

Commonwealth Office of Technology

Rated Service Description

Domain Controller

WN40 Per server, per month

The WN40 service reflects COT's overall responsibility for Wintel Domain Controller Server support as described below:

WN40 Includes the following **HARDWARE**

Hardware for 2 Domain Controllers will be provided for agencies joining the COT Active Directory Forest.

A Commonwealth-standard, "commodity" server as defined by the Commonwealth Enterprise Architecture Standards. Currently being updated to reflect a single or double rack-mountable server, up to two CPU's, 3 - 73 GB hard drives, 2 GB of RAM, and standard accessories.

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. Replacement only applies to the COT furnished hardware.

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

WN40 Includes the following **SOFTWARE**

A single license for the Commonwealth Standard, Windows Operating System

WN40 Includes the following **SERVICES**

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

Installation of the Commonwealth-standard Windows Operating System

Hardware and operating system software configuration management

Scheduled upgrades to the Commonwealth-standard Windows Operating System

Intrusion detection and non-application security 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 emergency after-hours support

WN40 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 as well as the DC Prerequisite form and submit both, along with a valid billing number, 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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WN40 Additional Service Clarifications

Hardware cost for any additional Domain Controllers required will be the responsibility of each agency.

Domain controllers will not be used to house applications. DC devices are dedicated to the service.

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.

Prior to initiation of COT support, the agency will bear all costs associated with initially upgrading and/or replacing any server hardware or software component to comply with Commonwealth architectural standards.

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

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

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.