TA 17-07: FY 2017/18 New Services and Rates

ISSUE DATE:	**July 25, 2017**
ATTENTION:	**All Customers**
ACTION REQUESTED:	**None – Information Only**
EFFECTIVE DATE:	**July 1, 2017**

Overview:

The California Department of Technology (CDT) is announcing new services and a rate adjustment for Fiscal Year 2017/18, which were approved by the Department of Finance on July 5, 2017. The purpose of these changes is to:

- Provide new technologies to customers; and
- Align the rates with the cost of providing the services.

New Services:

Rates have been established for the following **new services** effective July 1, 2017:

- **Cloud Provider Interconnect**
    - Provides customers with secure, reliable connectivity to Cloud Service Providers. Bypasses the Internet and connects directly to Cloud Service Provider networks (currently AWS and Microsoft Azure are supported).
    - Cost: Tiered rates charged monthly, per connection and bandwidth instance.

- **CalCloud Email Service (CCES) Tenant Management and Administration**
    - Provides CCES Office 365 administration services—beneficial for customers who do not have the resources needed to manage their tenant space and administrative tasks.
    - Cost: $2.00/user, billed monthly

- **First Contact IT Call Center (current Pilot)**
    - Provides subscribers access to CDT Service Desk staff for first level response to incidents, and escalation of critical priority incidents to predetermined staff within the subscribing Department or Agency, as needed.
    - Cost: $3,500/month for first 100 calls, $35/call thereafter (one-time set-up fee of $930 per customer).
    Note: CDT is currently piloting this service offering, and will notify customers when it becomes available to all customers.

Service with Rate Adjustments:

Rates for the following service will be revised effective September 1, 2017:

- **CA Homepage**

- The California state web portal provides information and links for virtually every aspect of the state including business, agriculture, education and government. In addition, the CA Homepage includes multiple services and features such as:
  - Google Search and Google Analytics
  - SSL certificates used by all state agencies subscribed to this service
  - use of a web survey tool
  - domain name review, approval, and registration for ca.gov
  - ca.gov policy related administration, and
  - California On-Line Directory (COLD) maintenance.

  Costs for the Office of Digital Innovation (ODI) are now included as part of the CA Homepage service. ODI is responsible for the development of standards and policies in support of leveraging open source technology, open data, statewide external web development, statewide Geographic Information Systems program development, and statewide domain name service management for California.
- Cost changes: State departments historically have paid to support the CA Homepage management based on their individual department budget. The change to the charging structure includes introducing additional categories, which may result in a rate increase or decrease for some customers.

Impacted:

All CDT customers subscribing to the above services.

Rate Change Detail:

Please view the Customer Rates Memo for more detail on the new services and rate adjustments.

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the Account Lead Directory, or call Customer Engagement Services at (916) 431-5390.