

Commonwealth Office of Technology

Rated Service Description

Windows or Linux Physical Server Support

WN10 Per server, per month

Includes server hardware and software licenses *as listed below) up to \$6,000. Customer pays additional costs beyond \$6,000 per server. Server may be leased or purchased, at the discretion of COT.

The WN10 service reflects COT's overall responsibility for Wintel Application/Database Server support as described below:

WN10 Includes the following **HARDWARE**

A Commonwealth-standard, "commodity" server as defined by the Commonwealth Enterprise Architecture Standards. Server must have a minimum of 2 power supplies, 2 network interfaces, and 2 internal hard drives dedicated to the operating system only. If SAN space is requested, 2 dual port HBA cards will be required. All SAN storage will be billed separately at the ST80 rate. Remote site servers (outside of the Commonwealth Data Center) will require a UPS be included as well.

Hardware replacement: The replacement horizon is determined by COT and generally follows a 3-5 year cycle. Replacement specifics are dependent upon initial cost, vendor warranty, system software maintenance fees and/or agency application requirements.

Hardware maintenance costs: If the server hardware warranty has expired and COT elects not to replace the server immediately.

Any hardware upgrades required during the life of the server (CPU, RAM, hard disk, etc.) will be paid for by the customer.

All equipment, whether purchased or leased, is owned by COT. When a server refresh is determined necessary by COT (due to lease expiration or newer technology needed), the refresh cost above \$6,000 per server will again be paid by the customer.

WN10 Includes the following **SOFTWARE**

A single license for the Commonwealth Standard, Windows Operating System, a SCOM license, and a McAfee client license, or for a Red Hat Linux server, a single instance of Red Hat Linux.

WN10 Includes the following **SERVICES**

Initial setup and any required installation activities.

Operating system software configuration management.

Installation of, and upgrades to, the Commonwealth-standard Windows/Linux Operating System.

Intrusion detection and non-application security management.

Connectivity to the Commonwealth's private data communications network.

Secured facility with conditioned power and climate controls within the Commonwealth Data Center.

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 emergency after-hours support

WN10 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 the Server Request form and submit both forms to the Commonwealth Service Desk when you request to initiate this service. These forms can be found at:

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

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WN10 Additional Service Clarifications

COT will evaluate agency business requirements and determine if a virtual server solution is appropriate upon receiving a valid request via the Commonwealth Service Desk.

SAN storage costs are usage-based and billed separately.

Backup and recovery services are available but are not included in the WN-10 rate.

Disaster Recovery protection is available but is not included in the WN-10 rate.

Database creation, modification, and support are not included in the WN10 rate, but can be performed on an hourly basis at the current CS30 rate.

COT oversees application software changes to production servers via the Change Management process. Non-scheduled and/or emergency application software changes require Emergency Change Management approval. In addition, COT reserves the right to bill the agency for COT personnel time associated with emergency changes.

If an agency initiates an "incident ticket" for a component(s) covered by the WN10 service, and it is ultimately determined the issue was application-related, COT reserves the option to bill the agency at the applicable hourly support rate.