

Commonwealth Office of Technology Rated Service Description

Virtual Machine (SQL)

SQ10 Per virtual machine, per month for a fully managed VM on our "SQL" VM farm (see detail in Services section below)

SQ20 Additional CPU's can be allocated at additional cost per virtual CPU, per month

SQ30 Additional RAM can be allocated at additional cost per 2GB of RAM, per month

SQ10 Includes the following **HARDWARE**

Systems to house the virtual machine running Windows - including 1 virtual CPU and 4GB of addressable RAM. Minimum storage required per VM is 80 GB. 40 GB of storage on the C: drive for operating system use only, and 40 GB of storage on the D: drive for application installation space only. All storage will be billed separately at the ST80 rate.

SQ10 Includes the following **SOFTWARE** for a fully managed "SQL" VM

A single license with full vendor support for the Commonwealth Standard Windows Operating System, SCOM (System Center Operations Manager) and McAfee client. SQL Server Enterprise Edition is included.

SQ10 Includes the following **SERVICES** for a fully managed "SQL" 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 Commonwealth-standard Windows/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.

SQ10 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>

SQ10 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 SQ rates.

Disaster Recovery protection is available but is not included in the SQ rates.

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

Database software license and maintenance costs are not included in the WN rates, but will be passed-thru to the agency.

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

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 SQ 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.