Commonwealth Office of Technology
Rated Service Description

Open Systems Storage - Non Solid State Disk

ST80 Per Gigabyte allocated per month, (not SSD)

The ST80 service offering reflects COT's overall responsibility for Open Systems storage support as described below:

SAN Data (for example, server storage) is billed as allocated/provisioned to the server.

NAS Data (for example, personal file storage) is billed by monthly consumption (used amount).

ST80 **Includes the following HARDWARE**

Open systems capable storage arrays -

Fiber Channel directors and switches

The customer is responsible for providing HBA cards if they are connecting an agency-owned server to COT's block level storage, via fiber channel directors and switches.

Hardware maintenance and replacement costs as required.

ST80 **Includes the following SOFTWARE**

Multipathing driver for fail-over and load balancing

ST80 **Includes the following SERVICES**

SAN zoning, LUN carving and assignment per COT-F180 requests

NAS storage allocation per F-180 requests

24 X 7 X 365 access to the Commonwealth Service Desk

Support staff is available on-site Monday - Friday, 8:00am to 5:00pm.   Personnel are on-call for after-hours, emergency support

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ST80 **To Initiate Service or Report a Problem with this service**

Please contact the Commonwealth Service Desk:

· 24x7 Phone support: 502-564-7576 or 800-372-7434

· Via e-mail at CommonwealthServiceDesk@ky.gov

Complete and submit COT-F180 form to the Commonwealth Service Desk with your request to initiate this service. The COT-F180 form can be found here:

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

ST80 **Additional Service Clarifications**

CIFS(NAS) Data: The standard ST80 service includes daily backup of all changed files for CIFS data specifically - these backups are performed via snapshots and the customer is billed for the disk storage used for these backups under the ST80 rate. These backups are stored for 180 days using the following schedules (14 daily and 26 weekly), unless the customer requests a longer retention period. In addition to 180 days of backups, CIFS (NAS) Data is replicated to the ADC.

ST80 Storage for Services is not replicated offsite unless Business Continuity Server Capacity is purchased for the ADC.

The ST80 storage rate does not include any backups for fiber-connected servers or VM-connected servers. COT's server administration team will configure backups at the request of the client.

The ST80 offering is suitable for high availability storage needs, as well as applications utilizing enterprise data and databases such as SQL Server, Oracle & DB2.

Enterprise Server (i.e. z/OS mainframe) storage is provided under the ST10 offering and is not available as ST80.

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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.