

Department of Technology Services

UNIX SERVICE OFFERING

BACKGROUND

The Department of Technology Services (DTS) operates dozens of UNIX-based systems to meet the business needs of its customers. The services include providing hardware, operating system software, network connectivity, system operations and resource management. These services are provided for systems owned and operated by the Data Center that reside at DTS. The Department of Technology Services premier offering for UNIX is Solaris operating system on Sun SPARC hardware and AIX operating system on IBM pSeries hardware.

The range of commercial software products that are running on DTS's UNIX service include:

- Oracle DBMS servers,
- IBM UDB servers,
- Sun ONE Web Server,
- SAS,
- Oracle Financials,
- BroadVision,
- Verity,
- Interwoven's TeamSite
- Intersystem's Cache DB (Mumps),
- Lotus Notes,
- IBM Informix

DTS does not provide support for application software that runs on the servers; or for application development tools or application software that runs on any connected client systems. In addition, DTS does not provide support for UNIX systems that do not reside on its computer room floor. DTS does provide space on its floor for client-owned machines for which DTS does not assume operating system and database software responsibility under a different service offering.

SERVICES OFFERED

Operating System Support

DTS provides software licensing and vendor contract administration for all operating system (OS) software, as well as software version upgrades, the application of OS maintenance (patches), end user support, system security and system administration

services. Problem identification, resolution and recovery are included. DTS currently provides Operating System support for SUN/Solaris and IBM/AIX.

System Administration

UNIX system administration of these servers includes account and disk management along with disk backup and restore.

Operational Recovery

Operational recovery services (restoration of service at an off-site location should the DTS center be made unusable) are available for UNIX. Refer to DTS's Operational Recovery service offering for additional detail.

Resource Management

DTS monitors the utilization level for system resources. When system use levels approach predetermined limits, the Data Center will inform the customer of the additional resources that are needed to maintain application performance and allow for customer growth. DTS will provide upgrades as requested or relocate the server to a platform that better suits the customer's requirements.

Network Connectivity

The Data Center provides full network design, implementation, network management and network administration services to its clients. Network costs are specific to the customer and not included in the UNIX monthly rate. Network costs are billed according to the published DTS Billing Rates Schedule.

Availability Monitoring

The Data Center provides server availability and performance monitoring through the use of native tools and third party products.

UNIX BILLING METHODOLOGY

DTS recovers its costs for services through a rate schedule that is based primarily upon one fixed component (a server that identifies the service tier) and three variable components: number of processors; the amount of RAM installed; and the amount of disk space used (measured in gigabytes). Multiple tiers of servers are available, based on the customer's needs (type of application, number of processors, amount of RAM, expected growth). Minimum system configurations differ based on the application that is to run. Rates are subject to change as the cost to provide services changes. A customer's monthly bill will change as additional resources are requested and provided.

Rates for the cost of each environment are available on the DTS web site under Billing Rate Schedule. Servers are provided as a dedicated resource to a customer. Single processor machines are not offered for database usage.

Network costs are specific to the customer and are not included in the UNIX rate structure.

ROLES AND RESPONSIBILITIES

DTS support staff perform the following services:

Hardware/Software support:

- Procurement and contracts
- Installation, maintenance and upgrades
- Problem determination and resolution
- Facilities management

Unix system administration functions:

- User account management
- File system creation
- Configure, monitor and ensure system security, including patch management
- Monitor system performance and make tuning adjustments when necessary
- Capacity planning
- Backup/Recovery services
- Off-site storage of backup tapes
- Operational recovery (Operational Recovery subscription fee applied)

APPENDIX G

**STEPHEN P. TEALE DATA CENTER
BILLING RATES SCHEDULE
UNIX AND AIX PLATFORM SUPPORT SERVICES*
Effective July 1, 2004**

SOLARIS SERVER

The following monthly rates include the acquisition and upgrade of hardware and software, as well as staff support:

	Tier I 1 Processor 512 MB Memory	Tier II 2 - 4 Processors	Tier III 4 - 8 Processors	Tier IV Partitioned System
Base System	\$1,690	\$3,240	\$4,165	\$6,990
Processor	not applicable	\$ 150	\$ 150	\$1,400/2 processors
Memory (per GB)	not applicable	\$ 100	\$ 100	\$ 100
One-Time Setup	\$ 460	\$ 460	\$ 460	\$ 460

AIX SERVER

The following monthly rates include the acquisition and upgrade of hardware and software, as well as staff support:

	Tier I 1 Processor	Tier II 2 Processors	Tier III 4 or 6 Processors	Tier IV 8+ Processors
Base System	\$2,480	\$4,320	\$7,990	\$15,330
Processor	\$ 290	\$ 290	\$ 290	\$ 290
Memory (per GB)	\$ 75	\$ 75	\$ 75	\$ 75
One-Time Setup	\$ 460	\$ 460	\$ 460	\$ 460

UNIX DISK STORAGE (Solaris and AIX)

	Tiers I - IV
Basic Storage** (JBOD, RAID0)	\$15/GB per month
RAID5 Storage	\$20/GB per month
Mirrored Storage (RAID1)	\$25/GB per month

* Rates are subject to change as the overall UNIX and AIX configuration and/or software licensing costs change.

** Not available for database storage.

Current Unix server models:

Sun Servers:

Tier 1: V120

Tier 2: V240, V440

Tier 3: V490, V890

Tier 4: E2900, E6900

AIX:

All Tiers: pSeries p570/p590

For rate purposes:

Core = processor