

Commonwealth Office of Technology Rated Service Description

Enterprise Server Tape Storage		Rate
ST30	Per 10,000 I/O's (i.e. initiated by Read or Write commands) The ST30 service offers the ability to access tape-based data via the z/OS platform and related applications	\$0.75
ST30	Includes the following HARDWARE Tapes necessary to satisfy the Read/Write requests Hardware maintenance and replacement costs as required	
ST30	Includes the following SOFTWARE Not Applicable	
ST30	Includes the following SERVICES 24 X 7 X 365 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.	
ST30	To Initiate Service or Report a Problem with this service Please contact the Commonwealth Service Desk: <ul style="list-style-type: none"> · 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: http://technology.ky.gov/Pages/cotForms.aspx	
ST30	Additional Service Clarifications Disaster Recovery capabilities are not included in the ST30 rate COT's 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.	