Tech Alert
from Customer Engagement Services
"Your Gateway to Technology Services"

TA 18-05: FedRAMP Moderate Off-Premises Cloud Services, Now Available

ISSUE DATE:	**October 05, 2018**
ATTENTION:	**All CDT Customers**
ACTION REQUESTED:	**If interested, submit a Remedy Service Request**
EFFECTIVE DATE:	**Currently Available**

Overview:

The California Department of Technology (CDT) is expanding its services portfolio to include FedRAMP Moderate Off-Premises Cloud services for Infrastructure as a Service (IaaS) and Platform as a Service (PaaS). The new offerings include IaaS and PaaS Commercial and Government Cloud services with Amazon Web Services (AWS) and Microsoft Azure, and IaaS Government Cloud with IBM. These services will be hosted at either the Amazon, Microsoft, or IBM Data Centers, and offered through vendors and resellers, who will work in cooperation with CDT to provide quality service, at the lowest price available, in a timely and efficient manner.

Network Edge Services and are also available with the FedRAMP Moderate contracts. These are ancillary network services outside of the customer's tenant environment that support applications in the cloud (e.g., Content Delivery Networks, Domain Naming Services (DNS), and Denial of Service (DOS – protection services)).

These new offerings complement CDT's existing FedRAMP High Off-Premises Cloud services. For information on the FedRAMP High services, please see Tech Alert 17-08 or you can view the cloud contracts on the Cal e-Procure website at: https://www.caleprocure.ca.gov/pages/LPASearch/lpa-search.aspx.

Features and Benefits:

The new FedRAMP Moderate Off-Premises Cloud service offerings include the following:

- Ease of use – Quick provisioning and hosting
- Security – Federal Risk and Authorization Management Program (FedRAMP) Moderate compliant
- Scalability – Flexible virtual environment
- Cost-Effectiveness – Pay only for what you consume
- Reliability – Partnering with industry leaders in Cloud services

Customers interested in these services should review the service portals listed below for more information on the specific service offerings. Customers can also view the cloud contracts on the Cal eProcure website, at the links provided below.

Off-Premises Cloud Service	Amazon Web Services (AWS)	Microsoft Azure	IBM
FedRAMP Moderate Cloud Services	Government and Commercial	Government and Commercial	Government
Service Type	IaaS and PaaS	IaaS and PaaS	IaaS
Reseller	JHC Technology	Dell Marketing LP	N/A
Available Offerings	AWS	Microsoft Azure Services	Softlayer Federal Cloud Services
Contracts	Cal eProcure contract for AWS	Cal eProcure contract for Microsoft Azure Services	Cal eProcure contract for IBM Softlayer Federal Cloud Services

Cost and Billing:

The cost of these services will vary, depending on the provider and specific service offering option selected. The discount rate for Amazon AWS is 2.92 percent, Microsoft Azure is 9.57 percent, and IBM is 1.92 percent off the Cloud Service Provider rates. The CDT administrative fee has been factored into these discounted rates. CDT will invoice customers monthly for AWS and IBM, and quarterly for Microsoft Azure services.

Request and Process:

To request the Off-Premises Cloud service, customers will need to submit an SR as follows:

- Select Infrastructure Services and/or Platform Services
- Select Off-Premises Cloud Services

After CDT receives the approved SR, the Cloud Support Team will provision an account for the customer, provide log-on instructions and setup user access. The selection of data centers through the cloud provider's portal should be limited to those within the continental United States.

Effective Date:

The new FedRAMP Moderate Off-Premises Cloud service offerings are now available.

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.