

Commonwealth Office of Technology

Rated Service Description

Enterprise Server Disk Storage (DASD)

ST10 Per Megabyte, per month

The ST10 service offers z/OS-attached DASD, high-availability, fault-tolerant, recoverable storage.

ST10 Includes the following **HARDWARE**

z/OS-attached DASD, high-availability, fault-tolerant, recoverable storage

Hardware maintenance and replacement costs as required.

ST10 Includes the following **SOFTWARE**

No client side software needed

ST10 Includes the following **SERVICES**

Storage suitable for high-availability, critical system applications housed on the z/OS platform

Volume and consumption management, based on HLQ's (high level qualifiers)

24 X 7 X 365 support by Operations and access to the Commonwealth Service Desk

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

ST10 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 the F-180 form, along with a valid billing number, to the Commonwealth Service Desk when you request to initiate this service. The F-180 form can be found at:

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

ST10 Additional Service Clarifications

All ST10 storage class data is included in a full backup weekly (work/temp volumes are excluded) unless other arrangements by the agency have been made.

ST10 storage class data is included in the Commonwealth's Disaster Recovery methodology at no additional charge (work/temp volumes are excluded).

DASD data will be recovered only through the date of the last full backup (i.e. weekly). Agencies requiring more frequent backups, or another methodology may contact the OIS Storage team for possible options and costs.

Consumption is measured during a single working day each month. The actual date varies month to month. Agencies are charged based on consumption on the particular date consumption is measured.

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