

Commonwealth Office of Technology

Rated Service Description

Virtual Machine (VM)

WN50 Per virtual machine, per month for a fully managed VM on our "general use" VM farm

(see detail in Services section below)

- **WN60 - Additional RAM can be allocated at additional cost per 2GB of RAM, per month**

- **WN70 - Additional CPU's can be allocated at additional cost per virtual CPU, per month**

The WN services offering reflects COT's overall responsibility for Windows or Linux Virtual Server support as described below:

WN50 Includes the following **HARDWARE**

Systems to house the virtual machine running Windows or Linux - including 1 virtual CPU and 2 GB of addressable, but not guaranteed dedicated RAM. Minimum storage required per VM is 80 GB. 40 GB of storage on the C: drive for operating system use only, and 40 GB of storage on the D: drive for application installation space only. All storage will be billed separately at the ST80 rate.

WN50 Includes the following **SOFTWARE** for a fully managed "general use" VM

A single license with full vendor support for the Commonwealth Standard Windows Operating System, SCOM (System Center Operations Manager) and McAfee client; or for a Red Hat Linux server, a single vendor supported instance of Red Hat Linux.

WN50 Includes the following **SERVICES** for a fully managed "general use" VM

Initial setup and any required installation activities to provide the VM infrastructure

Operating system software configuration management

Installation and support of, and upgrades/patches for 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 and VM infrastructure

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

WN50 To Initiate Service or Report a Problem with this service

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 COT-F045 and submit both 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>

WN50 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.

Disk storage costs are allocation-based and billed separately at the ST80 rate.

Disaster Recovery (DR): Nightly backup and recovery services are available but are billed separately at the ST90 rate.

Business Continuity (BC): BC Service is available but is not included in the WN rates. Servers must be purchased for both CDC and ADC locations for BC service. Billing will reflect two (2) servers but one (1) charge for ST80 storage.

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

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

Application Software assistance: installing, debugging, trouble-shooting, upgrading, or otherwise supporting, application software is available but is not included in the WN rates

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 WN services, and it is ultimately determined the issue was application-related, COT reserves the option to bill the agency at the applicable hourly support rate.