

26-27

SERVICE CATALOG

Providing Innovative Data Solutions
for the State of Florida

NWRDC
FLORIDA'S CLOUD BROKER

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The 2026-2027 Service Catalog is a compilation of the services NWRDC currently has to offer. Its purpose is to clearly and consistently describe the services and make it easy to identify which NWRDC service(s) would better support your organization in meeting its mission. If your organization has a need not listed in our catalog, please contact us at info@nwrdc.fsu.edu. We are constantly investigating new and emerging technologies with customers' current and future needs in mind. All services contained within this catalog have been competitively sourced per Florida Statute 287, BOG Regulation 18.001, and FSU Regulation 2.015.

FACILITIES SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
NWR Colocation Support & Monitoring	per hour per month	$282.79	Includes physical security, receiving equipment, inventory control, after hours access, system monitoring (visual), smart hands, and phone support at the NWRDC Innovation Park location. NWRDC has 24x7 on-site coverage. This rate is billed 4 hours for the first rack, 1 hour for each additional.
NWR Floor Space	per square foot per month	$37.24	Environmentally controlled raised floor space in the computer room at NWRDC Innovation Park location. CJIS certified space available. Electrical is provided separately through the Electrical Circuit Per Amp rate and is available in standard increments of 15, 20, 30, 50, or 60-amps. Each standard rack takes 16 sq ft of raised floor space; non-standard rack may incur additional charges.
NWR Electrical Circuit - 15 Amp	per amp per circuit per month	$45.62	15 Amp electrical circuit at the NWRDC Innovation Park location. Floor space will be charged separately.
NWR Electrical Circuit - 20 Amp	per amp per circuit per month	$60.83	20 Amp electrical circuit at the NWRDC Innovation Park location. Floor space will be charged separately.
NWR Electrical Circuit - 30 Amp	per amp per circuit per month	$91.24	30 Amp electrical circuit at the NWRDC Innovation Park location. Floor space will be charged separately.
NWR Electrical Circuit - 50 Amp	per amp per circuit per month	$152.07	50 Amp electrical circuit at the NWRDC Innovation Park location. Floor space will be charged separately.
NWR Electrical Circuit - 60 Amp	per amp per circuit per month	$182.48	60 Amp electrical circuit at the NWRDC Innovation Park location. Floor space will be charged separately.
NWR-S Floor Tiles	per 2'x2' floor tile per month	$288.86	Physically secured footprint in a Certified Tier III facility for customer owned cabinets. This includes 24x7x365 Operations support providing: facility, network, and hardware monitoring. Internal network team provides under floor cable management and LAN support, while facility electricians provide support for redundant infrastructure, electrical and cooling systems

FACILITIES SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
NWR-S Electrical Circuit	per 30-amp per month	$86.01	The standard power configuration supplied for each standard cabinet = (1) Single Phase L6-30/208V/30A/2 pole circuit. If additional or redundant power is requested by the customer, the customer will be responsible for any additional monthly recurring charges at the current fiscal year's rate per pole. All electrical circuits are backed up by redundant PDU's, UPS's and Generators. Larger power configurations are supported but may incur additional charges if parts or supplies are needed. Cabinet PDU's have ability to be monitored for current, voltage and power.
NWR-S Rack Mount	per 1 U per month	$273.21	Provide physcially secured 19" standard cabinet rack space for customer owned equipment within the Data Center. The standard rack mount unit measurement is one (1) Rack Unit = 1U or 1.75".
NWR-S Mainframe Scheduling	percentage of utilization	$599.60	Administration and support of workload scheduling and batch activity. Includes Job Control Language (JCL) documentation review for job compliance and accuracy to ensure jobs sustain production-ready status. Planned implementation, upgrades and installations to support workload scheduling are also available.

CLOUD INFRASTRUCTURE SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
CIS Central Services Overhead	per UCS Server	$518.88	Overhead cost charged per UCS server to cover common costs. Includes all three data centers.
Cloud Management Platform	per managed endpoint	$17.46	The Cloud Management Portal provides a single pane of glass management for cloud instances. It is available for private, community, and public cloud offerings, licensed per managed instance (virtual machine, appliance, or device).
CIS vIaaS General	per vCB-G	$25.85	This service is priced per virtual Compute Bundle in the General Computer cluster (vCB-G). Each unit consists of 1 vCPU (shared with a maximum overcommit of 4:1) and 4GB of RAM (reserved) and is used to create a dedicated virtual resource pool for the customer to build VMs. Max VM size in the general cluster is 126 vCPU, 1.5TB RAM. This service includes Windows Server OS Licensing.

