

**Commonwealth Office of Technology
Rated Service Description**

Open Systems Storage - Solid State Disk (SSD)	Rate
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ST60	Per Gigabyte allocated per month, (SSD) The ST60 service offering reflects COT's overall responsibility for Open Systems storage support as described below: SAN Data (for example, server storage) is billed as allocated/provisioned to the server.	\$0.60
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ST60	Includes the following HARDWARE Open systems capable storage arrays Fiber Channel directors and switches The customer is responsible for providing HBA cards if they are connecting an agency-owned server to COT's block level storage, via fiber channel directors and switches. Hardware maintenance and replacement costs as required.
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ST60	Includes the following SOFTWARE Multipathing driver for fail-over and load balancing
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ST60	Includes the following SERVICES SAN zoning, LUN provisioning and assignment per COT-F180 requests 24 X 7 X 365 access to the Commonwealth Service Desk Support staff is available on-site Monday - Friday, 8:00am to 5:00pm. Personnel are on-call for after-hours, emergency support
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ST60	To Initiate Service or Report a Problem with this service Please contact the Commonwealth Service Desk: · 24x7 Phone support: 502-564-7576 or 800-372-7434 · Via e-mail at CommonwealthServiceDesk@ky.gov Complete and submit COT-F180 form to the Commonwealth Service Desk with your request to initiate this service. The COT-F180 form can be found here: http://technology.ky.gov/Pages/cotForms.aspx
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ST60	Additional Service Clarifications ST60 Storage for Services is replicated offsite to non SSD based ARRAYS. The ST60 storage rate does not include any backups for fiber-connected servers or VM-connected servers. COT's server administration team will configure backups at the request of the client. The ST60 offering is suitable for high availability storage needs, as well as applications utilizing enterprise data and databases such as SQL Server, Oracle & DB2. Enterprise Server (i.e. z/OS mainframe) storage is provided under the ST10 offering and is not available as ST60. COT oversees all changes to the enterprise via the Change Management process. Non-scheduled and/or emergency changes require Emergency Change Management approval. In addition, COT reserves the right to bill the agency for COT personnel time associated with emergency changes.
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