Commonwealth Office of Technology
Rated Service Description

Enterprise Server Report Storage

ST40 Per 100 Pages Created

The ST40 service offers the ability to access tape-based data via the z/OS platform and related applications.

ST40 **Includes the following HARDWARE**

z/OS DASD space required to house the report(s)

ST40 **Includes the following SOFTWARE**

RDS Software maintenance costs

ST40 **Includes the following SERVICES**

Initial cataloging of report name and COT billing number via a Commonwealth Service Desk ticket.

Access to the report(s) via the Commonwealth-standard z/OS data communications protocol (i.e. KYNET).

Assist system administrators with scheduling of daily TSM backup execution for each TSM "node name" if necessary.

Report security settings via z/OS-based RDS and FACF security conventions.

24x7x364 access to the Commonwealth Service Desk.

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

ST40 **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

ST40 **Additional Service Clarifications**

RDS Reports are included as part of the comprehensive z/OS Disaster Recovery methodology.

Access to reports outside of z/OS connectivity is not provided.