

**SCHEDULE 28.17
TO THE
COMPREHENSIVE INFRASTRUCTURE AGREEMENT
COMMONWEALTH SOFTWARE**

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Tower	Description	Purpose
Internal Applications	Asset Inventory	Allows VITA to track all forms of IT assets (Hardware, Software, Services)
	Computer Services Customer Billing (IBM & Unisys)	Customer billing for IBM and Unisys mainframe.
	Direct Billing Services & Online Bill Access	Support Direct Billing and Provide customers with web access to their monthly bill for all direct bill service types
	Eforms (Legacy)	Support of old online Eforms for administrative forms and workflow.
	ITSM/VCCC Help Desk	Help Desk and CRM System Support.
	Learning Management System (LMS)	Enterprise solution for online training and shared knowledge management system.
	MACS (Systems Development Customer Billing System)	Used to bill hourly consulting services to customers.
	Misc. Billing System	Billing system for miscellaneous services.
	IT Comprehensive Goods and Services Bill	System for providing comprehensive bill for goods and services
	PCD Contracts System	Management of IT contracts, APRs, Registered Vendors
	Supply Chain Management - Admin	Analyze requirements to select and implement a Contract Management system that incorporates contracting activity from standard form creation, negotiation to implementation. Also includes continuing SCM user friendly website development with supplier integration.
	Telecommunication Billing System	Provides Customer billing, asset/inventory, and service order capabilities for all telecommunications goods and services (Voice, data, cellular, pager)
	VIPR (Vendor Invoice Payment)	Used to track the status of Telecommunication vendor payments
VITA Alert	Web based systems that provide alerts to customer when systems at VITA are down or having problems.	

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	VITA Dashboard	Used to report internal VITA related projects, information and news.
	VITA Portfolio	Provides a tool to allow all VITA staff to track projects and do time reporting against projects.

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	Sharepoint Portal	SharePoint Portal provides an enterprise business solution that integrates information from various systems into one. SharePoint provides enterprise application integration capabilities, with flexible deployment options and management tools.
	ACD	To replace existing ACD equipment and provide additional functionality for Help Desk (VCCC)
	PSYNCH	Allows users to reset passwords via web based on questions answered and possibly allow for password synching.
	Estimating Table Spreadsheet	Software Estimation
	Rational ClearCase	Configuration Management