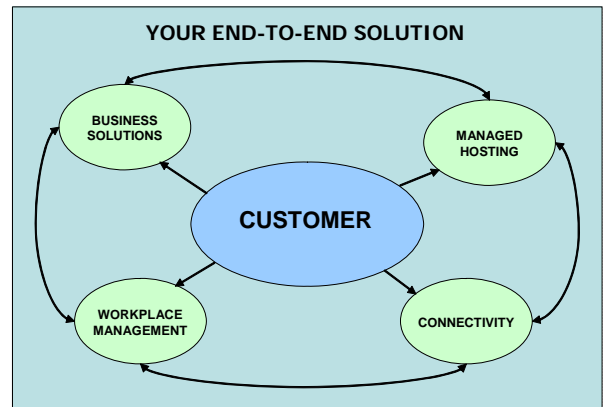
1.0 WORKPLACE MANAGEMENT

Overview

Our Workplace Management services provide you with all of the technical aspects that you need for the workplace. Our standard services include desktop, laptop and printer support; an internal City network connection; voice and data transfer; an e-mail account; and storage capacity backed up daily. We will work with you to provide standard hardware and software troubleshooting and the resolution of incidents and problems. We include the break and fix support of all corporate standard software and hardware within the warranty period and provide installations or upgrades as required.

We can also provide you with advice and recommendations, on request, regarding the specifications of IT equipment as part of the core service. We strongly recommended that if you are contemplating equipment or software purchases that you consult with us to establish suitability and compatibility with existing systems.

1.1 Desktop Management
Our Desktop Management provides you with a set of hardware and software configured for a single user except in shared arrangements. Our desktop consists of a system unit with housing, motherboard, memory, CPU, video and network connections, and a attached keyboard, mouse and monitor.

1.2 Laptop Management
Our Standard Laptop service provides you a set of hardware and software configured for a single user. It is portable, usually less than 10 pounds, and can sit on your lap. Our laptop has an integrated keyboard and screen, runs on a battery or AC current, and has external connectors such as USB, network, and video.

1.3 Mobile/Voice Support
Our Mobile/Voice service provides you with the management of all your handheld devices. The services that we resell here for the convenience of our customers are the cores services offered in 4.5 Voice Related Services.

2.0 BUSINESS SOLUTIONS

Our Business Solutions services provide a complete lifecycle of product services from initial planning and procurement of your application investment through to the development phase. During each phase we will work with you to ensure you receive the right solution at the right price including sourcing the appropriate services from 3.0 Managed Hosting and 4.0 Connectivity. In addition to building your solution we offer sustainment planning and support services to ensure your investment is protected.

2.1 Application Solutions
Our Application Solutions service includes all the elements to turn your new application idea or requirement to upgrade an existing application, into reality. From strategic planning through to training programs, our people will work with you to determine your needs and design a solution for you. We also offer a range of services such as vendor relationship management and data backup and recovery that complement our development and delivery services.

2.2 Request for Proposal (RFP) Development and Support
A well written RFP is the key to ensuring your application project gets off to a good start and remains successful. Our service brings together the functional expertise of business with the technical expertise of our staff to ensure the RFP offers a complete and concise description of your needs. In addition to building the RFP content we can offer our expertise throughout the evaluation and award process to ensure you get the best value for the best price.

2.3 Application Sustainment
Our Application Sustainment service is available to ensure your application investment provides optimum returns throughout its lifespan. Our maintenance strategy design brings a proactive and integrated approach. We can identify the necessary activities, timing and integration points necessary to ensure your application serves your needs well into the future and eliminates the risk of costly, unplanned events.

2.4 Information Solutions
Our Information Solutions service includes all the elements to satisfy the information needs of your business, for both geographic and non-geographic information. From defining strategies for effectively managing your data to providing you with the best solution for supporting your business intelligence activities, we will work with you to determine your information needs and design the best solution for you. We offer a range of services such as database design and implementation, data integration and database reporting and analysis.

3.0 MANAGED HOSTING

Overview

Our Managed Hosting services provide you with robust and well-managed environments to address the application processing requirements that are part of your business application solutions. We offer application processing environments including web sites, application servers, databases, file sharing and server platforms. We include the purchase and maintenance of hardware components and standard system software; backup and recovery services; data center facilities; and support services in all our managed hosting services.

Our services address test, training, development, pre-implementation, production support and production requirements with varying levels of availability, performance, support and cost to meet your needs. Our managed hosting environment is upgraded on a regular basis to ensure that you will have access to the most reliable and functional environment possible. We regard the safeguarding of the data we host as of the utmost importance. Many levels of system and data backup and recovery have been implemented and are regularly tested to ensure data can be recovered in problem situations. We constantly monitor the managed hosting environment to ensure that availability and performance expectations are being met.

