

Department of  
**MANAGEMENT  
SERVICES**



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## INTRODUCTION

The Florida Department of Management Services Division of State Technology (DST), referred to as the “Service Provider,” operates and maintains the State Data Center (SDC), the State’s Private Cloud. The SDC is an Uptime Institute certified Tier III facility, owned by the State of Florida. The Service Provider provides all customers (“Customers”) with the latest in security, redundancy, and connectivity. To ensure that the SDC operates in a manner consistent with best practices and effectively utilizes equipment and facilities, the Service Provider offers a standard set of services founded on Information Technology Infrastructure Library (ITIL), International Organization for Standardization and the International Electrotechnical Commission (ISO/IEC) 20000 and Project Management Institute (PMI) best practices, designed to add value and support to each Customer’s mission.

In addition to the detailed descriptions to the services listed below, Customers also receive the following benefits:

- Mature change management and service request processes
- ISO/IEC 20000 and ITIL-oriented processes
- Ability to integrate with Customers’ Information Technology Service Management (ITSM) ticketing tools for streamlined service management
- Dedicated Business Relationship Management team (BRM) for customer advocacy
- Self-service customer portal for centralized service level agreement (SLA), service reporting, and requests
- License compliance assistance through Software Asset Management (SAM) tools
- 24/7/365 support for all services
- Access to Disaster Recovery offerings that protect all layers of the application at secondary sites
- Uptime Institute certified, Tier III-built data center facility
- Robust security protections, including Multi-State Information Sharing and Analysis Center (MS-ISAC) security monitoring and global distributed denial of service (DDoS) protection
- Privileged identity management with multi-factor authentication
- Event tracking and auditing through centralized remote host logging
- Capacity management, forecasting, and alerting through enterprise monitoring
- Highly qualified and certified staff, many with vast institutional knowledge of state and customer systems

This Service Catalog, for Fiscal Year 2019-2020, defines each of the Service Provider’s service offerings and the associated service boundaries, and is Attachment A to Customers’ SLAs.

## Allocated Shared Services

The Service Provider's services are divided into the following service areas:

- Backup and Recovery Services
- Cloud Services
- Database Services
- Data Center Facility and Operations Services
- Mainframe Services
- Managed Applications
- Network Services
- Open Systems Services
- Storage Services
- Windows Services
- Direct Service Offerings
- Cloud-Based Custom Support Offerings

## Direct Services

Direct Services are services that benefit a single Customer only and cannot be considered a shared or allocated cost. Examples of Direct Services include services that are not included in the Service Catalog or activities outside the scope of the defined service. While it is expected that some Customers will have specific process, security, and legislative requirements, it is necessary to document all Customer specific requirements in the Customer's Attachment B, (Subscribed Services/Direct Services). Direct Services are contingent on resource availability and require advanced notice to be able to schedule adequate resources to handle the requested out-of-scope work.

## Billing

As a full cost recovery organization, no mark-up or profit is added to the charges assessed for services, as is the case with private sector organizations. The Service Provider will follow the State Data Center Cost-Recovery Methodology described in Rule 74-3.007, Florida Administrative Code (F.A.C.), and the requirements of Title 2-Part 200, Code of Federal Regulations (CFR) ("Uniform Guidance," formerly known as Federal Office of Management and Budget (OMB) Circular No. A-87 or A-21). Customers are billed based on actual services consumed.

Customer agencies are billed one twelfth of their annual appropriation monthly including adjustments when appropriation changes are made during the year. Actual utilization is captured and reported to customers on a monthly basis. Actual costs are reconciled during the True-Up process annually after the close of the fiscal year. Upon completion of the True-Up, all customers will be notified of any adjustments required to balance what was billed to what is actually owed for each service. For customers that receive an appropriation in the General Appropriations Act (GAA), this True-Up amount will be carried forward and applied to the following year's appropriation. Non-state customers that do not receive an appropriation from the State will get a bill for one twelfth of their projected costs with True-Up adjustments applied to future projections.

### **Security Events**

The Service Provider stands ready to assist with any security event investigation and remediation activity to protect the information assets of its Customers. Security events that are outside of the scope of the services offered by the Service Provider, or of a failure to adhere to Service Provider's standards, will be considered a Direct Service.

### **Standard Environment**

The Service Provider has established enterprise architecture standards for hardware, software, and supporting infrastructure hosted at the SDC. These standards include, but are not limited to, requirements for operating systems, storage, security, facilities, cabling, and other elements relating to efficient and effective data center operations. Standards are available for review upon request. All Service Level Targets regarding availability, continuity, security, and capacity are contingent upon systems complying with the established architectural standards.

Deprecated and/or End-of-Service-Life (EOSL) hardware and software no longer receive security patches and lack the latest security improvements and features required to meet common compliance measures and security best practice. As major hardware and software providers drop support for legacy products, so do the satellite vendors providing software and services used to manage, monitor, and backup those products. Many product providers offer only 'best effort' support when installed on deprecated operating system versions; some product providers offer no support at all. For the latest support and compatibility matrix, please contact your

DST Business Relationship Manager (BRM). Costs related to maintaining deprecated and/or EOSL hardware or software that do not meet the standards will be considered a Direct Service.

**Monitoring and Instrumentation**

The Service Provider maintains various monitoring and instrumentation tools to support the delivery of services. In some cases, these tools are available to customers as a “value add” and without service level expectations. As such, the Service Provider may modify, update, patch, and restart these monitoring platforms at any time and without notice. While these changes are processed through the Service Provider’s internal change process, these events may not be visible to your organization. Incidents submitted to the Service Provider instrumentation issues will be excluded from service level calculations and will be handled during business hours. Access requires an Active Directory trust for authentication and is limited to agency staff with the prerequisite skill to appropriately interpret the monitoring data.

**Glossary of Terms**

Term	Definition
Division of State Technology (DST)	A division of the state of Florida’s Department of Management Services, charged with ensuring Floridians’ information and access to government services are protected, increasing government efficiency by continuously improving information technology services, and protecting the state’s investment in large IT projects through project assurance.
Active Directory (AD)	A distributed authentication and directory service implemented by Microsoft for Windows domain networks.
Agreement	A formal document entered into by the Service Provider and the Customer that outlines the terms and conditions, description of services offered and responsibilities of both parties.
Allocated Shared Service	Service Provider services shared by participating Customers.
Backup	Copying data to protect against loss of integrity or availability of the original data.
Bandwidth	In networking, bandwidth is a measurement of bit-rate of available or consumed data communication resources expressed in bits per second or multiples of domain networks.

Term	Definition
Block-based Storage	A traditional storage architecture where data is managed as blocks within sectors and tracks and abstracted by a file system or database management system for use by applications and end users. Block-based are typically seen where higher input/output (I/O) requirements are required.
Business Day, Business Hours	<p>The Service Provider's business days and hours are defined as Monday through Friday, excluding applicable holidays from 7am ET to 6pm ET.</p> <p>The Service Provider's Hours of Operations are 24 hours per day, 7 days per week, 365 days per year, including holidays.</p>
Change	The addition, modification, or removal of anything that could have an effect on IT services.
Change Management	The process responsible for controlling the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services.
Cloud Computing	Same meaning as provided in Special Publication 800-145 issued by the National Institute of Standards and Technology. Cloud computing is a model for enabling ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (e.g., networks, servers, storage, applications, and services) that can be rapidly provisioned and released with minimal management effort or service provider interaction.
Configuration Items (CI)	Any element that needs to be managed and controlled in order to ensure the successful delivery of a service or services. CIs can vary quite a bit. Examples include software elements such as applications, systems, and modules; and hardware elements such as computers, tools, equipment, furniture, and buildings. CIs can also include documents such as drawings, photographs, plans, policies, procedures, manuals, contracts, licenses, and agreements.
Configuration Management Database (CMDB)	A configuration management database stores data about the attributes of configuration items and the relationships between these items. It is used to control items and to track how they change throughout their lifecycle.
Customer	The entity that receives services from the Service Provider; the entity that agrees to the terms of this Agreement.

Term	Definition
Customer Information Control Systems (CICS)	A family of application servers and connectors that provides industrial-strength, online transaction management and connectivity for mission-critical applications.
Customer Resource Forest	The hierarchical Active Directory structure managed by the Service Provider designed to host managed servers and to segregate network traffic based on security zones.
Database	An organized collection of data.
DB2	A family of database server products that support the relational model or object-relational features and non-relational structures in a particular encoding document.
Direct Service	Service Provider services that benefit a single Customer only and cannot be considered a shared or allocated cost. Examples include services that are not included in the Service Catalog or activities outside the scope of the defined service.
Disaster	A natural, man-made, or technological hazard resulting in an event of substantial extent causing significant physical damage or destruction or drastic change to the environment.
End of Service Life (EOSL)	All support, including both primary and extended, will no longer be offered by the Original Equipment Manufacturer.
Exceptions	Exceptions to the standard service (i.e., no backup, administrative access granted, etc.); can be part of the service request to build the server/service and requires approval from the Service Provider before being granted.
FICON I/O Channel	A fibre-channel communication protocol designed for IBM mainframe computers and peripherals.
Information Management System (IMS)	IMS, database and transaction management system.
Incident	An unplanned interruption to an IT service or reduction in the quality of an IT service.
Issue	An important topic or problem for debate or discussion.
Load Balancing	A computer networking method for distributing workloads across multiple computing resources, such as computers, a computer cluster, network links, central processing units or disk drives. Load balancing aims to optimize resource use, maximize throughput, minimize response time, and avoid overload of any one of the resources.

