

Commonwealth Office of Technology

Rated Service Description

Open Systems Backup

ST90 Per Gigabyte protected per month

- "protected" is defined as the amount of customer data residing on the COT backup infrastructure (see additional service clarifications section below for more detail).

The ST90 service offering reflects COT's overall responsibility for Open Systems backup support as described below.

ST90 Includes the following **HARDWARE**

All server hardware necessary to support the TSM Enterprise Edition Servers.

All disk systems, tape libraries or tape drives necessary to support the TSM Enterprise Edition Servers.

All hardware necessary to support the backup service is in a COT managed data center.

Media required to accommodate backup volumes.

ST90 Includes the following **SOFTWARE**

TSM Suite for Unified Recovery software cost, necessary to perform backup/restore functions, is included.

ST90 Includes the following **SERVICES**

Maintenance and monitoring to ensure the backup service remains available and fully functional.

Assist agency system administrators, as necessary and responsible, with initially installing and configuring the TSM client on the server to be backed up.

Assist agency system administrators, as necessary and reasonable, with scheduling execution of daily TSM backups for each TSM "node name".

Assist agency system administrators with the initial scheduling of daily backups for each server, if necessary.

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.

ST90 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>

ST90 Additional Service Clarifications

Data protected definition further explained - "the total, cumulative volume of all backed-up data COT is retaining for the customer. For example, assume COT has backed up 20 Gb of data each day, and the customer has requested a retention cycle of 1 year for all of that data. After a full year of backups have been accumulated, the month charges after that full year can be calculated using the formula:

$(20\text{Gb} \times 365) \times \$0.15 = \$1,095 \text{ per month}$ "

The ST90 service is available for Server-class platforms only. Desktops/Laptops are not eligible for TSM backups.

ST90 data is replicated to the Alternate Data Center (ADC). However this does not provide for server capacity at the ADC in the event the Commonwealth Data Center (CDC) is non-operational or reduced capacity. Separate Business Continuity Server capacity must be ordered to restore services at the ADC.

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Restoring files to servers at remote sites is the responsibility of the server/desktop administrator for that particular remote site.

COT uses a standard backup retention management class, but it can be customized if requested.

Backups for z/OS mainframe storage is provided under the ST10 offering, and is not available as ST90.

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.