Commonwealth Office of Technology
Rated Service Description

Unix Server Support Only

UX10 **Per virtual machine - support only - per month**

UX30 **Additional RAM can be allocated at additional cost per 2GB of RAM, per month**

UX40 **Additional CPUs can be allocated at additional cost per virtual CPU, per month**

The UX10 service reflects COT's overall responsibility for UNIX-based servers as described below:

UX10 **Includes the following HARDWARE**

The "support only" model does not include any hardware related costs

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UX10 **Includes the following SOFTWARE**

All software running on a UX10 rated machine must remain at a vendor-supported level at all times.

The "support only" model does not include any OS or software related costs.

UX10 **Includes the following SERVICES**

Initial procurement activities, setup and installation (typically within the confines of the Commonwealth Data Center).

Installation of the Commonwealth-standard UNIX Operating System.

Hardware and operating system software configuration management.

Connectivity to the Commonwealth's private data communications network.

Servers at the Commonwealth Data Center are housed in a secured facility with conditioned power and climate controls.

Continuous monitoring of the Operating System.

24 X 7 X 365 access to the Commonwealth Service Desk.

Support staff is available on-site Monday - Friday, 7:00am to 5:00pm. Personnel are on-call for after-hours emergency support.

UX10 **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 need to complete the COT-F180 form and submit it, 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

UX10 **Additional Service Clarifications**

COT reserves the option to classify any particular server or collection of servers as "Enterprise Class". Enterprise-Class server support rates, terms and conditions are negotiated between COT and the customer agency.

External disk storage is usage-based and billed separately.

Backup and recovery services are available but are not included in the rate.

Disaster Recovery protection is available but is not included in the rate.

Database software license and maintenance costs are not included in the rate, but can be passed-thru to the agency.

Database creation and modification are not included in the rate, but can be performed at the current hourly CS30 rate.

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No application software support or assistance of any kind is included in the rate. Any application software assistance requested for commercial, off-the-shelf applications will be billed hourly at the current CS30 rate (support for Kentucky-developed apps may be billed via the CS10 rate).

COT manages application software changes to production servers via the Change Management process. Non-scheduled and/or emergency application software changes require Emergency Change Management approval. Any changes requiring administrative authority (admin rights to the server) must go through this process.

If an agency initiates an "incident ticket" for a component(s) covered by the rated service, and it is ultimately determined the issue was application-related, COT will bill the agency at the applicable hourly support rate.