Term	Definition
Maintenance Windows	Allotted time in which the Service Provider and the Customer agree that maintenance can be performed on a Customer's managed systems that are housed within the State Data Center.
Malware Protection	Security protection which includes any type of software program designed to prevent, detect, and remove malicious software ("malware") on IT systems, as well as individual computing devices.
Object-based Storage	Storage architecture that manages data as objects, as opposed to other storage architectures like file systems which manage data as a file hierarchy and block storage which manages data as blocks within sectors and tracks. Each object typically includes the data itself, a variable amount of metadata, and a globally unique identifier. Targeted at lower I/O unstructured data - and typically less expensive than block-based storage – the Service Provider's implementation of object-based storage offers greater namespace scalability, period snapshot that eliminate the need for the Data Protection service, client-side self-service file restoration through the native Windows Previous Versions client, and multi-protocol access for development activities, among other benefits.
Operating System (OS)	A collection of software that manages computer hardware resources and provides common services for computer programs.
Oracle Database	An object-relational database management system produced and marketed by <a href="#">Oracle Corporation</a> .
OS Platform Management	Management of the operating system and all associated DST systems that support the security, management, and infrastructure for the operating system to comply with the desired configuration standards.
Parties	The Service Provider entity and the Customer entity authorized to agree to, act upon and abide by the terms of this Agreement.
Patch	A piece of software designed to update a computer program or its supporting data, to fix or improve it. This includes fixing security vulnerabilities and other defects and improving the usability or performance.
Platform	A group of technologies that are used as a base upon which other applications, processes or technologies are developed.

Term	Definition
Responsible, Accountable, Consulted, and Informed (RACI) Matrix	A responsibility assignment matrix (RAM), also known as RACI matrix or linear responsibility chart, describes the participation by various roles in completing tasks or deliverables for a business process.
Redundant Array of Independent Disks (RAID)	A data storage technology that combines multiple disk drive components into a logical unit for the purposes of data redundancy and performance improvement.
Recovery	Returning a configuration item or an IT service to a working state. Recovery of an IT service often includes recovering data to a known consistent state. After recovery, further steps may be needed before the IT service can be made available to the users (restoration).
Recovery Point Objective (RPO)	Describes the acceptable amount of data loss measured in time. The RPO is the point in time to which data must be recovered as defined by the Customer. This is generally a definition of what a Customer determines is an "acceptable loss" in a disaster situation.
Recovery Time Objective (RTO)	The duration of time and a service level within which a business process must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity. It includes the time for trying to fix the problem without a recovery, the recovery itself, tests and the communication to the users.
Scheduled Availability	The number of minutes in a month minus planned downtime.
Service	A means of delivering value for the Customer by facilitating results the Customer wants to achieve. The term 'service' is sometimes used as a synonym for core service, IT service or service package.
Service Desk	The first point of contact between the Service Provider and the Customer. The Service Provider's Service Desk receives Customer incidents, service requests, billing inquiries, general inquiries and changes.
Service Request	A formal request from the Customer for something to be provided - for example, a request for information. Service requests may initiate a change request as part of fulfilling the service request.
Snapshot (storage)	The state of a computer system at a particular point in time. It can refer to an actual copy of the state of a system or to a capability provided by certain systems.
Storage Area Network (SAN)	A dedicated network that provides access to consolidated, block level storage.

<b>Term</b>	<b>Definition</b>
Structured Query Language (SQL)	A special-purpose programming language designed for managing data held in a relational database management system.
Time Sharing Option (TSO)	Allows creating an interactive session with IBM z operating systems.
Virtualization	The creation of a virtual (rather than actual) version of something, such as an operating system, a server, storage device, or network resources.

BACKUP AND RECOVERY SERVICES

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
<b>Data Protection Service</b>	Gigabytes Written/Month	% of Service Use	95% of scheduled backup jobs being serviced by the Service Provider's standard backup environment will be successful in a monthly period	1 business day (following approval of service order and independent of other services)	<p>Provides backup of protected Customer data for the purpose of system and data recovery (not records retention), and data protection reporting for Customer visibility. The Service Provider will plan, schedule, and implement standard backup and recovery processes. The retention period for backup data is 6 weeks for scheduled backups. All backups are retained off-site in a secured facility, using either encrypted tape transport services or encrypted data replication. Restoration for system recovery within the 6-week retention timeframe is included in this service.</p> <p>Customers may request additional retention beyond 6 weeks by subscribing to the Data Archival Service.</p>
<b>Data Archival Service</b>	Gigabytes Stored/Month	% of Service Use	95% of scheduled archive jobs of supported operating systems will be successful in a monthly period	1 business day (following approval of service order and independent of other services)	<p>Provides long-term retention of Customer data beyond the native six weeks included in the Data Protection Service (or the native object-based snapshot retention period) to meet various compliance or business requirements. Retention increments are in periods of 6 months and must be specified on a per-CI basis. Archives may take the</p>

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
					form of storage to tape, on-premises disk, or cloud-based storage services.  Restorations will be considered a Direct Service.

**Service Level Commitment**

The Service Provider is committed to meeting a 95% success rate for scheduled backup jobs being serviced by the Service Provider’s standard backup environment in a monthly period.

Note: Interdependencies on other services may affect a specific service’s performance metrics.

The Service Provider will distribute standard data protection reports demonstrating service target success. Reports shall be generated and distributed to Customer-provided contacts in the form of a target e-mail distribution list and distributed by one or multiple methods and formats including: e-mail, html, and raw .csv data. Custom data protection reports with Customer-Specific requirements are available upon request.

**Data Protection Service**

The Data Protection Service provides scheduled backups of customer data contained within the SDC and on supported managed or co-location (co-lo) operating systems within the designated backup window. The Service Provider’s Enterprise Data Protection System has been architected to separate backup communication from production communication whenever possible to ensure overall system performance, reliability, and efficiency. Data is retained online for 6 weeks and replicated to an off-site facility within 24 hours.

Systems that cannot meet the backup window due to data volume size or network design limitations will be communicated with the Customer and options discussed to bring any deficits into compliance in order to protect systems within the standard window.

Customer-managed applications outside of the Service Provider’s service offerings (such as Active Directory, SharePoint, Exchange, IIS and some databases), may require special backup handling for increased restore granularity or recoverability. Agencies installing

these applications must declare their use so that appropriate backup plans and orchestration can be put in place. While the Service Provider stands ready to assist with the restoration of any data protected by the Data Protection Service, restoration SLAs for those specific applications will not be honored in cases where those pre-arrangements have not been made.

Under certain circumstances, the Service Provider may grant exceptions to exclude data from backups. Customers may submit exception requests by submitting a service request through the Service Provider's Service Desk or via the Customer's Portal.

Legacy backup systems will be maintained at best effort and will be migrated to the Service Provider's standard Data Protection Service System to ensure continuous improvements in data protection and ensure the highest level of service. Customers with legacy backup systems protecting remote data outside of the SDC are encouraged to replicate data to systems hosted at the SDC facility where backup SLAs apply.

Service includes an annual audit and review with the customer of all systems targeted for backup. The Service Provider will conduct random data restores to validate recoverability, in addition to the daily exercise the backup system receives per routine operations. All customers will receive daily reports showing backup summary and status, to ensure proper recoverability.

DST will retain backups for decommissioned servers up to the period of time specified by the backup service (Data Protection or Data Archival) subscribed to for each server.

### **Data Restoration**

The Data Protection Service is intended for the purpose of data recovery, not records retention, data archive, or disaster recovery. As such, the Customer is responsible for any costs associated with data retention beyond what is included in this service.

All data restores will be directed to an alternate, pre-determined restore destination for movement by Customer staff to the originating file location. Excessive restore requests (defined as greater than ten restore requests per 100 managed servers per month) will be considered a Direct Service.

Restore requests for data within the standard retention period will be serviced during normal business hours. Request for restores during the Direct Services Window will be considered a Direct Service. Request for restores during the Direct Services Window must include an after-hours point of contact name, email address and phone number to validate the completed work.

In addition to the standard information required to open a support incident, all restore requests must include the name of the folder(s) and/or file(s) to be restored, the file share or host (server) name, and the date to which the file should be restored. Time spent by the Service Provider's staff to identify, search or locate data without this detail will be considered a Direct Service.

Due to data size and associated bandwidth requirements, the Service Provider does not guarantee that backups will be scheduled on a particular day or that they will be completed within scheduled backup windows. For these same reasons, data restoration times cannot be guaranteed. The Service Provider is not responsible for backup or recovery failures caused by customer maintenance or limitations introduced by customer-owned infrastructure.

*Note: Customer entities are cautioned that the Data Protection Service should not be used as an alternative to, or a substitute for, proper records archiving pursuant to section 257.36, Florida Statutes. The backup of data by the Service Provider is intended to assist only in recovery from infrastructure failures or human errors. Because backups traditionally utilize a point-in-time technology, it is not possible to guarantee that records have not been altered or destroyed. Accordingly, the Service Provider cannot guarantee compliance with applicable records retention requirements of the Department of State's Division of Library and Information Services. Public records may be disposed of only in accordance with the Division's records retention schedules.*

## Direct Services

Examples of Backup activities that will be a Direct Service to the Customer include:

- Custom job configurations for recurring backups that deviate from the standard retention schedule and any additional maintenance, tracking, and intervention associated with the non-standard jobs.
- Customer requested backups or system snapshots for customer driven events such as major application changes, code deployments, or other upgrades.

Direct Services are contingent on resource availability. The Service Provider requires advance notice to be able to schedule adequate resources to handle the requested out-of-scope work.