3.1 Server Platform Management

Our Server Platform service provides you with physical or virtual server hardware, operating systems and standard systems software in a managed configuration. We use a Microsoft Windows 2003 Server as our standard operating system. We also provide proactive security patching and basic operational control (regular recycles, backup and event log reviews) with these services.

3.2 Web Site Hosting

Our Web Site Hosting service provides you with a robust and well managed environment for your Web application. Our environment can support simple Web content hosting, complex web applications and distributed web services. It is fully integrated with the corporate security structure to facilitate transparent secured application access

3.3 Data Hosting

Our Data Hosting service provides you with a robust and well managed environment for the hosting of your application data. Our environment is fully integrated with the corporate security structure to facilitate transparent secured data access.

3.4 Application Server Hosting

Our Application Server Hosting service provides you with an environment for the operation of your application code within a single or distributed server environment. Our supported environment uses Microsoft .Net Integrated Framework on Windows 2003.

3.5 Storage

Our Enterprise Storage Area Network (SAN) Infrastructure service simplifies your storage requirements offering you the flexibility to move storage from one server to another, expand capacity and address performance requirements. We provide a high level of availability and reliability that allows for the quick and easy set-up of a new server, the replacement of a faulty one, and for emergencies, effective disaster recovery.

3.6 Custom Printing

Our Custom Printing provides you with high speed electronic printing on a regularly scheduled or *ad hoc* request basis. We can quickly respond to low volume requests of several thousand pages or schedule large volume printing of tens of thousand pages to meet your requirements.

3.7 Service Desk

Our Service Desk is available for following pre-defined incident and problem management procedures for your service through a central point of contact. Our Service Desk is staffed by knowledgeable IT people who will take your call, record it in a database, and provide guidance and assistance to address your concern.

3.8 Licensing Management

Our Licensing Management service provides you with coordinated vendor relationship management. We can manage any contractual compliance for common hardware and software products. We develop forecasts of major software upgrades and maintain the software library and product activation information.

4.0 CONNECTIVITY

Overview

Our Connectivity services provide you with the ability to securely connect desktops and servers to the City's internal network. This allows you to access applications, systems and resources located in multiple data centres internally or on the Internet, transfer data back and forth and permit your employees to communicate electronically. We offer network connectivity services for desktops, servers, applications and site-to-site connections to Local Area Networks (LAN).

Network infrastructure is a key foundation service. We provide data security, capacity utilization and provisioning, and application performance and integration. We include the following elements in all our network connectivity services: integration of network infrastructure components and technologies; migration of network technologies to newer ones; continuous improvements in reliability, availability and performance; solutions that address security concerns related to access, data protection, and legal/regulatory requirements; and mission-critical support services.

4.1 Secure Desktop Connectivity
Our Secure Desktop Connectivity provides you and your employees with secure access to internal and external networked-based resources and applications.

4.2 Site-to-site Backbone Connectivity
Our Site-to-Site Backbone Connectivity provides you with a secure network connection to and from any site within the City.

4.3 Server Connectivity
Our Server Connectivity provides you with a server network connection to the City's internal network for all your data communication needs.

4.4 Networked Application Service Management
Our Networked Application Service Management services reserves the Internet bandwidth for all your application needs including the performance analysis of an application requiring dedicated bandwidth.

4.5 Voice Related Services
Our Voice Related Services provides you with the procurement and management of telephone services for all your office and plant voice communications needs. This includes desktop telephone, voice mail, Interactive Voice Response (IVR) and specialized calling features. For wireless requirements, we administer the acquisition, technical support and bill management for cellular telephone and mobile data services such as Blackberry devices.

4.6 Communication and Electronics
Our Communication and Electronics service provides you with a wide range of communication services including the acquisition, installation, maintenance and support of 2-way radios, mobile data devices, point-to-point microwave, wireless data, automatic vehicle locators, building alarm systems, and video surveillance and monitoring systems. Our engineering staff can provide you with solutions for all your telecommunication and electronic requirements.

FURTHER INFORMATION

How to order
Our service catalogue provides you with detailed information on our services. Each service has a contact person for discussing your particular service request, and an ordering process/order form. We also offer special consulting services to address your particular service need.

How to contact us
You can access our services through our service catalogue on our CIT Intranet site. If you have any questions or can't find the service you want, please contact Rodger Guinn at:
    Rodger Guinn, Manager, Service Delivery Unit
    phone: 986.5656
    e-mail: rguinn@winnipeg.ca