

## Shared Services Working List

The following list should be used as a reference to define 'shared services'. These services have been identified as common across many departments, agencies, and divisions. The distribution of these services and supporting personnel is highly inefficient. These services should be centralized to the greatest extent possible.

### **Web Services – Portal Authority**

- Web Service Design and Development
- Web Hosting
- Web Security, Monitoring, and 24x7 Response
- Content Management
- Service Integration

### **Enterprise Payment Engine**

- Supporting online, IVR and over-the-counter payments
- Credit Card Authorization and Processing
- Electronic Check Authorization and Processing

### **Identity and Access Management**

- Directory
- Authentication, Authorization, Audit
- VPN

### **Email, Collaboration, and Calendar Services**

#### **Datacenter Services**

- Environmentals (HVAC, power, network)
- Physical security
- Reboot services

#### **Network Services**

- Domain Name Services
- Gateway/Router/Switch Config./Monitoring/Maintenance
- Network Design
- Telco
- Wireless

#### **Desktop Support**

- Call Center
- Office Application Support
- Desktop repair and maintenance

#### **Storage Services**

- Data Management (backup/restore, disaster recovery)

**Database Services**

Design (logical and physical database design

Operation (performance/tuning, daily update/maintenance, backup services,  
disaster recovery)

**Common Applications**

Finance / Cost Accounting

COFRS

Time Reporting

Kronos

HR / Benefits

Contract Administration / Procurement

**Imaging / Imaging Services**