## Data Archival Service

The Data Archival Service provides long-term retention of Customer data beyond the native six weeks included in the Data Protection Service to meet compliance or business requirements identified by the Customer, and may take the form of storage to tape, on-

premises disk, or cloud-based storage services. Data for the service originates from the monthly set of regularly scheduled backups. This service must be specified on a per-CI basis with retention specified in six-month increments.

Restorations will be considered a Direct Service.

Requests for restores during the Direct Services window must include an after-hours point of contact name, email address and phone number to validate the completed work.

In addition to the standard information required to open a support incident, all restore requests must include the name of the folder(s) and/or file(s) to be restored, the file share or host (server) name, and the date to which the file should be restored. Time spent by the Service Provider’s staff to identify, search or locate data without this detail will be considered a Direct Service.

DST will retain backups for decommissioned servers up to the period of time specified by the backup service (Data Protection or Data Archival) subscribed to for each server. Data Archival service can persist beyond the termination of a server.

It is expected that Customers will make DST aware of those scenarios where archive data associated with a server needs to be purged. In absence of that notification, data retained in the archive service after a server is decommissioned will remain in archive for the duration of the declared archival time period. Requests to forcibly expire data prior to the declared archival period will be considered a Direct Service.

**Maintenance and Support Windows**

Backup and Recovery Services support windows are outlined in the tables below.

<b>Maintenance and Support Windows</b>		
<b>Standard Times</b>	<b>Time of Occurrence</b>	<b>Description of Maintenance Activities to be Performed</b>
Normal Business Hours/ Window	Monday - Friday 7:00 AM – 6:00 PM (ET)	Backup technicians are scheduled during this time to fulfill service requests and troubleshoot incidents. Priority 3 and 4 issues will be worked within this

Maintenance and Support Windows		
Standard Times	Time of Occurrence	Description of Maintenance Activities to be Performed
		window. Priority 1 and 2 issues are also worked during this window and are continuously worked until resolved. Changes may be executed during this time, following the Service Provider's change and release management processes.
Standard Maintenance Window	Monday - Friday 7:00 AM – 6:00 PM (ET)	Normal maintenance, changes, and system enhancements will be performed during this time.
Direct Services Window	Monday - Friday 6:00 PM - 7:00 AM (ET)  Saturday, Sunday, and State Holidays: All day	Service or change requests initiated by the Customer during this window will be considered a Direct Service.

## Roles and Responsibilities

General roles and responsibilities for this service are defined in the following RACI responsibility matrix below.

1. **Responsible (R)** - Those who do the work to achieve the task. There is typically one role with a participation type of responsible, although others can be delegated to assist in the work required.
2. **Accountable (A)** - (also approver or final approving authority) - The one ultimately answerable for the correct and thorough completion of the deliverable or task, and the one from whom responsible is delegated the work. In other words, an accountable

must sign off (approve) on work that responsible provides. There **must** be only one accountable specified for each task or deliverable.

3. **Consulted (C)** - (sometimes counsel) - Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication. Consultation prior to event/decision typically done through Change Management.
4. **Informed (I)** - Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.

Backup and Recovery Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
1	Inform customer of change requests.	C	I	R	A
2	Inform customer of incidents or issues.	C	I	R	A
3	Ensure all backup processes are accurately and timely completed.	C	I	R	A
4	Monitor services 24 hours a day, 7 days a week.	C	I	R	A
5	Provide offsite replication or media transport of protected data.	C	I	R	A
6	Purchase and maintain all data protection components and licenses necessary to maintain standard service.			CI	RA
7	Provide precise file location (host name, share name, and file name) for the restore requests.	R	A	I	
8	Provide customer contact information (name, phone, email address) for after-hours or high priority restore requests.	R	A	I	

Backup and Recovery Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
9	Provide a named individual authorized to grant exception requests when the alternate restore location is not used during requested restores.	C	RA	I	
10	Conduct annual backup audits.	C	I	R	A
11	Provide offsite replication or media transport of protected data.	C	I	R	A
12	Ensure compliance with State retention schedules. This includes the recovery of such data for backup systems no longer maintained or integral to the Service Provider's standard environment.		RA		
13	Provide standard data protection reports demonstrating service target results.	C	I	R	A
14	Provide contact distribution list(s) for standard data protection reports.	R	A	I	
15	Provide custom data protection reports per Customer specific requirements.	C	I	R	A
16	Provide requirements for custom data protection reports.	R	A	I	C
17	Provide connectivity and administrative-level user access to protected servers as required to provide Data Protection Services.	R	A	C	I

Backup and Recovery Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
18	Recognize, mitigate and potentially accept risks associated with maintaining deprecated/EOSL operating systems, software, and hardware.	R	A	C	I

## CLOUD SERVICES

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
<b>Enterprise Vault (EV) Cloud</b>	User/Month	% of Service Used	Provided by vendor.	Contact agency assigned BRM.	Provides Customers access to Symantec's EV Cloud services at a reduced rate due to volume discounts. This provides for robust e-mail archiving, search, and discovery.
<b>Azure (Microsoft Compute Cloud Offering)</b>	Costs are billed directly to the customer based on usage.	Actual usage computed by Azure	Negotiated at contract within limits of vendor's service offering.	Contact agency assigned BRM.	This service includes Azure compute, storage, and application services as defined by Microsoft's service catalog. Charges associated with agency usage of 3 <sup>rd</sup> party cloud resources beyond the forecasted budget will be the responsibility of the agency.

### Service Level Commitment

The Service Provider is committed to meeting the performance metrics for Cloud-based Services. Reference the individual service definitions above for specific service availability.

Note: Interdependencies on other services may affect a specific service's performance metrics.

### Cloud Service Offerings

Please see the Cloud-Based Custom Support Offerings section for additional details. DST also provides consulting, design, migration, deployment, and maintenance services across a variety of cloud platforms and providers, leveraging DST's qualified and certified subject matter experts. As part of DST's managed cloud offerings, DST provides architecture, design, and planning activities intended to augment security and compliance needs, support interoperability, and facilitate long-term enterprise solutions. As a certified reseller of AWS, Microsoft Cloud, Google Cloud, and the State Data Center's premier Tier III certified private cloud, DST

adds value by providing application rationalization and cloud-readiness assessment, multi-acquisition options, secure templates, discounted billing, access to billing optimization tools, and service portal support. As a full cost-recovery entity, budget allocations are set in advance by the Legislature. As such, some cloud-based consumption may be limited by available budget. However, DST does offer multiple cloud-based offerings that can be found in the Cloud-Based Custom Support Offerings section of this document.

### Maintenance and Support Windows

Cloud-based Services support windows are outlined in the table below.

Maintenance and Support Windows		
Windows	Time of Occurrence	Description of Activities to be Performed
Normal Business Hours/ Window	Monday through Friday 8:00 AM – 5:00 PM (ET)	Business office staff will be available during these hours to assist customer with contract-related issues.

### Roles and Responsibilities

General roles and responsibilities for this service are defined in the following RACI responsibility matrix below.

1. **Responsible (R)** - Those who do the work to achieve the task. There is typically one role with a participation type of responsible, although others can be delegated to assist in the work required.
2. **Accountable (A)** - (also approver or final approving authority) - The one ultimately answerable for the correct and thorough completion of the deliverable or task, and the one from whom responsible is delegated the work. In other words, an accountable must sign off (approve) on work that responsible provides. There **must** be only one accountable specified for each task or deliverable.
3. **Consulted (C)** - (sometimes counsel) - Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication. Consultation prior to event/decision typically done through change management.
4. **Informed (I)** - Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.

Cloud-based Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
1	Understand and identify appropriate license and utilization requirements.	R	A	C	I
2	Establish and maintain purchase requisitions for requested services in customer specified quantities.	C	I		R/A
3	Monitor service utilization to ensure budget compliance.	R	A	C	I
4	Manage user access and service changes (including user adds/removes/deletes).	R	A		
5	Monitor performance and escalate issues to third-party service providers' technical support.	R	A		
6	Verify accuracy of third-party invoices on a timely basis and attest to services received, per section 215.422, Florida Statutes.	R	A	C	I
7	Appropriately configure and utilize services to protect state assets and comply with applicable state and federal security rules and best practices.	R	A	C	I
8	Ensure adherence to customer-specific compliance requirements and security rules.	R	A	C	I

DATABASE SERVICES

Service Name	Billable Unit	Billing Methodology	Service Targets (monthly)	Estimated Delivery Time	Service Description
<p><b>Oracle Services</b></p>	<p>Oracle Resource Units (ORU)/Month</p>	<p>% of Service Use</p>	<p>Each Oracle standalone database will be available 99.5% of the scheduled availability in a monthly period of the Service Provider's database supporting infrastructure (network, servers).</p> <p>Each Oracle RAC cluster will be available 99.9% of the scheduled availability in a monthly period of the Service Provider's supporting infrastructure (network, servers).</p> <p>Actual scheduled availability (minutes) minus reported downtime (minutes)</p>	<p><b>Oracle Resource Units:</b></p> <p>Delivery time for Oracle Resource Unit changes is 1 business day. Delivery time is dependent on an available maintenance window for the server in addition to CPU/Memory /Storage resource and Oracle license availability (following approval of service order and independent of other services).</p> <p><b>New Oracle Instance:</b></p> <p>Delivery time for a new Oracle instance on an existing DST Managed Server is 5 business days (following approval of service order and independent of other services). This time does not include build time for an Open Systems Server.</p>	<p>Provides physical database management of Oracle-based databases and Oracle RAC clusters hosted at the SDC or at selected remote sites. Service includes installation, configuration, Oracle database and diagnostics license maintenance, 24x7 performance monitoring, 24x7 availability monitoring by Operations and quarterly Oracle security patch deployment for supported versions. Selected critical workload deployment is available to accelerated hyper-converged, purpose-built database appliances, hosted both on-premises and in the cloud.</p>

