Commonwealth Office of Technology
Rated Service Description

Enterprise Server Tape Storage

ST30   **Per Megabyte, per month**

The ST30 service offers the ability to access tape-based data via the z/OS platform and related applications

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ST30   **Includes the following HARDWARE**

z/OS-attached tape and/or virtual tape hardware necessary to satisfy the Read/Write requests

Hardware maintenance and replacement costs as required

ST30   **Includes the following SOFTWARE**

Not Applicable

ST30   **Includes the following SERVICES**

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.

ST30   **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 COT-F180 form, along with a valid billing number, to the Commonwealth Service Desk when you request to initiate this service. The COT-F180 form can be found here: http://technology.ky.gov/Pages/cotForms.aspx

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ST30   **Additional Service Clarifications**

Disaster Recovery capabilities are not included in the ST30 rate

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.