### 2019-2021 Enterprise Technology Services

#### IT Support Services

<table>
<thead>
<tr>
<th>Item</th>
<th>Rate</th>
<th>General Service Description</th>
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</thead>
<tbody>
<tr>
<td><strong>IS Server</strong></td>
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<tr>
<td>Appliance Hosting Service</td>
<td>$40.88</td>
<td>Appliance Hosting Services: Ongoing oversight of the operation of non-standard physical assets owned by others including coordination of subcontract for services such as operated space, network connectivity, operator services, and Technology services.</td>
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<tr>
<td>Server Instance</td>
<td>$159.34</td>
<td>Virtual appliances will be assessed CPU, RAM and storage only.</td>
</tr>
<tr>
<td>System CPU Resource Allocation</td>
<td>$15.00</td>
<td>The x86 server environment represents the Windows/Linux computing processor servers. The systems can be standalone or in a shared environment.</td>
</tr>
<tr>
<td>System Memory Resource Allocation</td>
<td>$4.27</td>
<td>The x86 server environment represents the Windows/Linux computing processors servers. The systems can be standalone or in a shared environment.</td>
</tr>
<tr>
<td>Server Clustering Services</td>
<td>$37.50</td>
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<tr>
<td>MS Sq Sql Maintenance</td>
<td>$71.92</td>
<td></td>
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<tr>
<td><strong>Network</strong></td>
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<tr>
<td>Virtual Operating System Service, UNIX</td>
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<tr>
<td><strong>Virtual Operating System Service, UNIX/Linux</strong></td>
<td>$2,657.72</td>
<td>Managed Systems are systems that run in the UNIX (&quot;Unix&quot;) or IBM System (&quot;Safecore&quot;) environment. Rates in Managed Systems include those for hosted computing as well as for specific services including managed database environments, web application servers, and FTP servers.</td>
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<tr>
<td>System CPU Resource Allocation</td>
<td>$728.89</td>
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<tr>
<td>System Memory Resource Allocation</td>
<td>$622.32</td>
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<tr>
<td>DBMS Service, Oracle on UNIX</td>
<td>$1,194.73</td>
<td>The Application Server Service includes CPU and RAM.</td>
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<tr>
<td>Application Server Service</td>
<td>$61.07</td>
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<tr>
<td>Secure File Transfer Service, UNIX</td>
<td>$60.77</td>
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<tr>
<td><strong>Mainframe</strong></td>
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<tr>
<td>Batch Processing</td>
<td>$23.65</td>
<td>The batch/transaction 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 the number of jobs submitted and the number of user accounts. This measure of mainframe computing is the CPU usage minutes, usage data is reported daily.</td>
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<tr>
<td>CICS Processing</td>
<td>$31.02</td>
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<tr>
<td>DB2 Processing</td>
<td>$36.86</td>
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<tr>
<td>TSO Processing</td>
<td>$23.65</td>
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<tr>
<td>JVM Guest Instance</td>
<td>$714.03</td>
<td>(Not a current service offering)</td>
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<tr>
<td><strong>Data Storage</strong></td>
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<tr>
<td>Enterprise Storage</td>
<td>$0.04</td>
<td>For L, M &amp; S storage has been blended into one enterprise storage rate due to increased usage of auto-tiering to manage the environment.</td>
</tr>
<tr>
<td>Enterprise Storage, Mainframe</td>
<td>$0.04</td>
<td>(File Server Service) will be billed at the Enterprise Storage rate.</td>
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<tr>
<td>Backup Services</td>
<td>$0.055</td>
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<tr>
<td><strong>Colocation</strong></td>
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<tr>
<td>Location Service</td>
<td>$689.36</td>
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<tr>
<td><strong>Enterprise Email</strong></td>
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<tr>
<td>Office 365 Services</td>
<td>$3.24</td>
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<tr>
<td>Mail Hub Service</td>
<td>$1.94</td>
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<tr>
<td><strong>Data Network Services</strong></td>
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<tr>
<td>LAN Services</td>
<td>$47.93</td>
<td>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 dedicated). 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 system and the office, and between the point of demarcation at the agency site to desktops, printers and other computing devices. This service does not include cable.</td>
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<tr>
<td>Wireless Services</td>
<td>$22.47</td>
<td>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.</td>
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<tr>
<td>Special Fiberstrans</td>
<td>$202.26</td>
<td>(Not a current service offering)</td>
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<tr>
<td><strong>Voice Through Charges</strong></td>
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<tr>
<td>Change on Pass-Through Charges</td>
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<tr>
<td>Voice pass-through services expire July 2023</td>
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<tr>
<td><strong>IT Professional Services</strong></td>
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<tr>
<td>IT Professional Services</td>
<td>$135.05</td>
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<tr>
<td><strong>Assessment Costs</strong></td>
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<tr>
<td>Administrative Support Costs</td>
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<tr>
<td>Wirelss Point to Point</td>
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<tr>
<td>Consumer Wireless</td>
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<td>State Network Access</td>
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<tr>
<td>System Monitoring - Internal Resource Facing Only</td>
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</table>

**Note:**
- IT Professionals Services include: 1. Consulting services specific to customer requests that are beyond the service expectations incorporated in the rate for that service 2. Modifying, enhancing or terminating a customer's existing service instance 3. Service Set-up 4. User Support, Mainframe
- Voice pass-through services expire July 2023
- Note: Administrative rates for the following programs: Asset Management, Building Maintenance, Business Relationship, Disaster Recovery, Project & Process, Service Operations, Production Control and ITX Administration.