Service Name	Billable Unit	Billing Methodology	Service Targets (monthly)	Estimated Delivery Time	Service Description
			divided by scheduled availability (minutes).		
<b>Oracle Storage Service</b>	Maximum Gigabytes Utilized per Month	% of Service Use	<p>Storage for each standalone Oracle database will be available 99.5% of the scheduled availability in a monthly period of the Service Provider's supporting infrastructure (network, servers, storage area network (SAN) arrays, Fiber Channel switches).</p> <p>Storage for Oracle RAC cluster instance will be available 99.9% of the scheduled availability in a monthly period of</p>	<p>For workload provisioned on converged infrastructure, delivery time for Oracle Storage is dynamic with the growth of the database, or concurrent with the build time associated with a newly provisioned database instance.</p> <p>Legacy database builds deployed on file systems require 2 business days (following approval of service order and independent of other services).</p> <p>Delivery time for legacy database builds will be dependent on an available maintenance window for the server in addition to CPU/Memory/Storage resource and Oracle license availability.</p>	<p>Provides management of the underlying automatic storage management (ASM) and filesystem-based storage environments servicing Oracle databases hosted at the SDC or at selected remote sites. Service includes 24x7 performance monitoring, 24x7 availability monitoring, and quarterly Oracle security patch deployment for supported versions.</p>

Service Name	Billable Unit	Billing Methodology	Service Targets (monthly)	Estimated Delivery Time	Service Description
			<p>the Service Provider's Cluster supporting infrastructure (network, servers, SAN arrays, fiber channel switches).</p> <p>Actual scheduled availability will be reported within the Database Performance Metric.</p>		
<p><b>DB2 For LUW (UDB) Services</b></p>	<p>Processor Value Unit (PVU) per month</p>	<p>% of Service Use</p>	<p>Each DB2 For LUW database will be available 99.5% of the scheduled availability in a monthly period of the Service Provider's database supporting infrastructure (network, servers).</p> <p>Actual scheduled availability (minutes) minus reported downtime (minutes)</p>	<p>5 business days (following approval of service order and independent of other services).</p> <p>This time does not include the build time for an Open Systems server.</p>	<p>Provides physical database management of DB2 for Linux, UNIX, and Windows (LUW)-universal based databases (UDB) hosted at the SDC or at select remote sites. Service includes installation, configuration, DB2 for LUW (UDB) database and diagnostics license maintenance, 24x7 performance monitoring, 24x7 availability monitoring by Operations and scheduled DB2 for LUW (UDB) security patch deployment coordinated with Customers.</p>

Service Name	Billable Unit	Billing Methodology	Service Targets (monthly)	Estimated Delivery Time	Service Description
			divided by scheduled availability (minutes).		This service is provided for existing subscribers only.
<b>SQL Managed Instance</b>	Instances/Month	% of Service Use	<p>Each SQL instance will be available 99.5% of the scheduled availability in a monthly period of the Service Provider's database supporting infrastructure (network, servers).</p> <p>Availability for clustered instances will be 99.9%.</p> <p>Actual scheduled availability (minutes) minus reported downtime (minutes) divided by scheduled</p>	5 business days (following approval of service order and independent of other services).	Provides physical database management of Customer SQL Server databases at DST-managed data centers, third party co-location hosting facilities, or with cloud providers. Service details may vary depending on location, provider and/or services requested. Service includes SQL Server installation, configuration, troubleshooting, SQL backup job management, 24x7 monitoring, and Service Pack deployment.

Service Name	Billable Unit	Billing Methodology	Service Targets (monthly)	Estimated Delivery Time	Service Description
			availability (minutes).		
<b>SQL Capacity Unit</b>	Capacity Units (CU)/Month	% of Service Use	This service was born out of a need for cost allocation and is not a measurable service.	3 business days (following approval of service order and independent of other services). Adding or removing capacity units may require a server reboot. Delivery time for these changes will be dependent on an availability maintenance window for the server.	Provides processing capacity as required to support the associated SQL Managed Instance. SQL CUs are sold in quantities of processing power, specifically gigabytes of random access memory (RAM) and gigahertz (GHz) of central processing unit (CPU). The CU count for a SQL server is equal to the Windows CU for the hosting of Windows Managed Server.

**Service Level Commitment**

Oracle Standalone database, DB2 for LUW (UDB), and SQL Services databases – Excluding scheduled maintenance time for each database or instance and all infrastructure services required to support each database or instance, the service will be available 99.5% of the scheduled time. This is scheduled availability. Service will comply with the Service Provider’s change and release management processes, which include client notification.

Oracle real application clusters (RAC) – Excluding scheduled maintenance time for the cluster instance and all infrastructure services required to support the cluster instance, the RAC cluster service will be available 99.9% of the scheduled time. This is scheduled availability. Service will comply with the Service Provider’s change and release management processes, which include client notification.

Note: Interdependencies on other services may affect a specific service’s performance metrics.

## Oracle Service

The Oracle Services consist of Customer Oracle databases or clustered instances residing on servers located at the Service Provider's facility or at select remote sites, managed at the database (and instance for RAC clusters) level, and includes applying Oracle security patches received quarterly from Oracle for supported versions.

This service provides for the use of a fully managed dedicated Oracle database or clustered instance. Each Oracle database or clustered instance requires the Oracle Storage Service in support of the Oracle database or clustered instance. Service includes physical database management.

Physical database management and support includes:

1. Physical administration of database objects (e.g., creation of a database, creating and dropping table space, etc.).
2. Database software installation and implementation.
3. Database migration (upgrades) to supported database versions (coordinated with the Customers).
4. Application of database software patches and vulnerability scanning.
5. Maintenance of the database tuning parameters.
6. Database instance backup and recovery.
7. Management of the database administrative rights (coordinated with the Customers).
8. System level inter-database connectivity.
9. 24/7/365 on-call support for production environment.
10. 24/7/365 database monitoring.
11. Database license management.
12. RAC cluster instance and services administration.

Logical database management is available based on staff availability and will incur Direct Service charges.

## Oracle Database Licensing

Appropriate Oracle licensing is required for this service. Licenses may be transferred from the Customer to the Service Provider or purchased by the Service Provider on the Customer's behalf. The Oracle Database Service includes maintenance costs for the Oracle Database, Diagnostic and Tuning Pack licenses, but no other Oracle database licenses. All Oracle database licenses and maintenance costs for licenses, other than those included in the service, will be considered Direct Services. In addition, the Oracle Database Service

does not include any costs for extended lifecycle maintenance. Customers requiring extended maintenance must contract for such through the Service Provider and will be assessed direct costs.

### **Oracle Storage Service**

Oracle Storage Services consists of Oracle automatic storage management (ASM) instances and filesystem resources residing on servers located at the Service Provider's facility or at select remote sites, managed at the ASM instance or database level. This service includes applying Oracle security patches received quarterly from Oracle, for supported versions of ASM.

This service provides storage resources for dedicated Oracle databases and RAC cluster instances. Each Oracle database or RAC clustered instance requires the Oracle Storage Service in support of the Oracle database or RAC clustered instance.

Physical ASM/GI instance and filesystem management and support includes:

1. Physical administration of ASM instance and storage objects (e.g., creation of an ASM instance, creating and dropping table space, etc.).
2. ASM/GI software installation and implementation.
3. 24/7/365 on-call support for production environment.
4. 24/7/365 ASM instance and filesystem monitoring.
5. ASM license management.

### **Oracle Storage Licensing**

Appropriate Oracle licensing is required for this service. Licenses may be transferred from the Customer to the Service Provider or purchased by the Service Provider on the Customer's behalf.

### **DB2 for LUW (UDB) Service**

DB2 for LUW Services consists of Customer DB2 for LUW databases residing on servers located at the Service Provider's facility. Managed at the database level, this service includes applying DB2 for LUW security patches on vendor supported versions of the software. This service is provided for existing subscribers only.

This service provides for the use of a fully managed and dedicated DB2 for LUW database. Each DB2 for LUW database requires managed server, capacity unit, network connectivity, storage and backup services in support of the DB2 for LUW database. Service

includes physical database management; logical database management is available based on staff availability and will be considered a Direct Service.

Physical database management and support includes:

1. Physical administration of database objects (e.g. creation of a database, creating and dropping tablespace, etc.).
2. Database software installation and implementation.
3. Database migration (upgrades) to supported database versions (coordinated with the Customers).
4. Application of database software patches and vulnerability review scanning.
5. Maintenance of the database configuration parameters.
6. Database system performance tuning.
7. Database instance backup and recovery.
8. Management of the database administrative rights (coordinated with the Customers).
9. System level inter-database connectivity.
10. 24/7/365 on-call support for production environment.
11. 24/7/365 database monitoring.
12. Database license management.

### **DB2 for LUW Database Licensing**

Appropriate DB2 for LUW licensing is required for this service. Licenses may be transferred from the Customer to the Service Provider or purchased by the Service Provider on the Customer's behalf. The DB2 for LUW Database Service includes the maintenance costs for the DB2 for LUW Database license. All new DB2 for LUW database licenses and maintenance cost for licenses, other than those included in the service, will be considered a Direct Service. In addition, the DB2 for LUW database service does not include any costs for extended lifecycle maintenance. Customers requiring extended maintenance must contract those services through the Service Provider and will be assessed direct costs.