CLOUD INFRASTRUCTURE SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
CIS vIaaS SQL	per vCB-S	$150.67	This service is priced per virtual Compute Bundle in the SQL Computer cluster (vCB-S) located at the Southwood Data Center location. Each unit consists of 1 vCPU (shared with a maximum overcommit of 4:1) and 8GB of RAM (reserved) and is used to create a dedicated virtual resource pool for the customer to build VMs. Max size in the compute cluster is 62 vCPU, 1.5TB RAM. This service includes Windows Server OS and Microsoft SQL Licensing.
CIS vIaaS Oracle	per vCB-O	$167.68	This service is priced per virtual Compute Bundle in the Oracle Computer cluster (vCB-O) located at the Southwood Data Center location. Each unit consists of 1 vCPU (shared with a maximum overcommit of 4:1) and 10GB of RAM (reserved) and is used to create a dedicated virtual resource pool for the customer to build VMs. Max VM size in the general compute cluster is 14 vCPU, 700GB RAM.
CIS IaaS - Small	per quote	per quote	Cisco UCS based blade server. Dual socket Intel based processors with at least 10 cores per socket. 4x25G VIS with Secure Boot, TPM 2.0. At least 64 GB of RAM.
CIS IaaS - Medium	per quote	per quote	Cisco UCS based blade server. Dual socket Intel based processors with at least 16 cores per socket. 4x25G VIS with Secure Boot, TPM 2.0. At least 192 GB of RAM.
CIS IaaS - Large	per quote	per quote	Cisco UCS based blade server. Dual socket Intel based processors with at least 24 cores per socket. 4x25G VIS with Secure Boot, TPM 2.0. At least 384 GB of RAM.
CIS IaaS - Extra-Large	per quote	per quote	Cisco UCS based blade server. Dual socket Intel based processors with at least 32 cores per socket. 4x225G VIS with Secure Boot, TPM 2.0. At least 768 GB of RAM.

DISASTER RECOVERY SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
Disaster Recovery Solutions	per quote	per quote	Work with NWRDC to develop a solution tailored to meet your budgetary and operational needs. NWRDC offers colocation (Tallahassee/Atlanta), public/government/community/private cloud solutions, Infrastructure as a Service, data replication, proven backup solutions with optional immutability and/or airgap protection, and cold/warm/hot site failover.

MAINFRAME SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
Mainframe Support	per person per month	$13,995.70	IBM Processing (zSeries, z/OS Operating System). Batch and interactive processing are available on a 24x7 basis. Jobs can be submitted manually by the user or scheduled to run. Storage and disaster recovery services included.

MANAGED SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
Managed Services: Backup Administrator	per month	$14,354.08	NWRDC Innovation Park provides backup software management and administration in support of server backup, retention, and restoration. Includes policy management, monitoring, patching and management of the backup infrastructure for both physical and virtual servers.
Managed Services: Network Administrator	per month	$14,456.36	Managed services for network devices such as switches, routers, firewalls, and load balancers, including tasks such as the configuration, routing, patch management, maintenance, logging, monitoring and troubleshooting for managed network devices.
Managed Services: Storage Administrator	per month	$13,448.07	Managed services for storage environments, including the storage arrays, switches, and other components. Includes installation, configuration, storage provisioning, management, patching, and troubleshooting.
Managed Services: DBA	per month	$15,962.57	Managed Services costs for providing physical database management.
Managed Services: DR & Architects Administrator	per month	$14,026.95	Managed Services staff supporting cloud and on-prem data center architecture and disaster recovery.
Managed Services: Per Server	per server per month	$187.15	Managed services for physical and virtual servers. Includes server installation, build, configuration, patching, maintenance, and troubleshooting of server hardware and OS. Use of NWRDC Patching toolset not included.

MANAGED SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
Managed Services: Per Host	per host per month	$631.65	Managed services for virtual host. Include server installation, build, configuration, patching, maintenance, and troubleshooting of hardware and OS.
Managed Services: DR	per virtual server per month	$21.58	This per-server rate is used to account for managing the DR process of powered-off replicated servers in the NWRDC DRaaS Physical or Virtual toolsets.
Managed Services: Backup Administrator per Unit	per server per month	$72.41	NWRDC Innovation Park provided backup software management and administration in support of our customers' requirements for server backup, retention, and restoration. Includes policy management, monitoring, patching and infrastructure management for both physical and virtual servers.
Personnel Rate	per hour	$110.44	Managed Services per hour for ad hoc customer services.

