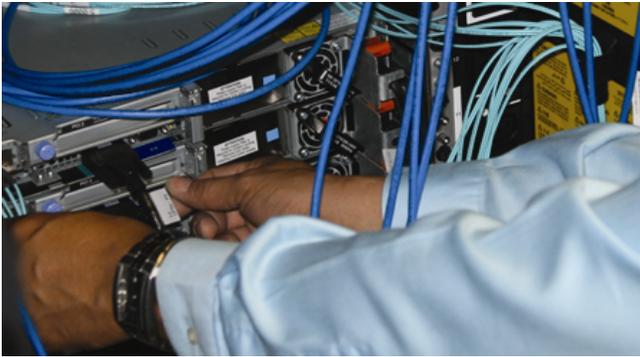


SERVER SUPPORT



*Technology Enabled
Business Solutions
for 21st Century Government*



**COMMONWEALTH
OFFICE OF
TECHNOLOGY**

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Overview

The Server Support Branch maintains the server environment in the Commonwealth Data Center as well as a significant number of servers in the field.

Several hundred Windows servers are supported including a fast-growing virtualized server environment. The Windows servers host many applications from various agencies, including:

- Parks
- Revenue
- Finance
- Transportation
- Boards and Commissions

The UNIX team maintains over 100 UNIX systems. Several UNIX applications are critical to the Commonwealth, including but not limited to:

- Kentucky Human Resource Information System (KHRIS)
- Enhanced Management Administrative Reporting System (eMARS)
- Comprehensive Tax System (CTS)
- Kentucky Offender Management System (KOMS)

Virtual Servers Offer Savings

Server virtualization is the action of moving entire physical devices into what is essentially a computer file. The recent COT transformation netted an estimated \$1 million in savings during the fiscal year 2009, of which \$270,000 was related to one-time network hardware savings.

Estimates show that for COT, switching to virtual servers will:

- Result in annual data storage cost savings of nearly \$382,000.
- Drop annual energy costs by as much as \$175,000.
- Reduce the number of physical servers which can result in net savings of more than \$191,000.

Virtual servers also offer:

- Fully scalable, flexible computing environment.
- Monitoring performed on one screen.
- The ability to recover from problems or outages without the need for staff intervention.
- Drive space, memory and processor adjustments without interruptions to customers.
- Improved customer service efficiency.
- Deployment of applications in minutes.



Experience

- UNIX Server - 60+ Years Experience
- Windows Server - 40+ years experience

Certifications

- Microsoft (MCSE, MCP, MCSA, MCT, MCP)
- Novell (CNE,CNA)
- Linux (LCP)
- CompTIA (A+, SERVER+)
- ITIL Foundations
- Linux (RHCE)
- Extensive IBM certified Training
- VMWARE Certified Professional
- Dell (Certified Technician)
- Extensive Microsoft Training
- Extensive VMWARE Training
- Extensive IBM certified Training

COT Server Support Includes:

- Installation and Support for Windows, Sun, Unix, and Linux Operating Systems.
- Support of HP, Dell, and IBM hardware as well as VMware virtualization.
- 24/7 Server Monitoring - staff available for after hours and emergency support.
- Terminal Services/Remote Web Access.
- Maintain the OS to the highest possible level.
- Maintain security patches and Anti Virus.
- Hardware Maintenance Support.
- Production Control Turnover (PCO) Process
- Secure file transfer support.
- Deliver secure, global, reliable DNS infrastructure support.
- Data protection services through state-of-the-art backup strategies and disaster recovery plans.

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