## SQL Managed Instance

The SQL Managed Instance provides physical layer management of Customer SQL Server database instances residing on servers located at the Service Provider's Tier III facility or at select remote sites (service details may vary depending on location, provider, and/or services requested). Customers may provision multiple databases within a single SQL instance and may have multiple SQL instances on standalone Windows servers or on multiple servers in a SQL Cluster. In some configurations, the SQL Cluster can be stretched to other data centers for additional high availability options and disaster recovery.

This service provides for the use of a fully managed and dedicated Microsoft SQL Server instance. The SQL Server instance requires Windows Managed Server, Windows Managed Server Capacity Unit, SQL Capacity Unit, Network Unit, Storage and Data Protection services in support of the SQL Managed Instance.

This service includes the following:

1. Physical administration of SQL Server.
2. SQL Server software installation and implementation.
3. SQL Server migration (upgrades) to supported SQL Server versions (coordinated with the Customers).
4. Application of SQL Server software patches and vulnerability scanning.
5. Maintenance of the instance parameters.
6. SQL Server backup and recovery.
7. Management of the SQL Server administrative rights (coordinated with the Customers).
8. System level inter-database connectivity.
9. 24/7/365 on-call support for production environment.
10. 24/7/365 SQL Server monitoring.
11. SQL Server license management in accordance with the SQL Capacity Unit Matrix (below).
12. SQL Server licenses when the server is hosted within the Service Provider's enterprise virtual infrastructure in accordance with the SQL Capacity Unit Matrix (below).
13. Logical database support when resources are available and when requested by the Customer via a service request and will be considered a Direct Service.

\*Note: DST manages and monitors SQL servers, services, and supporting drives to ensure availability and meet uptime SLAs. Customers are cautioned not to export user or temporary data to SQL-reserved drives. These drives are typically C:\ (System drive), D:\ (SQL install), E:\ (SQL data), F:\ (SQL log), T:\ (Tempdb), or P:\ (Page file). Storing customer data on DST monitored drives can potentially generate utilization tickets or impact service availability. DST recommends using network shares for storing customer data or requesting additional drive mappings for such activity. Adhering to this practice will ensure service availability and avoid inadvertent removal of customer files to maintain service.

### SQL Server Licensing

Appropriate SQL licensing is required for the SQL Managed Instance service and is generally included with the SQL Capacity Unit charge. Licenses may be transferred from the Customer to the Service Provider, purchased by the Service Provider on the Customer's behalf or assigned to the Service Provider in accordance with the Microsoft Enterprise Agreement. Legacy SQL instances transferred to the Service Provider are supported within the constraints of the SQL Server license restrictions in effect at the time of transfer to the Service Provider. Customers who utilized customer access licenses (CALs) with any transferred license must continue to pay for support of those CALs. Customers who purchased Software Assurance must transfer those contracts to the Service Provider for consolidation and payment. Customers wishing to maintain Software Assurance for SQL instances will be considered a Direct Service, unless the database instance is provisioned within the shared enterprise SQL environment. In addition, Customers must continue to maintain license compliance for their internal SQL developers. This is typically handled with SQL developer licenses, which are often covered via Visual Studio licenses or Microsoft Developer Network (MSDN) memberships.

SQL licenses for *new* production servers are included in the cost of SQL Capacity Units, assuming the server is hosted within the Service Provider's enterprise virtual infrastructure. These licenses include the latest versions of Microsoft SQL Enterprise Edition. Customers utilizing standalone physical servers must continue to provide appropriate licensing. Licensing at disaster recovery sites must be discussed and planned during disaster recovery planning.

**SQL Capacity Unit Matrix**

Below is a table describing how SQL capacity units are applied and who is responsible for providing funding for the appropriate SQL license. DST is the owner of all SQL licenses. The Service Provider provides the funding when it is a shared service; the Customer provides the funding when the request is deemed to be a direct charge.

Platform	Lifecycle Stage	SQL Version	License Type	Funding for License Provided By	License Owned and Managed By	Capacity Units Applied
Physical Machine or Virtual Machine	Non-Production	SQL 2014 and newer	Developer Edition	Provider	Provider	N
Physical Machine Or Virtual Machine	Non-Production	SQL 2012 and older	Minimum license required to perform necessary functions	Customer	Customer (MSDN)	Y
Physical Machine	Production	All Versions	Minimum license required to perform necessary functions	Customer	Provider	Y
Virtual Machine	Production	All Versions	Enterprise Edition	Provider	Provider	Y

## Maintenance and Support Windows

Database Services support windows are outlined in the tables below.

<b>Maintenance and Support Windows</b>		
<b>Windows</b>	<b>Time of Occurrence</b>	<b>Description of Activities to be Performed</b>
Normal Business Hours/ Window	Monday through Friday 7:00 AM – 6:00 PM (ET)	Database technicians are scheduled during this time to fulfill service requests and troubleshoot incidents. Priority 3 and 4 issues will be worked within this window. Priority 1 and 2 issues are also worked during this window and are continuously worked until resolved. Changes may be executed during this time, following the Service Provider's change and release management processes.
Standard Maintenance Window	Monday - Friday 6:00 PM – Midnight (ET)	Normal maintenance, changes and system enhancements will be performed during this time.
Direct Services Window	Monday - Friday 6:00 PM - 7:00 AM (ET)  Saturday, Sunday, and State Holidays: All day	Service or change requests initiated by the Customer during this window will be considered a Direct Service.

## Roles and Responsibilities

General roles and responsibilities for this service are defined in the RACI responsibility matrix below.

1. **Responsible (R)** - Those who do the work to achieve the task. There is typically one role with a participation type of responsible, although others can be delegated to assist in the work required.
2. **Accountable (A)** - (also approver or final approving authority) - The one ultimately answerable for the correct and thorough completion of the deliverable or task and the one from whom responsible is delegated the work. In other words, an accountable must sign off (approve) on work that responsible provides. There **must** be only one accountable specified for each task or deliverable.
3. **Consulted (C)** - (sometimes counsel) - Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication. Consultation prior to event/decision typically done through change management.
4. **Informed (I)** - Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.

Database Services Functions			Customer		Service Provider	
			Tech	Mgt	Tech	Mgt
1	DB2 for LUW, SQL, Oracle	Install and maintain database system software.	C	C	R	A
2	Oracle, Oracle Storage	Create database instances/tablespace.	C	C	R	A
3	SQL, DB2 for LUW	Create clusters/instances/databases.	C	C	R	A
4	DB2 for LUW, Oracle	Create user level objects.	R	A		
5	SQL, DB2 for LUW	Create database level objects.	R	A		
6	DB2 for LUW, Oracle Storage	Provide storage/tablespace management.	I		R	A

Database Services Functions			Customer		Service Provider	
			Tech	Mgt	Tech	Mgt
7	DB2 for LUW, SQL, Oracle	Backup databases.	C	I	R	A
8	DB2 for LUW, SQL, Oracle	Restore database.	A	I	R	I
9	DB2 for LUW, SQL, Oracle	Perform database imports/exports.	R	A	C	
10	DB2 for LUW, SQL, Oracle	Maintain cluster, instance, and database availability.	C	C	R	A
11	Oracle Storage	Maintain ASM instance.	C	C	R	A
12	DB2 for LUW, SQL, Oracle	Monitor cluster, instance, database performance, and log.	I	I	R	A
13	DB2 for LUW, SQL, Oracle	Implement SQL and application performance tuning.	R	A		
14	DB2 for LUW, SQL, Oracle	Provide physical database security.	C	I	R	A
15	SQL, Oracle	Provide and monitor instance privilege management.	I	I	R	A

Database Services Functions			Customer		Service Provider	
			Tech	Mgt	Tech	Mgt
16	DB2 for LUW	Provide and monitor database privilege management.	I	I	R	A
17	DB2 for LUW, SQL, Oracle	Manage application and user security.	R	A		
18	DB2 for LUW, SQL, Oracle	Manage database replication.	C	I	R	A
19	DB2 for LUW, SQL, Oracle, Oracle Storage	Migrate/upgrade database or cluster.	C	I	R	A
20	DB2 for LUW, SQL, Oracle	Validate database migration/upgrade.	R	A	C	I
21	DB2 for LUW, SQL, Oracle	Manage physical instance/database related job scheduling.	C		R	A
22	DB2 for LUW, SQL, Oracle	Manage application related job scheduling.	R	A	I	
23	DB2 for LUW, SQL, Oracle	Manage business capacity planning.	R	A	C	I
24	DB2 for LUW, SQL, Oracle	Provide data modeling.	R	A		

Database Services Functions			Customer		Service Provider	
			Tech	Mgt	Tech	Mgt
25	DB2 for LUW, SQL, Oracle	Manage user accounts.	R	A	C	I
26	DB2 for LUW, SQL, Oracle	Provide database license management and compliance.	I	C	R	A
27	DB2 for LUW, SQL, Oracle	Recognize, mitigate and potentially accept risks associated with maintaining deprecated/EOSL operating systems, software, and hardware.	R	A	C	I

DATA CENTER FACILITY AND OPERATIONS

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
<b>Additional Electrical Circuit (Co-location service)</b>	Circuit/Month	% of Service Use	99.9% facility uptime in a monthly period	For Standard Electrical Service – 5 business days (after receipt of the installation form). Non-standard requests may require additional delivery time for special order parts.	Provides electrical circuits for requirements that exceed the standard number of circuits provided for cabinets or rack mount installs. Standard single cabinets include 1 - 30 Amp - 208V (2) pole circuit, and standard rack mounts include 2 power strip receptacles (1 primary and 1 backup) within the cabinet. If additional power is requested or required by the Customer, the Customer will be responsible for the installation cost of the new circuit(s). Circuits are monitored for current, voltage and power.
<b>Floor Tiles (Co-location service)</b>	Tile/Month	% of Service Use	99.9% facility uptime in a monthly period	10 business days for installation (after receipt of the installation form).	Provides a physically secured footprint for Customer owned cabinets within the SDC that includes under floor cable management, power (cabinets should not exceed 1.25 kW per tile), HVAC, and is monitored 24x7x365. A floor tile is a 2' x 2' tile used as the unit of measure.
<b>Rack Mounts (Co-location service)</b>	1U/Month	% of Service Use	99.9% facility uptime in a monthly period	10 business days for installation (after receipt of the installation form).	Provides a physically secured 19" standard cabinet for Customer owned equipment within the SDC. The standard rack mount unit measurement is 1 Rack Unit = 1U or 1.75".
<b>Scheduling Services</b>	Labor Hour/Month	Hour	Customer's Scheduling Services will be available at least	Production Region requests: 1-hour turnaround.	Provides administration and support of workload scheduling and batch activity. Included are Job Control Language (JCL) documentation review for job compliancy, correctness, and accuracy to

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
			99.5% of scheduled availability in a monthly period.	Test Region requests: 4-hour turnaround. This is during normal business hours, for both production and test regions (following approval of service order and independent of other services).	ensure jobs sustain production ready status. Planned implementation, upgrades, and installations to support workload scheduling are also in-scope for this service.

