



State Agency Participation in the SafeBoot Acquisition - Frequently Asked Questions

Question 1: Is SafeBoot the mandatory encryption technology for state of Ohio agencies?

Answer 1: While participation in the SafeBoot enterprise encryption purchase is voluntary on the part of the agency, it is strongly encouraged for numerous reasons. As a result of the Master License Agreement, SafeBoot is the most cost-effective encryption solution available to state agencies. In addition, SafeBoot provides a variety of features, including device and content encryption and port control, to help agencies protect data on a wide variety of end-user computing platforms. Adopting SafeBoot can help agencies fulfill a portion of the requirements in [Executive Order 2007-13S, "Improving State Agency Data Privacy and Security,"](#) [Ohio IT Bulletin ITB-2007.02, "Data Encryption and Securing Sensitive Data,"](#) and [Ohio IT Standard ITS-SEC-01, "Data Encryption and Cryptography."](#) Finally, selecting a common end-user data encryption solution will make it easier for agencies to maintain sensitive information as encryption management issues are potentially minimized due to the use of a common software platform.

Question 2: What is included in the SafeBoot license?

Answer 2: Please see the document ["SafeBoot Seat License Overview."](#)

Question 3: Who is eligible to obtain a license off of the OIT SafeBoot Master License Agreement?

Answer 3: Beyond what has been provided by OIT, any state of Ohio agency, department, board or commission is permitted to obtain additional SafeBoot licenses through OIT. Ohio local governments, public K-12 schools, and public colleges and universities may also utilize the OIT SafeBoot Master License Agreement to purchase through the cooperative purchasing program. For more information on the cooperative purchasing program, please see the [SafeBoot and the State of Ohio Cooperative Purchasing Program FAQ.](#)

Question 4: How do I participate in the OIT SafeBoot Master License Agreement?

Answer 4: SafeBoot licenses have already been purchased through a master license agreement established between SafeBoot and OIT. The master license agreement is a mechanism to allow a qualified vendor under an approved rate to provide a product or service to state agencies – in this case, the SafeBoot solution. State agencies may request SafeBoot licenses through OIT, taking advantage of enterprise pricing. For more information on the cooperative purchasing program, please see the [SafeBoot and the State of Ohio Cooperative Purchasing Program FAQ.](#)

Question 5: How much do additional SafeBoot licenses cost?

Answer 5: Additional SafeBoot licenses may be purchased, if necessary, providing that the license is purchased prior to October 29, 2008. The pricing per license is \$11.56 in quantities of 1,000 or \$19.99 in quantities of 50.

Current pricing represents a discount of 91-94% from single quantity pricing. In other words, between 11 and 17 end-user licenses can be purchased until October 29, 2008 at the cost of a **single** license today.

To speak with an OIT representative regarding additional SafeBoot licenses, please contact State IT Standards Manager Sam Orth at State.ITStandards.Manager@oit.ohio.gov or (614) 995-9928.

Question 6: Will OIT pay for annual maintenance for the end-user licenses?

Answer 6: OIT will pay for annual maintenance in years one and two only for those state agencies that participated in the initial SafeBoot purchase and received licenses from OIT. State agencies are expected to pay for annual maintenance in years three through six, or for maintenance on additional licenses beyond the initial purchase. Per license annual maintenance for years three through six are \$2.98, \$3.07, \$3.16 and \$3.25 respectively.

For additional licenses purchased separately by agencies, maintenance and support is included in the seat bundle. Additional maintenance and support beginning in year two would have to be purchased in the amount of \$2.89 per seat. Pricing for maintenance and support in years three through six is listed above.

Question 7: Is the SafeBoot license a perpetual license? What happens if SafeBoot licenses are not needed past year two and agencies stop renewal of the license in any subsequent year?

Answer 7: The SafeBoot licenses purchased by OIT are perpetual, providing that the annual maintenance and support for each license is renewed from year to year. OIT has provided maintenance and support for year's one and two for those state agencies that participated in the initial SafeBoot purchase, and agencies are expected to purchase maintenance and support beginning in year three. To avoid purchasing additional licenses, OIT reserves the right to reclaim and redistribute unused SafeBoot licenses to other state agencies.

Question 8: Is the SafeBoot Management Center a separate cost?

Answer 8: No, the SafeBoot Management Center is included in the end-user license bundle at no additional cost.

Question 9: Will there be guidance on SafeBoot installation and training?

Answer 9: Due to the varying needs of agencies with regard to installation, configuration and training, individual agencies will be responsible for installing SafeBoot with their own resources. However, the OIT SafeBoot Master License Agreement includes special pricing from SafeBoot for remote or on-site installation, configuration or training services. Remote installation is available in four hour blocks for \$550 and on-site installation is available for \$1,250 per day including travel and expenses.

In addition, due to the total combined purchase of licenses for all agencies, OIT has access to additional support resources from SafeBoot at no additional charge, including on-site support for thirty "floating" (i.e., non-consecutive) days during program roll-out. During this period, OIT will provide access to a named SafeBoot help desk support resource. OIT will also provide Certified System Administrator training and super-user training for state agencies. More details will follow as the SafeBoot Roll-Out Plan is announced.

Question 10: What about end-user support?

Answer 10: The end-user license includes premium 24 x 7 support in the first year and standard end-user support in year two. Based on the number of licenses purchased by OIT, a named help desk resource will be provided by SafeBoot in the first year. More details will follow as the SafeBoot Roll-Out Plan is announced.

Question 11: How do I figure out how many SafeBoot licenses our agency needs?

Answer 11: The Safeboot Master License Agreement is set up so that licenses are based on the number of users in each agency. For each end-user, one SafeBoot license covers up to five devices, including



desktops, laptops and smart phones. Storage media such as USB thumb drives and CDs do not count as a device for the purposes of the OIT SafeBoot license.

We anticipate that a small number of state agencies may need to use a licensing model based on the number of devices. In the device-based model, up to five end-users can be supported per device. OIT will work with individual agencies that prefer to go with a device-based model to accommodate agency needs, where practicable.

Question 13: Are devices used by state contractors to hold or process state data covered by the SafeBoot license provided by OIT?

Answer 13: Yes, state agencies can use SafeBoot to secure state contractor devices. However, because SafeBoot is a perpetual license, you will need to retrieve the license from the contractor once they are no longer performing a government function.

Question 14: What if the state contractor I work with already has encryption on their devices; do they have to switch to SafeBoot?

Answer 14: No. As long as the state contractor has encryption technology that meets the requirements of state IT security policies, [Ohio IT Standard ITS-SEC-01, "Data Encryption and Cryptography,"](#) and gives verification that their devices are encrypted, then they may use the encryption technology of their choice.

Question 15: Where can I find out more information about SafeBoot products?

Answer 15: Please see the document "[SafeBoot Fact Sheet](#)" contained inside the SafeBoot Product Guide.

Question 16: Where can we find additional information on the SafeBoot acquisition program?

Answer 16: Please contact the State IT Standards Manager, Sam Orth, at State.ITStandards.Manager@oit.ohio.gov or call (614) 995-9928.