OPEN SYSTEMS SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
NWR-S Oracle OCPU	per OCPU per month	$873.91	Provides the server resources, licenses, support, and physical database management of Oracle-based databases and Oracle RAC clusters hosted at the Southwood Data Center location. Includes installation, configuration, Oracle database and diagnostics license maintenance, 24x7 performance monitoring, 24x7 availability monitoring by Operations, and quarterly Oracle security patch deployment for supported versions. Selected critical workload deployment is available to accelerated, hyperconverged, purpose-built database appliances, hosted both on-prem and in the cloud.
NWR-S Oracle Storage Services	per maximum GB utilized per month	$0.86	Provides management of the underlying automatic storage management (ASM) and file system-based storage environments servicing Oracle databases hosted at the Southwood Data Center location or at selected remote sites. Service includes 24x7 performance monitoring, 24x7 availability monitoring, and quarterly Oracle security patch deployment for supported versions.

OPEN SYSTEMS SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
NWR-S SQL Managed Instance	per SQL DB instance	$282.96	Physical database management of customer-managed SQL Server instances. Details may vary depending on location, provider, or services requested. Includes SQL Server installation, configuration, tuning, troubleshooting, SQL backup job management, 24x7 monitoring, and Service Pack deployment. If using a different provider or cloud solution, the Service Provider is responsible for ensuring the overall health and availability of the SQL instance and network connectivity.
NWR-S Systems Support	per server	$41.51	Provides OS Vendor Support, OS configuration, tuning, OS patch management in standard maintenance windows, 24x7 availability, performance, and capacity monitoring in the Southwood Data Center environment.
NWR-S Weblogic Infrastructure	per unit	$31.06	This rate accounts for all expenses pertaining to the infrastructure costs to run WebLogic at the Southwood facility. This does not include WebLogic software licenses and covers PROC, RAM, and Disk.

SERVER HOSTING APPLICATIONS

Service Description	Billing Unit	Rate	Extended Service Description
Monitoring	per endpoint	$15.10	Consists of an entitlement to monitor one endpoint using NWRDC's Monitoring toolset. This tool is capable of on-prem and cloud-based monitoring. Customers may need to provide resources to run a proxy.
NWR-S File Transfer Services	per unit	$35.82	Provides HA web hosting of customer-deployed content and file transfer services via shared Linux/Unix environment at the Southwood Data Center.
NWR-S Enterprise Vault Cloud	per user	$2.25	Veritas EV Cloud licenses for agencies.
NWR-S Log Shipping	per quote	per quote	The off-box storage and retention for system logs for servers and other network endpoints in the data center.

STORAGE SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
Cloud Data Protection	per user per month	per quote	The Cloud Data Protection (CDP) service delivers secure, fully managed data protection for cloud workloads, endpoints, and SaaS applications using a cloud native platform. The service removes the complexity and cost of traditional backup infrastructure while providing enterprise grade data protection for SaaS applications (M365, Google Workspace, and others), public cloud workloads, and security features for identity resilience, cyber response, and data governance. Built on a zero trust architecture, all data is encrypted in transit and at rest, stored immutably, and centrally managed through policy based controls and reporting. Our team handles deployment, configuration, monitoring, and ongoing optimization—ensuring your data remains protected, compliant, and recoverable as your organization grows.
Cloud File Storage	per GB per month	$0.06	Provides customers with resilient secure local file storage. Designed with high levels of data durability and availability, with both a disaster recovery site deployment and public/gov cloud tertiary sites, which allows for a more robust DR solution and more reliable file recovery. Security is built in with ransomeware protection and data encryption in flight and at rest. Provides built-in backup, file versioning, reducing RPO and RTO to minutes using snapshots store in an immutable format.
Enterprise Storage	per GB per month	$0.08	Provides high performance, fiber channel connected, block level storage which can be used within a customer's or NWRDC's physical or virtual environments. This storage platform is fully encrypted and utlilizes solid state disks to maximize performance. This storage platform is available at all NWRDC data centers.
NWR BaaS	per GB per month	$0.10	CJIS and HIPPA compliant, cloud-based data backup and recovery service available as a consumption model. Rate is based upon capacity stored on disk post-process deduplication. Includes all licensing for operating systems, applications, and data encryption in flight and at rest. Available at both NWRDC's Innovation Park and Atlanta sites
NWR-S BaaS	per GB per month stored	$0.03	Provides scheduled backups of data on supported managed or colocated systems within customer-approved backup window. Cloud-based, CJIS and HIPAA compliant. Backup frequency and retention schedules may be set by the customer.