**In-Scope Scheduling Services**

- Automated change management (e.g., mainframe code turnover) administration & support
- On-request change management & on-request workload scheduling
- Automated workload scheduling administration, support, forecasting, and reporting
- On-request forecasting and reporting
- Automated output management, archive and retrieval administration, and support
- Job documentation and JCL comment block reviews and compliancy
- Special event monitoring, preparation and handling
- JCL variable complication, testing, variable substitutions, date formula testing and implementation
- Supported product training and support
- Monthly SLA metrics performance reviews & reporting

### Additional In-Scope Services:

- 2nd tier On-call support
- Consulting support
- Support/participate in weekend application implementations, upgrades and installs (3-day notice required)
- Participate in new product/software evaluations & testing of software changes
- Decommissioning of obsolete jobs, tasks, members, or other components where authorized

***Remote Hands Service for limited support activities is available only via separate, signed agreement between the Customer and the Service Provider as part of the SLA. This must be included in the Direct Services (Attachment B) section of the SLA.***

### Service Level Commitment

The Service Provider is committed to meeting a minimum uptime of 99.9% for the Data Center Facility and Operations services. Reference the individual service definitions above for service availability.

Note: Interdependencies on other services may affect a specific service's performance metrics.

### Maintenance and Support Windows

Data Center Facility and Operations maintenance is performed as needed.

### Roles and Responsibilities

General roles and responsibilities for this service are defined in the following RACI responsibility matrix below.

1. **Responsible (R)** - Those who do the work to achieve the task. There is typically one role with a participation type of responsible, although others can be delegated to assist in the work required.
2. **Accountable (A)** - (also approver or final approving authority) - The one ultimately answerable for the correct and thorough completion of the deliverable or task, and the one from whom responsible is delegated the work. In other words, an accountable must sign off (approve) on work that responsible provides. There **must** be only one accountable specified for each task or deliverable.
3. **Consulted (C)** - (sometimes counsel) - Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication. Consultation prior to event/decision typically done through change management.

4. **Informed (I)** - Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.

Data Center Facility and Operations Functions			Customer		Service Provider	
			Tech	Mgt	Tech	Mgt
1	Co-Location	Continuously review and evaluate security procedures.			R	A
2	Co-Location	Monitor all areas of the SDC 24 hours a day.			R	A
3	Co-Location	Authorize identified persons with access to computer room before admission.			R	A
4	Co-Location	Verify that all cabinets within the computer room are locked when not being accessed.			R	A
5	Co-Location	Ensure a staff member is assigned to receive and inspect any equipment received.			R	A
6	Co-Location	Assign SDC staff for cleaning all secure areas of the facility.			R	A
7	Co-Location	Ensure only authorized personnel access restricted areas.			R	A

Data Center Facility and Operations Functions			Customer		Service Provider	
			Tech	Mgt	Tech	Mgt
8	Co-Location	Ensure redundant facility components through tests.		I	R	A
9	Co-Location	<p>The following criteria are required for each visitor before entering the computer room:</p> <ul style="list-style-type: none"> <li>• Have proper written authorization from their organization for access and have a security record and photo identification on file.</li> <li>• Provide proper photo identification.</li> </ul>	R			A
10	Co-Location	Ensure all visitors will be escorted within the SDC, unless they have passed the Service Provider Criminal Justice Information Services (CJIS) compliant background check.			R	A
11	Co-Location	Notify the Service Provider's Operations staff of deliveries.	R	A		C/I
12	Co-Location	<p>Submit proper forms (as identified) for equipment installation, removal, and changes:</p> <ul style="list-style-type: none"> <li>• Equipment Installation Request Document (Attachment 1) must be completed and returned to</li> </ul>	R	A		C/I

Data Center Facility and Operations Functions			Customer		Service Provider	
			Tech	Mgt	Tech	Mgt
		<p>Operations staff before any equipment is brought into the facility. This includes the delivery of equipment. If all required information is not provided, the installation of Customer equipment may be delayed.</p> <ul style="list-style-type: none"> <li>• Equipment Removal / Transfer document (Attachment 2) before any equipment is removed from the facility.</li> <li>• Submit CSA form to SUNCOM for SDC ports to be installed and when equipment is removed.</li> </ul>				
13	Co-Location	Ensure all hardware for installation is accurately inventoried for DST.			R	A
14	Co-Location	Provide and install the hardware for the rack mount.	R	A		
15	Co-Location	Provide a staff list requiring access to the equipment.	R	A		I
16	Co-Location	Follow DST-BIOS-P-112 – State Data Center Standards, and DST-BIOS-P-115 Raised Floor Area Rules	R	A		

Data Center Facility and Operations Functions			Customer		Service Provider	
			Tech	Mgt	Tech	Mgt
		Adhere to all State Data Center Standards and Raised Floor Area Rules. Failure to comply with the Standards and Rules may lead to termination of the Agreement and the subsequent removal of Customer equipment at the SDC. Compliance with State Data Center Standards and Raised Floor Area Rules is determined at the discretion of the SDC Manager.				
17	Scheduling	Periodically review and evaluate Scheduling Services Group related security procedures.			R	A
18	Scheduling	Monitor all areas of the workload scheduling services from 7:00 am to midnight ET daily. On call is available during non-business hours.			R	A
19	Scheduling	Submit and maintain production documentation workflow (including critical path) electronically to Service Provider's Scheduling Services Group.	R	A	C	I
20	Scheduling	Review production documentation workflow for accuracy.	C	I	R	A

Data Center Facility and Operations Functions			Customer		Service Provider	
			Tech	Mgt	Tech	Mgt
21	Scheduling	Ensure all hardcopy production documentation is stored properly at day's end.			R	A
22	Scheduling	Ensure production work requests are production ready prior to submitting to the Services Provider's Service Desk.	R	A		
23	Scheduling	Ensure production work requests are quality checked and processed in a timely manner.			R	A
24	Scheduling	Ensure only authorized personnel access restricted areas.			R	A
25	Scheduling	Ensure same day production must go work is received by established cutoff time of 1 pm EST.	R	A		
26	Scheduling	Ensure all outages that impact production batch processing work is documented, scheduled and approved through change management, well in advance, unless an emergency occurs.	R	A		
27	Scheduling	Submit properly completed requests through DST's ITSM tool so production	R	A		

Data Center Facility and Operations Functions			Customer		Service Provider	
			Tech	Mgt	Tech	Mgt
		work can be processed without conflicts or delays.				
28	Scheduling	Identify all obsolete tasks, members, or other components to be removed from all environments.	R	A	C/I	
29	Scheduling	Ensure all obsolete tasks, members, or other components are removed from all environments.	I	I	R	A
30	Scheduling	Ensure a list of authorized persons or liaisons is submitted to the Service Provider's Service Desk and is kept up-to-date.	R	A		
31	Scheduling	Ensure all calendar run and no-run dates are provided at least one month in advance for every month.	R	A		
32	Scheduling	All production JCL changes (including overrides) shall be made by the Customer's development staff.	R	A		
33	Scheduling	All production code moves made outside of the standardized scheduling tool shall be made by the Customer's development staff.	R	A		

Data Center Facility and Operations Functions			Customer		Service Provider	
			Tech	Mgt	Tech	Mgt
34	Scheduling	Manage and monitor all batch job processing run outside of the standardized scheduling tool for the entirety of the job flow.	R	A		
35	Scheduling	Perform all job output restores.	R	A		
36	Scheduling	Manage cataloging/un-cataloging tapes and dataset spooling.	R	A	I	
37	Scheduling	Act as the project leader or manager for internal customer processes.	R	A		
38	Scheduling	Diagnose all problems related to applications.	R	A		
39		Recognize, mitigate and potentially accept risks associated with maintaining deprecated/EOSL operating systems, software, and hardware.	R	A	C	I

