

## Commonwealth Office of Technology Rated Service Description

<b>Enterprise Server Report Storage</b>	<b>Rate</b>
<b>ST40</b> Per 100 Pages Created The ST40 service offers the ability to access tape-based data via the z/OS platform and related applications.	\$0.55
<b>ST40 Includes the following HARDWARE</b> z/OS DASD space required to house the report(s)	
<b>ST40 Includes the following SOFTWARE</b> RDS Software maintenance costs	
<b>ST40 Includes the following SERVICES</b> Initial cataloging of report name and COT billing number via a Commonwealth Service Desk ticket. Access to the report(s) via the Commonwealth-standard z/OS data communications protocol (i.e. KYNET). Assist system administrators with scheduling of daily TSM backup execution for each TSM "node name" if necessary. Report security settings via z/OS-based RDS and FACF security conventions. 24x7x364 access to the Commonwealth Service Desk. Support staff are available on-site Monday - Friday, 7:00am to 6:00pm. Personnel are on-call for after-hours, emergency support.	
<b>ST40 To Initiate Service or Report a Problem With This Service</b> 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 also need to complete and submit the COT-F180 form, 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: <a href="http://technology.ky.gov/Pages/cotForms.aspx">http://technology.ky.gov/Pages/cotForms.aspx</a>	
<b>ST40 Additional Service Clarifications</b> RDS Reports are included as part of the comprehensive z/OS Disaster Recovery methodology. Access to reports outside of z/OS connectivity is not provided.	