TFL/NETWORKING SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
NWR Commodity Internet	per Mbps per month	$4.41	Commodity internet access through NWRDC Innovation Park bandwidth
Cloud Connect	per Gb	$7,409.33	Provides customers with access to Azure Express Route, AWS Direct Connect, Oracle OCI Fast Connect, or other Public Cloud Providers and SaaS offerings using Mega Port and other network infrastructure. Larger bandwidth requirements may require dedicated network circuits.
NWR Firewall Services	per unit per month	$292.10	NWRDC Innovation Park Next Gen Firewall Services context providing IDS/IPS, VPN, L7 inspection capabilities and advanced threat protection.
NWR Network Port	per network port	$303.95	Provides network access at the NWRDC Innovation Park data center location. Fabric, edge, or standard network ports with speeds from 1Gb to 100Gb. Port location and type will be determined and assigned by the NWRDC Network Team.
NWR MAN Wave	per Gb per month	$752.27	Cost per 1Gb for the Lumen 10Gb Wave Connection used to connect from FLR to CenterSquare.
External DNS Hosting	per zone	$26.25	Fast and secure Edge DNS Hosting provided by one of NWRDC's partners, offering a 100% uptime SLA, resilient architecture, traffic monitoring and reporting, and optional DNSSEC. This service reduces latency and improves user experience using the provider's NAMES network, global IP anycast, and cached responses. This service can be managed by NWRDC or self-managed.
NWR TFL	per pair of dark fiber per month	$344.70	Access to 1 pair of dark fiber on the NWRDC-owned Tallahassee Fiber Loop
NWR TFL Expansion	per pair of dark fiber per month	$1,010.91	Access to 1 pair of dark fiber on the NWRDC-owned Tallahassee Fiber Loop Expansion
NWR Multiwave TFL NWRDC to FLR	per redundant connection	$68.94	Multiwave connection from SDC to NWRDC using redundant 400Gb DWDM TFL fiber connections. Each customer is issued a specific wave and transmissions are separated via optics in each data center. Customers are provided with a path across both sides of the TFL loop; half-loop connections are not provided.

TFL/NETWORKNG SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
NWR-S Load Balancing and Proxy	load balance unit per VIP	$63.40	Provides for the creation and maintenance of VIP Address and Proxy or Load Balancing to backend hosts. Includes SSL termination, acceleration, optimization, and health monitoring
NWR-S Network Unit	per network unit	$99.63	applications at the Southwood Data Center location. Requires one Network Unit per server or appliance utilizing network connectivity or backup. Multiple physical or virtual connections may be configured for redundancy or access reasons. Includes configuration and maintenance of port settings and monitoring of link status and usage.
NWR-S Firewall Rate	per firewall credit	$48.84	Southwood Data Center Next Gen Firewall Services providing L7 inspection capabilities and advanced threat protection
NWR-S Multiwave TFL	per redundant loop	$2,026.90	Mulitwave connection from the Southwood Data Center to NWRDC's Innovation Park Data Center using redundant 400Gb DWDM TFL fiber connections. Each customer is issued a specific wave and transmissions are separated via optics in each data center. Customers are provided with a path across both sides of the TFL loop; half-loop connections are not provided.



Partner **Services**

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AMAZON WEB SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
Amazon Web Services	per quote	per quote	The AWS partnership brings services such as Amazon Elastic Cloud Compute (Amazon EC2), Amazon Simple Storage Service (Amazon S3), Cloud Endure (link is external) disaster recovery as a service (CE DRaaS), and VMware Cloud on AWS (VMC), as well as over 180 other state-of-the-art cloud computing offerings to our public sector customers. These comprehensive cloud computing solutions will help strengthen compliance with the State of Florida's Cloud First Initiative.

CENTERSQUARE SERVICES

NWRDC has entered into a strategic public/private partnership with Centersquare and its Atlanta Data Center Facility to extend its secure raised floor space, power and network services to all of our customers at competitive rates.

Service Description	Billing Unit	Rate	Extended Service Description
Off-site Colocation Services	per quote	per quote	Secure out-of-the-state data center facility offering private caged environments. Many high bandwidth connectivity options are available, including Florida Lambda Rail (FLR).