MAINFRAME SERVICES

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
<b>z/OS Processing</b>	IBM Resource Units/ Month	% of Service Use	<p>Mainframe Services will be available 99.5% of the availability in a monthly period.</p> <p>Actual scheduled availability (minutes scheduled) minus reported downtime (minutes) divided by scheduled availability (minutes).</p>	<p>Adding an additional logical partition (LPAR) will take 14 days (following approval of service request and independent of other services). Changes to an existing LPAR will take 2 days. Changes to an LPAR requiring an IPL will be implemented in the next maintenance window. Changes requiring a Power On Reset will be done at a date agreed upon by all customers residing on the machine since those changes affect all customers. Dependent on the availability of existing mainframe services compute, storage, and licensing capacity.</p>	<p>Provides mainframe system resources for batch, TSO and other basic services. Includes batch process monitoring for automated jobs. The Service Provider provides monitoring, troubleshooting system level issues, routine maintenance and configuration of operating system level software.</p>
<b>Backup/Virtual Storage</b>	Gigabyte/ Month	% of Service Use	<p>99.5% of system backups will run successfully on schedule in a monthly period.</p>	<p>Adding or changing backups will take 1 business day (following approval of service request and independent of other services). Dependent on the</p>	<p>Provides management and proactive monitoring of the virtual tape subsystem environment used for mainframe data backup. In addition, this service includes the movement of tape media containing the backup data to the designated off-site vaulting facility. Customer mainframe system backups (full and incremental) are scheduled based on criteria specified in the SLA.</p>

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
				availability of existing mainframe services compute, storage, and licensing capacity.	
<b>CICS Processing</b>	IBM Resource Units/ Month	% of Service Use	Customer Information Control System (CICS) application regions will be available 99.5% of the scheduled availability in a monthly period.  Actual scheduled availability (minutes) minus reported downtime (minutes) divided by scheduled availability (minutes).	Changes to CICS regions will take 1 business day (following approval of service request and independent of other services). Dependent on the availability of existing Mainframe Services compute, storage, and licensing capacity.	Provides IBM - CICS subsystem(s) and IBM - CICS transaction manager software for Customer applications. CICS offers advanced recovery options and ensures that transactions are rolled back appropriately when they fail. CICS related software is included in this service. This service consists of monitoring, troubleshooting system level issues, routine maintenance, and configuration of CICS and related software.

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
<b>DB2 Processing</b>	IBM Resource Units/ Month	% of Service Use	<p>DB2 databases will be available 99.5% of the scheduled availability in a monthly period.</p> <p>Actual scheduled availability (minutes) minus reported downtime (minutes) divided by scheduled availability (minutes).</p>	<p>Changes to DB2 regions will take 1 business day (following approval of service request and independent of other services). Dependent on the availability of existing mainframe services compute, storage, and licensing capacity.</p>	<p>Provides IBM - DB2 database subsystem(s) for Customer applications. All DB2 related software hosted in the Service Provider's mainframe environment is included in this service. This service consists of monitoring, troubleshooting system level issues, routine maintenance, and system configuration of DB2 and related software.</p>
<b>Data Collection Facility (DCF) DB2 Processing</b>	Actual Cost/ Month	Direct Cost	<p>DB2 databases will be available 99.5% of the scheduled availability in a monthly period.</p> <p>Actual scheduled availability (minutes) minus reported downtime (minutes)</p>	<p>Changes to DB2 regions will take 1 business day (following approval of service request and independent of other services). Dependent on the availability of existing mainframe services compute, storage, and licensing capacity.</p>	<p>Provides IBM - DB2 database subsystem(s) for Customer applications. All DB2 related software hosted in the Service Provider's mainframe environment is included in this service. This service consists of monitoring, troubleshooting system level issues, routine maintenance, and system configuration of DB2 and related software.</p>

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
			divided by scheduled availability (minutes).		
<b>DCF IMS Processing</b>	Actual Cost/ Month	Direct Cost	<p>Information Management System (IMS) databases will be available 99.5% of the scheduled availability in a monthly period.</p> <p>IMS application regions will be available 99.5% of the scheduled availability in a monthly period.</p> <p>Actual scheduled availability (minutes) minus reported downtime (minutes) divided by</p>	<p>Changes to IMS regions will take 1 business day (following approval of service request and independent of other services). Dependent on the availability of existing mainframe services compute, storage, and licensing capacity.</p>	<p>Provides IBM - IMS database subsystem(s) for Customer applications. All IMS DB/TM related software hosted in the Service Provider's mainframe environment is included in this service.</p> <p>This service consists of monitoring, troubleshooting system level issues, routine maintenance, and system configuration of IMS and related software.</p>

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
			scheduled availability (minutes).		
<b>DCF Storage</b>	Actual Cost/ Month	Direct Cost	<p>Mainframe storage will be available 99.5% of the scheduled availability in a monthly period.</p> <p>Actual scheduled availability (minutes) minus reported downtime (minutes) divided by scheduled availability (minutes) in a monthly period.</p>	<p>Adding or deleting volumes or changes to Automatic Class Selection (ACS) routines will take 1 business day (following approval of service request and independent of other services). Dependent on the availability of existing mainframe services compute, storage, and licensing capacity.</p>	<p>Provides management of storage resources to ensure needed capacity is available for Customer use. Consists of monitoring available capacity, adding new storage when needed, routine maintenance, and configuration of storage software, and catalog maintenance.</p>
<b>DCF operating system for IBM mainframes, (z/OS) Processing</b>	Actual Cost/ Month	Direct Cost	<p>z/OS processing will be available 99.5% of the scheduled availability in a monthly period.</p> <p>Actual scheduled</p>	<p>Adding an additional LPAR will take 14 days (following approval of service request and independent of other services). Changes to an existing LPAR will take 2 days (following approval of service request and independent of other</p>	<p>Provides mainframe system resources for batch, Time Sharing Option (TSO) and other basic services. Includes batch process monitoring for automated jobs that can be executed with minimal human interaction. The Service Provider provides monitoring, troubleshooting system level issues, routine maintenance, and configuration of operating system level software.</p>

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
			<p>availability (minutes) minus reported downtime (minutes) divided by scheduled availability (minutes).</p>	<p>services). Changes to an LPAR requiring an IPL will be implemented in the next maintenance window. Changes requiring a Power On Reset will be done at a date agreed upon by all customers residing on the machine since those changes affect all customers. Dependent on the availability of existing mainframe services compute, storage, and licensing capacity.</p>	
<p><b>Mainframe Storage</b></p>	<p>Gigabyte/Month</p>	<p>% of Service Use</p>	<p>Mainframe storage will be available 99.5% of the scheduled availability in a monthly period.</p> <p>Actual scheduled availability (minutes) minus reported downtime (minutes) divided by scheduled</p>	<p>Adding or deleting volumes or changes to ACS routines will take 1 business day (following approval of service request and independent of other services). Dependent on the availability of existing mainframe services compute,</p>	<p>Provides management of mainframe storage resources to ensure needed capacity is available for Customer use. Consists of monitoring available capacity, adding new storage when needed, routine maintenance, and configuration of storage software, and catalog maintenance.</p>

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
			availability (minutes).	storage, and licensing capacity.	

### Service Level Commitment

The Service Provider is committed to meeting a minimum uptime of 99.5% for the Mainframe Services. Reference the individual service definitions above for service availability.

Note: Interdependencies on other services may affect a specific service’s performance metrics.

### Maintenance and Support Windows

Mainframe maintenance and support windows are performed as needed on a Customer-specific basis.

### Roles and Responsibilities

General roles and responsibilities for this service are defined in the following RACI responsibility matrix below.

1. **Responsible (R)** - Those who do the work to achieve the task. There is typically one role with a participation type of responsible, although others can be delegated to assist in the work required.
2. **Accountable (A)** - (also approver or final approving authority) - The one ultimately answerable for the correct and thorough completion of the deliverable or task, and the one from whom responsible is delegated the work. In other words, an accountable must sign off (approve) on work that responsible provides. There **must** be only one accountable specified for each task or deliverable.
3. **Consulted (C)** - (sometimes counsel) - Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication. Consultation prior to event/decision typically done through change management.
4. **Informed (I)** - Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.

Mainframe Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
1	Acquisition of mainframe hardware and software.		I	R	A
2	Manage mainframe related hardware upgrades and replacements.	I		R	A
3	Allocation of system resources.	I		R	A
4	Provide data backup and restoration services in accordance with SDC policies and Customer requirements.	I	C	R	A
5	System monitoring, troubleshooting, escalation, and resolution of problems for the mainframe.		I	R	A
6	Install & maintain all mainframe operating system (OS) related software & patches.	I		R	A
7	Install & maintain all mainframe DB2 related software & patches.	I		R	A
8	Install & maintain all mainframe IMS related software & patches.	I		R	A
9	Install & maintain all mainframe CICS related software & patches.	I		R	A
10	Install & maintain all mainframe print management related software & patches.	I		R	A

Mainframe Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
11	Maintain code promotion software.	I		R	A
12	Maintain computer programs and batch jobs for data collection of system utilization.			R	A
13	Provide access control software implementation, configuration, and maintenance.	I		R	A
14	Perform program product (vendor software) installation, upgrades, and maintenance.	I		R	A
15	Manage mainframe software license and compliance.			R	A
16	Monitor the mainframe systems for performance & tuning.			R	A
17	Manage and make OS performance tuning changes.	I		R	A
18	Manage batch resources and priorities.	I		R	A
19	Provide information necessary to determine workload management requirements.	R	A	I	C
20	Provide Application User Account Management.	R	A		
21	Manage the Customer change processes.	R	A	C	
22	Identify data retention requirements.	R	A	C	
23	Recognize, mitigate and potentially accept risks associated with maintaining deprecated/EOSL operating systems, software, and hardware.	R	A	C	I

MANAGED APPLICATIONS

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
<p><b>Citrix</b></p>	<p>Peak Concurrent Users/Month</p>	<p>% of Service Use</p>	<p>99.5% uptime in a monthly period</p>	<p>New Citrix hosting will be available on a case-by-case basis. For existing Citrix customers, the normal Service Request response times apply.</p>	<p>Provides support for remote access and central application deployment for Customers in a shared, highly available configuration, while providing capability for dedicated application servers for each entity. Service includes installation, administration, support, licensing, and maintenance of the Citrix environment. The service maintains three (3) tiers, Development, Test/Quality Assurance, and Production for full application life cycle management. This provides the Customer the flexibility to test applications prior to deploying to production. All three (3) tiers are designed to be highly available.</p> <p>Customer applications deployed remain the responsibility of the Customer.</p>
<p><b>Hosted Messaging Archive Service</b> <small>(This service has been sunsetted)</small></p>	<p>GB of Storage /Month</p>	<p>% of Service Use</p>	<p>99.5% uptime in a monthly period</p>	<p>7 business days (following approval of service request and independent of other services)</p>	<p>The Hosted Messaging Archive Service provides storage for messages archived from the Hosted Messaging Service previously provided at DST.</p> <p>This service has been sunsetted.</p>

### Service Level Commitment

The Service Provider is committed to meeting the performance metrics for the Managed Applications Service. Reference the individual service definitions above for specific service availability.

