

## Commonwealth Office of Technology Rated Service Description

<b>Unix Server Support</b>	<b>Rate</b>
<b>UX10</b> Per virtual server, per month for a fully managed virtual server (AIX or Solaris) with 1 virtual CPU and 2 GB RAM running on COT's physical UNIX hosting infrastructure.	<b>\$635</b>
- <b>UX30</b> - Additional RAM can be allocated at additional cost per 2GB of RAM, per month	<b>\$10</b>
- <b>UX40</b> - Additional CPUs can be allocated at additional cost per virtual CPU, per month	<b>\$20</b>
The UX10 service offering reflects COT's overall responsibility for UNIX Server support as described below:	

**UX10 Includes the following HARDWARE**  
Systems to house the virtual machine running UNIX (AIX or Solaris) - including 1 virtual CPU and 2 GB or RAM. All storage will be billed separately at the ST80 rate.

**UX10 Includes the following SOFTWARE**  
A single Operating System license with full vendor support.

**UX10 Includes the following SERVICES**

- Initial setup and any required installation activities to provide the hosting infrastructure.
- Operating system software configuration management
- Installation and support of upgrades/patches for the UNIX Operating System
- Local user ID and group administration
- Connectivity to the Commonwealth's private data communications network.
- Secured facility with conditioned power and climate controls within the Commonwealth Data Center
- Monitoring of the Operating System and hosting 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.

**UX10 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-F045 form and submit it to the Commonwealth Service Desk when you request to initiate this service. The COT-F045 form can be found here:  
<http://technology.ky.gov/Pages/cotForms.aspx>

**UX10 Additional Service Clarifications**

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 UX rates. Servers must be purchased for both CDC and ADC locations for BC services. Billing will reflect 2 servers.

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

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

## **Commonwealth Office of Technology**

### **Rated Service Description**

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 UX 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.