CLOUD SOLUTIONS PROVIDER PROGRAM

Service Description	Billing Unit	Rate	Extended Service Description
Microsoft Cloud Services Provider (CSP)	per quote	per quote	NWRDC is a Microsoft Cloud Services Provider (CSP). In partnership with SHI, NWRDC can support your entire Azure lifecycle from start to finish at competitive rates.

FORESCOUT DISCOVERY TOOLS

Service Description	Billing Unit	Rate	Extended Service Description
Visibility as a Service	per quote	per quote	Based on ForeScout's CounterAct solution, this service dynamically identifies and evaluates network endpoints the instant they connect to your network. Your overall security can be enhanced by integrating this service with your ITSM, CMDB, SIEM, or other existing tools. This can be provided as a self-managed service or managed service through our business partners.

ORACLE SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
Oracle Cloud Infrastructure (OCI) Services	per quote	per quote	NWRDC is an Oracle Cloud Infrastructure (OCI) services provider through a partnership with Mythics. NWRDC provides the full suite of OCI products and services. These include fully managed offerings such as Exadata Cloud@Customer, DR, Oracle Cloud VMware Service (OCVS), subscription licensing (eliminating the need to purchase licenses), or leverage your existing investment in Oracle software (and reduce your support costs) plus a wide array of Oracle public cloud offerings and services to meet your consumption based cloud needs.
Oracle Direct Agency	per quote	per quote	Customer specific quotes to cover on-prem Oracle licenses. Product prices will vary based on the specific license being purchased and volume licensing discounts.

SOPHOS CYBERSECURITY SERVICES

Service Description	Billing Unit	Sample Rate	Extended Service Description
Sophos MDR	per quote	per quote	The Sophos managed detection and response service delivered on the Sophos XDR Powered by Secureworks platform, provides 24x7 monitoring, threat hunting, and response by Sophos analysts across endpoint, network, cloud, identity, and email telemetry. Includes full-scale incident response, root cause analysis, and integrates with both Sophos and third-party security tools through an open XDR architecture.
Sophos MDR Plus	per quote	per quote	The premium tier of Sophos MDR includes all of the same capability but includes both incident management and response services and a breach protection warranty.
Sophos Managed Risk	per quote	per quote	Vulnerability and attack surface management delivered as a service, powered by Tenable. Continuously identifies high-priority vulnerabilities, exposures, and potential attack vectors across the environment and prioritizes them by risk so teams can act before issues are exploited. Supports compliance-driven environments and reduces alert fatigue by focusing remediation on what matters most.

SOPHOS CYBERSECURITY SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
Sophos Professional Services	per quote	per quote	Operational support to maximize the value of Sophos investments, including MDR guided onboarding, implementation and configuration, product migration from third-party firewall, email, or endpoint tools, and configuration reviews and health checks. Engagements follow SophosLabs best practices and include knowledge transfer to internal staff.
Sophos Secrity Services Retainer	per quote	per quote	The successor to the Secureworks Incident Management Retainer. A flexible, Service Unit-based model that provides access to proactive, readiness, and professional services plus guaranteed emergency incident response coverage with defined SLAs. Service Units can be planned and consumed throughout the year for tabletop exercises, incident response plan reviews, penetration testing, and other proactive engagements, replacing the legacy retainer's proactive service catalog.
Sophos Emergency Incident Response	per quote	per quote	Fixed-fee, full-service assistance for organizations under active attack or suspected compromise. The cross-functional team, combining Sophos and former Secureworks responders under Sophos X-Ops, rapidly triages, contains, and neutralizes threats, identifies root cause, conducts threat hunting and compromise assessments, assists with ransom negotiation, and delivers a post-incident report. Available to organizations using Sophos or third-party security tools; most customers are triaged within 48 hours.
Sophos XDR Powered by Secureworks	per quote	per quote	The open XDR platform carried forward from Secureworks, now integrated into Sophos Central. Unifies telemetry from endpoints, network, cloud, identity, and email sources with advanced analytics, machine learning, and threat intelligence to detect and respond across the full attack surface. Includes hundreds of built-in integrations, log retention with searching and reporting, and generative AI investigation aids. Sophos Endpoint is now natively included in Taegis XDR subscriptions.
Sophos NDR	per quote	per quote	Network Detection and Response that monitors and analyzes network traffic in real time using machine learning, behavioral analysis, and threat intelligence to surface anomalies and suspicious activity traditional controls may miss. Adds automated response to contain and remediate network-based threats and increases visibility into east-west and perimeter traffic.

