Commonwealth Office of Technology
Rated Service Description

Enterprise Server - online transactions

MN20 Per CPU minute consumed

Consumed CPU cycles are measured in CPU Minutes.

z/OS CPU cycles are billed only as they are consumed, and are not analogous to elapsed (wall-clock) time. For example, a particular user may sign on to an online system (i.e. KAMES, KASES, etc.), have it "up" on their screens and ready to use, but not actively entering data. That may be the case for hours each day. But the user may only enter a few transactions during the day, and those transactions collectively may take 5 minutes elapsed time to complete. However, based on wait-time, job priority settings, z/OS workload, etc., the transactions may only actually require 5 seconds of CPU time. The agency will be billed for the 5 seconds of CPU time actually consumed, regardless of the total elapsed (wall-clock) time.

MN20 Includes the following HARDWARE

Hardware replacement: The Commonwealth's z/Os hardware platform is currently delivered via a MaaS (Mainframe As A Service) consumption based model. The vendor will provide the z/Os infrastructure necessary to run workloads for Primary operations as well as Business Recovery. Manage, maintain, and provide spport for all Customer's LPAR's residing in the MaaS environment. Vendor will install, customize, upgrade and maintain the operating system, including its subsystems, and agreed upon ISV program products/ operational tools/ utilities.

Hardware maintenance will be provided under the MaaS agreement.

MN20 Includes the following SOFTWARE

All software maintenance costs for the online transaction system components

All software maintenance costs for Commonwealth-approved support tools

NEON, Websphere, Mqseries, Message Broker, Classic Federation Server   MaaS vendor will Install, manage, maintain, upgrade, and support software products running in Customer's environment. Provide upgrade timetables and roadmap requirements for any currency related issues. Manage middleware incident and change processes, while the Customer will maintain all control code and application releases into the MaaS environment.

MN20 Includes the following SERVICES

Hardware and operating system software configuration management

Installation of, and upgrades to, the IBM z/OS Operating System

All application systems and data housed on the z/OS server platform are included in the comprehensive Disaster Recovery methodology

Continuous system monitoring, workload balancing, fault detection and system alerts

24 X 7 X 365 monitoring by operations staff provided for via the MaaS agreement.

Connectivity to the z/OS platform from the Commonwealth's private data communications network

Intrusion detection and non-application security management

24 X 7 X 365 access to the Commonwealth Service Desk

z/OS Support Staff available via Commonwealth Service Desk. Personnel on-call for after-hours & emergency support.

MN20 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 also need to complete and submit an F-180 form to the Commonwealth Service Desk when you request to initiate this service. The F-180 form can be found here:

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

MN20 Additional Service Clarifications

External disk storage costs are usage-based and billed separately

Backup and recovery services are included in the MN20 rate

Application Software assistance, like installing, debugging, trouble-shooting, upgrading, or otherwise supporting, application software, is available but is not included in the MN20 rate.

COT's 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 MN20 service, and it is ultimately determined the issue was application-related, COT reserves the right to bill the agency at the applicable hourly support rate.