

Commonwealth Office of Technology

Rated Service Description

Infrastructure Consulting & Engineering

CS30 Per Hour

The CS30 service provides agencies with access to COT support staff on an hourly billable basis. This rate can be applied to a large number of IT support services that are not already included in one of the other rated services.

CS30 Includes the following HARDWARE

Not Applicable

CS30 Includes the following SOFTWARE

Not Applicable

CS30 Includes the following SERVICES

Consulting services, including, but not limited to, database support, network support, consultative support, and other hourly support needed that is not covered under a rated service.

24 X 7 X 365 access to the Commonwealth Service Desk

Support staff is available on-site Monday - Friday, 7:00am to 5:00pm. Personnel are on-call for emergency after-hours support.

CS30 To Initiate Service or Report a Problem with this service

Please contact the Commonwealth Service Desk:

- 24x7 Phone support: 502-564-7576 · Toll free support number: 800-372-7434
- Via e-mail CommonwealthServiceDesk@ky.gov

Please note that a valid COT Billing Number will be required in order to initiate this service.

CS30 Additional Service Clarifications

None