SOPHOS CYBERSECURITY SERVICES

Service Description	Billing Unit	Sample Rate	Extended Service Description
Sophos EDR	per quote	per quote	Endpoint Detection and Response for organizations that manage security in-house and investigate incidents internally. Provides true detection and response on endpoints and servers, AI-assisted analysis through Sophos AI Core, SQL-less and prebuilt threat hunting queries, and access to up to 90 days of on-device activity data in the cloud, extendable up to a year.
Sophos ITDR	per quote	per quote	Identity Threat Detection and Response that detects and responds to identity-based attacks such as credential misuse and account compromise. Available as an add-on for Sophos XDR and Sophos MDR to close a commonly exploited gap in the attack surface.
Sophos Endpoiint	per quote	per quote	Next-generation endpoint protection powered by Intercept X technology. Takes a prevention-first approach using multiple deep learning AI models, anti-ransomware (CryptoGuard) with automatic file rollback, anti-exploitation with 60+ mitigations, behavioral analysis, and adaptive attack protection. Threat surface reduction includes web, application, and peripheral control and data loss prevention. Managed through Sophos Central.
Sophos Server/ Workload Protection	per quote	per quote	Endpoint and server protection for Windows Server and Linux workloads, including cloud-native security, exploit prevention, anti-ransomware, server lockdown, Linux detections, file integrity monitoring, and container security. Available with or without XDR.
Sophos Device Encryption	per quote	per quote	Centrally managed full-disk encryption (BitLocker and FileVault) administered through Sophos Central to protect data on lost or stolen devices and support compliance reporting and key recovery.
Sophos Mobile	per quote	per quote	Unified endpoint management and mobile threat defense for iOS, Android, Windows, and macOS devices, enabling secure configuration, app and content management, and protection of corporate data on mobile endpoints.
Sophos Firewall (XGS Series)	per quote	per quote	Next-generation firewall available as desktop, rackmount, and virtual/software appliances with Xstream protection. Integrates with Sophos Central and Synchronized Security to share intelligence with endpoints, automatically isolating compromised hosts. Includes deep packet inspection, IPS, web and application control, TLS inspection, and SD-WAN.

SOPHOS CYBERSECURITY SERVICES

Service Description	Billing Unit	Sample Rate	Extended Service Description
Sophos ZTNA	per quote	per quote	Zero Trust Network Access that replaces remote-access VPN with identity- and device-aware access to applications. Reduces the attack surface by granting least-privilege access and integrates with Sophos Central and Synchronized Security.
Sophos SD-RED	per quote	per quote	Remote Ethernet Devices that securely extend the corporate network to branch offices and remote sites with encrypted tunnels back to a Sophos Firewall, with zero-touch deployment.
Sophos Wireless and Switch	per quote	per quote	Cloud-managed access points and network switches administered through Sophos Central, providing secure wired and wireless connectivity with synchronized security awareness across the network fabric.

TITAN END-USER SUPPORT SERVICES

Service Description	Billing Unit	Rate	Extended Service Description
Staff Augmentation/ Special Projects	per position	per quote	
Service Desk Support	per contact	per quote	Calls are answered by trained staff with an emphasis on resolving all questions and issues on first contact without the need for transfers, call-backs or dispatching of field technicians. Service desk supports end-user computing devices including traditional PCs, tablets and smartphones. As this service continues to grow, future discounts may apply. Pricing is also available for a pre-defined number of calls. Please contact us for a quote.

DATA CENTER
Policies & Procedures

Providing Innovative Data Solutions
for the State of Florida

NWRDC
FLORIDA'S CLOUD BROKER

CHANGE MANAGEMENT PROCEDURE

1.0 CHANGE MANAGEMENT

The NWRDC change management system is used to record and track changes to administrative, facility, and computer systems and applications. A change is defined as an addition, modification, or removal of anything that could have an effect on an IT service.

Each employee is responsible for entering their changes into the change management system. Change Management Meetings are held twice per week on Tuesdays and Thursdays (excluding NWRDC closure).

During Change Management Meetings, all changes that are in the Authorize stage and either low risk with a "CAB Required" selection or of moderate or high risk are discussed and reviewed. Schedules for the various changes are also discussed to ensure there are no conflicts. NWRDC Management review the proposed changes and provide approval through the NWRDC change management system once they have been discussed during the weekly meetings. The implementer of the approved change will receive notification from the NWRDC change management system that their change request has been scheduled and they may implement their change during the approved window.

