Commonwealth Office of Technology
Rated Service Description

Virtual Machine (LinuxOne)

LX10	**Per virtual machine, per month for a fully managed VM on our "Oracle" LinuxONE Server (see detail in Services section below)**
	- LX20 - Additional CPU's can be allocated at additional cost per virtual CPU, per month
	- LX30 - Additional RAM can be allocated at additional cost per 1GB of RAM, per month

LX10	**Includes the following HARDWARE**

LinuxONE server to house the virtual machine running Red Hat Linux - including 1 virtual CPU and 4GB of addressable RAM.

Minimum storage required per VM is 70 GB. 20 GB of storage on the root directory for operating system use only, and 50 GB of storage on the/u1 mount point for Oracle installation only.

All storage will be billed separately at the ST80 rate.

LX10	**Includes the following SOFTWARE for a fully managed "Oracle" VM**

A single license with full vendor support for the Commonwealth Standard for a Red Hat Linux server. Oracle Enterprise Edition is included.

LX10	**Includes the following SERVICES for a fully managed "Oracle" VM**

Initial setup and any required installation activities to provide the VM infrastructure

Operating system software configuration management.

Installation and support of, and upgrades/patches for the Red Hat Linux Operating System.

Intrusion detection and non-application security management.

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.

LX10	**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 COT-F180 form and the Server 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

LX10	**Additional Service Clarifications**

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

Disk storage costs are allocation-based and billed separately at the ST80 rate.

Backup and recovery services are available but are not included in the LX10 rate.

Disaster Recovery protection is available but is not included in the LX10 rate.

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Database creation, modification and support are not included in the rate, but can be performed on an hourly basis at the current CS30 rate.

Application Software assistance: installing, debugging, trouble-shooting, upgrading, or otherwise supporting, application software is available but is not included in the LX10 rate.

COT oversees application software changes to production servers 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 LX 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.