

Effective July 1, 2017

2017-19 Enterprise Technology Services

| Item | Billable Unit per Month | Rate | General Service Description |
|---|---|------------|--|
| IT Support Services | | | |
| X86 Server | | | |
| Appliance Hosting Services | Per Physical Appliance | \$115.97 | Appliance Hosting Services: Ongoing oversight of the operation of non-standard physical assets owned by others including coordination of subcontract for services such as specialized space, network connectivity, operator services, and Technologist services. Virtual appliances will be assessed CPU, RAM and Storage only. The x86 server environment represents the Windows/Linux computer processing servers. The systems can be standalone or in a shared environment. The x86 server rates for local and remote environments and by physical and virtual servers have been blended into one server instance rate. The definition of remote is any server under ETS's responsibility that is physically not in ETS managed Data Center floor space. -If the host (a server running VMWare) is local, then the charges for the host's dedicated operating system go to overhead, while the customer gets billed for the virtual operating system (guest), virtual CPUs, virtual RAM and storage. -If the host (a server running VMWare) is remote, then the charges for the host's CPU and RAM, go to the customer, along with a charge for each virtual operating system (guest) and allocated storage. |
| Server Instance | Server Instance | \$268.44 | |
| System CPU Resource Allocation | Server Core | \$25.32 | |
| System Memory Resource Allocation | GB Server Memory | \$4.26 | |
| Server Clustering Services | Per Server | \$74.87 | |
| MS SQL Maintenance | GB Server Memory | \$1.81 | |
| Midrange | | | |
| Virtual Operating System Service, iSeries | iSeries Instance | \$3,505.84 | Midrange Systems are systems that run in the UNIX ("AIX") or IBM System i ("iSeries") environment. Rates in Midrange Systems include those for hosted computing as well as for specific services including managed database environments, web application servers, and SFTP services. "UNIX/iSeries Resource per Month" is the rate for CPU or RAM. One resource unit is 0.1 CPU or 4 GB of RAM. These can be charged in fractional units. For instance: 2 GB of RAM is ½ unit. Example: .1 CPU + 4 GB RAM = 2 units The Application Server Service rates include CPU and RAM |
| Virtual Operating System Service, UNIX | UNIX Instance | \$578.30 | |
| System Utilization, iSeries | iSeries Resource Unit | \$768.60 | |
| System Utilization, UNIX | UNIX Resource Unit | \$367.67 | |
| DBMS Service, DB2 on UNIX | DB2 Resource Unit | \$1,130.59 | |
| DBMS Service, Oracle on UNIX | Oracle Resource Unit | \$654.60 | |
| Application Server Service, WebSphere, ColdFusion on UNIX | MB Transferred, WebSphere, ColdFusion on UNIX | \$0.06 | |
| Application Server Service, WebLogic, Oracle on UNIX | MB Transferred WebLogic on UNIX | \$0.35 | |
| Secure File Transfer Service, UNIX | Allocated SFT GB | \$5.94 | |
| Mainframe | | | |
| Batch Processing | CPU Minute | \$28.05 | The Mainframe system collects computer processing data every time a user logs into the computer, executes a job, runs reports, or does queries with online files. Usage information is assigned to an agency based on where the usage information resides, application name, or user name. The unit of measure for mainframe computing is the Computer Processing Unit (CPU) minute, usage data is reported daily. |
| CICS Processing | CPU Minute | \$30.67 | |
| DB2 Processing | CPU Minute | \$55.59 | |
| TSO Processing | CPU Minute | \$28.05 | |
| zVM Guest Instance (Not a current service offering) | zVM Guest Instance | \$1,687.66 | |
| Disaster Recovery Test Environment | Per Scheduled Day | \$4,399.49 | |