Emergency change requests will be reviewed on a case-by-case basis. A verbal approval must be obtained before moving forward with an Emergency change. Emergency change requests will be formally approved after being discussed in the next Change Management Meeting.

The timing of implementation will depend on the complexity of change, the system being changed, and the potential customer impact.

The NWRDC also has a Policy Board that may review major infrastructure (high cost) changes (projects), but does not review/approve the day-to-day operational changes.

2.0 CHANGE MANAGEMENT MEETINGS

The NWRDC Change Manager will conduct weekly Change Management Meetings to discuss the following change activities:

- New Changes
- Change Scheduling
- In Progress Changes
- Emergency Changes

All changes require a change request be submitted for approval through the NWRDC change management system. All approvals are outlined below.

A change request must be submitted for all changes both internal and external to NWRDC. External changes refer to any change with potential impact to NWRDC customers.

2.0 CHANGE MANAGEMENT MEETINGS

NWRDC staff may be required to submit change requests through our customers' change request process. This can be used in lieu of NWRDC change management if the change only affects that specific customer.

The NWRDC change management system requires that certain fields are included to submit the request. These fields include, but are not limited to, change requestor, category, likelihood, impact, short description, justification, implementation plan, risk and impact analysis, backout plan, and planned start/end dates.

Any change made due to an emergency must be followed by a completed change request.

3.0 CHANGE REQUEST TYPES

Standard
A specific set of change requests which are pre-authorized by the Change Advisory Board (CAB), low risk, relatively common, and follows a specified procedure or work instruction. Since these changes are pre-approved there is no additional approval process once a Standard change is submitted

Emergency
A change which must be implemented as soon as possible to resolve an incident or security risk.

All Emergency change requests must receive verbal approval prior to implementation. For a low-risk Emergency change, verbal approval must be obtained from any member of either CAB Approval or eCAB Approval groups. Only one verbal approval is required. For a moderate or high risk Emergency change, verbal approval must be obtained from a member of the eCAB Approval group.

Emergency change request records go through the Authorize approval phase. The Authorize approval phase for a low risk Emergency change request record requires approval from one member of the CAB Approval or eCAB approval groups. The Authorize approval phase for a moderate or high risk Emergency change request record requires approval from one member of the eCAB Approval group.

Any single rejection in the Authorize phase rejects the change request.

Normal
A change which does not fit the criteria for a Standard or Emergency change. This is the most common type of change.

All Normal change requests go through the Assess approval phase. The Assess approval phase requires one member of the Assignment Group to approve the change request. The creator of the change request cannot approve their own change.

Any single rejection in the Assess phase rejects the change request.

All Normal change requests also go through the Authorize approval phase. The Authorize approval phase for a low risk Normal change request record requires approval from the manager of the Assignment Group as identified within

the change management system. Optionally, a low risk Normal change request can be routed to the CAB for approval by selecting “CAB Required” on the change request form prior to requesting approval. The change request record would then require approval from one member of the Change Management group, followed by 51% of the CAB.

The Authorize approval phase for a moderate or high risk Normal change request record requires one member of the Change Management group, followed by 51% of the CAB. The Change Management group is made up of the NWRDC Change Coordinator and a delegate.

Any single rejection in the Authorize phase rejects the change request.

No moderate risk or high risk Normal change can be implemented before 12:00pm (noon) on the day of approval.

4.0 POLICY CHANGE

All NWRDC Policy changes must go through the Change Management process. However, Policy changes do not follow the approval process outlined above. Policy changes must be approved unanimously by the eCAB Approval group.

5.0 CHANGE RISK LEVEL

Risk is determined by calculating the business impact should something go wrong during implementation of a change and the likelihood something could go wrong. Business Impact should be determined by the following:

- High – The Change could affect multiple customers or services.
- Medium – The Change could affect a single customer or service.
- Low – The Change could affect a single user or small subset of a single customer.

As mentioned, risk is calculated by the severity of business impact and likelihood of the risk scenario occurring. For example, a change request with a low impact and low likelihood of occurrence would be considered a low-risk change. Alternatively, a change request with a high impact and high likelihood of occurrence would be considered a high-risk change.

Please refer to the chart below to identify the change risk level.

