Commonwealth Office of Technology
Rated Service Description

Virtual Application Service Overview

CX10 Virtual Application Service

CX10 Includes the following HARDWARE

Includes server hosting hardware

Includes secure access via netscaler appliance. Netscaler can PCI FIPS 140-2 FISMA and NIST Compliances

Profile size will be limited to 2 GB.

CX10 Includes the following SOFTWARE for fully managed virtual applications

Access to a single client license, owned by COT.

Included is XenApp Licenses, RDS Licenses and Citrix Support Contract

User will need to provide software licenses for applications

CX10 Includes the following SERVICES for Virtualized Applications

Initial setup, testing and support of user applications to be virtualized.

Operating system and Application Optimization.

Installation and support of, and upgrades/patches for the user applications.

 Performance and application monitoring

Connectivity to the Commonwealth's private data communications network

Secured facility with conditioned power and climate controls within the Commonwealth Data Center

Continuous monitoring of the Operating System and VM infrastructure

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 after-hours, emergency support.

CX10 To Initiate Service or Report a Problem with this service

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

You will need to complete the Application Virtualization Request Form and submit both to the Commonwealth Service Desk when you request to initiate this service. These forms can be found at:

http://technology.ky.gov/Pages/cotForms.aspx

CX10 Additional Service Clarifications

COT will evaluate agency business requirements and determine if a virtual application solution is appropriate upon receiving a valid request via the Commonwealth Service Desk.

Disaster Recovery protection is available but is not included in the CX10 rate.

Application Software assistance: debugging or otherwise supporting, application software is available but is not included in the CX10 rate.   *Continued →*

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COT oversees application software changes to production applications via the Change Management process. Non-scheduled and/or emergency application software changes require Emergency Change Management approval. In addition, COT reserves the right to bill the agency for COT personnel time associated with emergency changes.

If an agency initiates an "incident ticket" for a component(s) covered by the CX services, and it is ultimately determined the issue was application-related, COT reserves the option to bill the agency at the applicable hourly support rate.