| Data Storage | | | | |
|--|-------------------------------------|--|---|--|
| Enterprise Storage | Allocated Enterprise Storage GB | | \$0.13 | Tier 1, 2, & 3 storage has been blended into one Enterprise Storage rate due to increased usage of auto-tiering to manage the environment. NAS (File Server Service) will be billed at the Enterprise Storage rate. |
| Local Attached Storage | Allocated Local Attached Storage GB | | \$0.02 | |
| Mainframe Storage | Allocated Mainframe Storage GB | | \$1.57 | |
| Backup Services | Backup GB | | \$0.02 | |
| Colocation | | | | |
| Data Center Floor Space (Not a current service offering) | Square Foot, Data Center | | \$50.99 | |
| Production Control | | | | |
| Application Monitoring | Coverage Unit | | \$0.01 | Production Services maintains a 24x7x365 physical presence at the State Data Center. Units are updated once a biennium unless a significant change occurs. |
| Enterprise Email | | | | |
| Email and Calendaring - Enterprise | Per Mailbox | | \$3.09 | |
| Mail Hub Service | Email Address per user | | \$2.06 | |
| Data Network Services | | | | |
| LAN Services | Per 12 Ports of a Switch | | \$52.28 | Local Area Network (LAN) charges are based on the total number of ports among all ETS managed switches assigned to the agency (ports in use and disabled). LAN services include the purchase, administration and management of the hardware and IP address management within the Local Area Network. This provides network connectivity within the office, between the point of demarcation at the agency site to desktops, printers and other computing devices. This service does not include cabling. Wireless Services are charged based on the total number of Wireless Access Points (WAPs) assigned to an agency within a Local Area Network (LAN). Wireless Services include the purchase, administration and management of the hardware and IP address management. |
| Wireless Services | Per Device | | \$11.40 | |
| Special Fiberstrand (Not a current service offering) | Per Strand | | \$239.79 | |
| Voice Services | | | | |
| Voice Support | Handset | | \$2.84 | This is not the IBM Project MUSIC charge. It is for ETS support for customers who have not yet migrated from the CenturyLink phone system. |
| Pass-Through Charges, CenturyLink | Handset | | \$23.00 | CenturyLink Basic Service Charge. |
| Pass-Through Charges | | | | |
| Charges on Pass-Through Costs | | | Dollar-for-dollar plus 5% Provisioning fee for Network Services | Network Pass-Through: Network connectivity charges, includes transport costs, taxes, interlata charges, installation and domain registrations. These are charged by the telecommunications vendors and passed on to the customer. A five (5) percent charge is added on to cover managing network telecommunications service contracts, attorney general fees associated with these contracts, and personal services to provision the services. Voice Pass-Through Charges: This rate is passed through dollar-for-dollar by the vendor on services ordered by the agency. Expenses include long distance, TSOs, 800 numbers, repair tickets, and directory listings. Computer Services: dollar for dollar pass-through cost for software, hardware, and professional services. Disaster Recovery: Services obtained through a Vendor Managed Service Contract intended for disaster recovery and business continuity. |

| IT Professional Services | | | | |
|---|----------|--|----------|---|
| Billable Hours | | | | |
| Production Control | Per Hour | | \$78.00 | <p>ETS charges an hourly rate that is based on the area within the organization performing the work: 1. Solutions & Support or 2. Computing.</p> <p>Types of work that are billable are based on the Business Category:</p> <p>1. Consulting Services: IT Professional Services; staff time for specific requests by customers that are beyond the service expectations incorporated in the rate for that service.</p> <p>2. Customer Service Modification/Termination: Modifying, enhancing or terminating a customer's existing service instance(s).</p> <p>3. Customer Service Setup: Customer's initial purchase or new instance of an ETS service offering.</p> <p>4. User Support: Providing "how to" support and training of services for a user rather than a customer/agency.</p> <p>4.a. Mainframe will bill for actual hours each month.</p> <p>4.b. Production Control will bill at a flat rate charge each month based on forecasted usage. Due to the unpredictable nature of the workload and the necessity to provide 24x7x365 shift coverage, time estimates were derived for each task performed by Production Control staff on each shift. These estimates are based on how much time each employee is estimated to spend on the various tasks, and activities to cover their workday. These allocations can fluctuate greatly as batch processing is very cyclical and things like monitoring, after-hours help desk support and incident management activities are all unpredictable. We calculate the number of hours each employee spends on the various activities on a weekly basis, multiplied by 52 for the year, then times 2 for the biennium.</p> |
| Solutions & Support Services: Back-up, Disaster Recovery, Network, Asset Management, Business Relationship, and Project Management | Per Hour | | \$110.00 | |
| Computing Services: Mainframe, Midrange, X86 Server and Infrastructure, Email, and Storage | Per Hour | | \$163.00 | |
| Assessment | | | | |
| Costs | | | | |
| Administrative Support Costs | | | | Includes Administrative costs for the following programs: Asset Management, Business Relationship, Disaster Recovery, Project & Process, Service Operations, Production Control and ETS Administration. |
| Services | | | | |
| Wireless Point to Point | | | | Network LAN |
| Consumer Wireless | | | | Network WAN |
| State Network Access | | | | Network WAN |
| System Monitoring - Internal Resource Facing Only | | | | Service provided by Production Control |