		Likelihood of Risk Scenario		
		Low	**Medium**	**High**
Severity of Business Impact	**High**	Moderate	High	High
	Medium	Low	Moderate	High
	Low	Low	Low	Moderate

6.0 CHANGE NOTIFICATIONS

All changes that have the potential to impact customer or NWRDC services must provide notification at least two (2) weeks prior to the change activity with a reminder notification one (1) week prior to the change activity. Notifications must be sent to all NWRDC staff and all potentially impacted customers.

Historically, Florida State University (and thus NWRDC) closes non-essential business operations for the days between Christmas Eve and New Year's Day, identified as Winter Break. The notification window for non-Emergency changes shall not include the days included as part of Winter Break.

Changes affecting individual customers may be scheduled and announced within a shorter timeframe with written approval from the affected customer.

7.0 EXTENDING CHANGE IMPLEMENTATION WINDOW

Verbal approval is required to extend the implementation of a change beyond the Planned End Date specified within the approved change request.

For a low risk change, the Assignment Group manager as defined in ServiceNow can verbally approve an extension not to exceed two hours beyond the original planned end date and time. Any additional extension must receive verbal approval from a member of the CAB Approval or eCAB Approval groups.

For a moderate or high risk change, a member of the eCAB Approval group can verbally approve an extension.

If the implementation parameters differ from the approved change, an additional Emergency change request is required to document the differences. This change request will follow the approval process for Emergency change requests outlined in Section 3.0.

STANDARD RACK ENCLOSURE

NWRDC has developed a policy that sets a standard for equipment enclosures that are placed on the raised floor areas. The standard enclosure is considered to be a 42 U 19” enclosure that is no larger than 24” wide, 48” deep and 79” tall.

SHIPPING AND RECEIVING PROCEDURE

NWRDC can accept packages/deliveries on behalf of our clients.

Delivery Service Operating Hours are Monday – Friday from 8:00am to 5:00pm. Please Note: We do not receive packages/deliveries on weekends or holidays.

To best meet the needs of our customers we ask that prior to having shipments sent to NWRDC the following steps are completed:

- Send an email a minimum of two weeks in advance to delivery@nwrdc.fsu.edu or NWR-SDC-Operators@nwrdc.fsu.edu with “Delivery for [Customer Name]” in the subject line. Customer contact information, equipment type, number of packages and expected delivery date should all be detailed in the email..
- All shipments must be labeled accurately, reflecting the full address of the NWR-IP facility (2048 East Paul Dirac Drive, Tallahassee, FL, 32310) or NWR-S facility (2585 Shumard Oak Blvd., Tallahassee, FL 32311.
- The full customer name must appear on all shipments. Please specify “Inside Delivery” on the label.

Once the shipment is received NWRDC will send an email to the customer contact confirming receipt of the shipment.

Please Note: NWRDC is not responsible for storing equipment. Charges will be incurred if the equipment is not moved from the receiving area within 15 business days.

Failure to comply with NWRDC’s shipping/delivery policy will result in refusal of the shipment.

MISCELLANEOUS ITEM STORAGE

Customers may not store any miscellaneous items within a rack containing running equipment or on the Data Center floor. Examples of such items include: boxes, paper, and spare parts not integrated into equipment. Locked storage cabinets for these items will be made available to customers upon request. Please email us at info@nwrdc.fsu.edu to inquire about storage cabinets.

FLAT-RATE PRICING POLICY

Effective July 1, 2010, NWRDC changed to a flat-rate billing model, as approved by the Policy Board on May 20, 2010. Flat-rate billing allows us to charge each customer for its share of the mainframe based on the previous fiscal year's usage, determined by the usage during the period of May 1st – April 30th. Each customer's percentage of usage is calculated and used to determine the amount of mainframe expenses each customer will pay. This is a fair and equitable model for our customers and is inclusive of all CPU, tape and DASD usage. Per the new flat-rate model, each customer's monthly invoice amount will not change for the duration of the fiscal year.

Each customer's annual flat-rate is determined in May, prior to the following fiscal year. Each customer will be notified of their new rate in June for the following fiscal year. For example, we will calculate the annual FY 2025-26 flat-rates, by customer, based on each customer's usage during the period of May 1, 2024 – April 30, 2025. The annual billing will be calculated in May 2025, effective July 1, 2025. NWRDC monitors all mainframe usage daily to ensure any individual customer does not use excessive mainframe resources which may affect other customers throughput. We urge our customers to monitor their usage throughout the fiscal year.


NWRDC
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