Note: Interdependencies on other services may affect a specific service’s performance metrics.

### Citrix Service

The Service Provider is responsible for ensuring the overall health and availability of the server hardware, operating system, storage, backup, Citrix application and network services as part of the basic service cost. Customer applications deployed remain the responsibility of the Customer. Time spent by the Service Provider performing release management, application or code support and security response to Customer supplied applications will be considered a Direct Service.

### Hosted Messaging Archive Service

The Hosted Messaging Service offers storage and search services for messages archived from the Hosted Messaging Service previously hosted by DST. Only messages archived from the legacy service are retained in this system. This service will not archive any new messages.

### Maintenance and Support Windows

Managed Applications support windows are outlined in the tables below.

Maintenance and Support Windows		
Windows	Time of Occurrence	Description of Activities to be Performed
Normal Business Hours/ Window	Monday through Friday 7:00 AM – 6:00 PM (ET)	Technicians are scheduled during this time to fulfill service requests and troubleshoot incidents. Priority 3 and 4 issues will be worked within this window. Priority 1 and 2 issues are also worked during this window and are continuously worked until resolved. Changes may be executed during this time, following the Service

Maintenance and Support Windows		
Windows	Time of Occurrence	Description of Activities to be Performed
		Provider's change and release management processes.
Standard Maintenance Window	Monday – Friday 6:00 PM – Midnight (ET)	Normal maintenance, changes and system enhancements will be performed during this time.
Direct Services Window	Monday – Friday Midnight - 7:00 AM (ET)  Saturday, Sunday and State Holidays: All day	Service or change requests initiated by the Customer during this window will be considered a Direct Service.
Citrix Application Support	Production: Monday – Friday 7:00 AM – Midnight (ET)  Development/Test: Monday – Friday 7:00 AM – 6:00 PM (ET)	Citrix and Citrix application patching, installation, deployment, and support.

### Roles and Responsibilities

General roles and responsibilities for this service are defined in the following RACI responsibility matrix below.

1. **Responsible (R)** - Those who do the work to achieve the task. There is typically one role with a participation type of responsible, although others can be delegated to assist in the work required.

2. **Accountable (A)** - (also approver or final approving authority) - The one ultimately answerable for the correct and thorough completion of the deliverable or task, and the one from whom responsible is delegated the work. In other words, an accountable must sign off (approve) on work that responsible provides. There **must** be only one accountable specified for each task or deliverable.
3. **Consulted (C)** - (sometimes counsel) - Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication. Consultation prior to event/decision typically done through change management.
4. **Informed (I)** - Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.

Managed Application Functions		Managed Application	Customer		Service Provider	
			Tech	Mgt	Tech	Mgt
1	Citrix XenApp components infrastructure management and administration.	Citrix	C	I	R	A
2	Citrix XenApp components availability and monitoring.	Citrix	C	I	R	A
3	Citrix XenApp components patch management and maintenance.	Citrix	C	I	R	A
4	Citrix XenApp Server components license purchase and maintenance.	Citrix	C	I	R	A
5	Utilize the Service Provider's Change, Incident, Release, Problem and Configuration Management Processes.	All	C	I	R	A
6	Maintain server/service security; Comply with Rule Chapter 74-2, FL Administrative Code, with respect to server, network and service security.	Citrix	C	I	R	A
7	Usage reporting.	Citrix	C	I	R	A

Managed Application Functions		Managed Application	Customer		Service Provider	
			Tech	Mgt	Tech	Mgt
8	Determine access rules and setup.	Citrix	R	A	C	I
9	Purchase and maintain Microsoft Remote Desktop Services (RDS) CAL licenses.	Citrix	R	A	C	I
10	Perform application testing following the Service Provider's patch services.	Citrix	R	A	C	I
11	Hosted application management & support.	Citrix	R	A	C	I
12	Purchase and maintain hosted application licenses.	Citrix	R	A	C	I
13	Endpoint support & maintenance including the Citrix Receiver client component	Citrix	R	A	C	I
14	1 <sup>st</sup> level end user support.	Citrix	R	A	C	I
15	Notify the Service Provider's Service Desk of all service issues and requests.	Citrix	R	A	C	I
16	Active Directory controlled access to applications via domain groups.	Citrix	R	A	C	I
17	Maintain Customer application code; Comply with Rule Chapter 74-2, FL Administrative Code, if applicable, with respect to Customer application security and logical separation of development, test and production services.	Citrix	R	A	C	I
18	Customer Wide Area Network (WAN) bandwidth charges.	Citrix	R	A	C	I

Managed Application Functions		Managed Application	Customer		Service Provider	
			Tech	Mgt	Tech	Mgt
19	Notify Customer of planned and emergency outages.	Hosted Messaging	C	I	R	A
20	Server availability and monitoring.	Hosted Messaging	C	I	R	A
21	Server backup and recovery.	Hosted Messaging	C	I	R	A
22	Server connectivity to WAN.	Hosted Messaging	C	I	R	A
23	Server patch management and maintenance.	Hosted Messaging	C	I	R	A
24	Off-site storage of backup media.	Hosted Messaging	C	I	R	A
25	Purchase and maintain server licenses.	Hosted Messaging	C	I	R	A
26	Client Desktop Application (e.g., Outlook) installation and support.	Hosted Messaging	R	A	C	I
27	Client Desktop Application Internet (WAN) connectivity and troubleshooting.	Hosted Messaging	R	A	C	I
28	Notify the Service Provider's Service Desk of all service needs.	Hosted Messaging	R	A	C	I
29	Notify the Service Provider's Service Desk of all service problems.	Hosted Messaging	R	A	C	I
30	Recognize, mitigate and potentially accept risks associated with maintaining deprecated/EOSL operating systems, software, and hardware.		R	A	C	I

## NETWORK SERVICES

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
<b>Load Balancing and Proxy</b>	Virtual Internet Protocol (VIP)/Month	% of Service Use	Service will be available 99.5% of scheduled availability in a monthly period.	3 business days (following approval of service order and independent of other services)	<p>Provides for the creation and maintenance of VIP Address and Proxy or Load Balancing to backend hosts. Includes SSL termination, acceleration, optimization, and health monitoring. Charged per VIP provisioned. Hardware and software components of service are designed to be Highly Available (HA) with device failover. HTTP-to-HTTPS redirect services and application layer filtering are also included with this service, provided the customer uses the standard Service Provider's template.</p> <p>Content switching, advanced scripting, or SSL certificate purchases for applications unable to leverage the Service Provider's wildcard certificate will be considered a Direct Service.</p> <p>For customers leveraging Web/URL filtering capabilities, Global Traffic Manager (GTM), support and maintenance will also be considered a Direct Service.</p>
<b>Network Unit</b>	Network Units (NU)/Month	% of Service Use	Service will be available 99.5% of scheduled availability in a monthly period.	3 business days (following approval of service order and independent of other services)	<p>Provides local network connectivity to servers or appliances (physical or virtual). One NU is required per server or appliance that requires network connectivity or backup. Multiple physical or virtual connections may be configured for redundancy or access reasons. Interface specific settings are based on speed, usage, and other parameters available on the upstream switch and connected device. Service includes configuration and maintenance of port settings and monitoring of link status and usage. Non-standard configurations such as fiber or special port setup will be considered a Direct Service. Firewall services and administration are included in the service. Annually, all firewall rules will be audited and reviewed with the customer.</p>

### Service Level Commitment

The Service Provider is committed to meeting a minimum uptime of 99.5% for Network Services. Reports are provided via the self-service portal.

Note: Interdependencies on other services may affect a specific service’s performance metrics.

### Maintenance and Support Windows

Network Services support windows are outlined in the tables below.

Maintenance and Support Windows		
Standard Times	Time of Occurrence	Description of Maintenance Activities to be Performed
Normal Business Hours/ Window	Monday through Friday 7:00 AM – 6:00 PM	Network technicians are scheduled during this time to fulfill service requests and troubleshoot incidents. Priority 3 and 4 issues will be worked within this window. Priority 1 and 2 issues are also worked during this window and are continuously worked until resolved. Changes may be executed during this time, following the Service Provider’s change and release management processes.
Standard Maintenance Window	Minor and Standard Changes: Monday - Friday 6:00 PM – Midnight (ET)  Major Changes: Sunday – Monday 6:00 PM - 5:00 AM (ET)	Normal maintenance, changes, and system enhancements will be performed during this time.

Maintenance and Support Windows		
Standard Times	Time of Occurrence	Description of Maintenance Activities to be Performed
Direct Services Window	Monday - Friday 6:00 PM - 7:00 AM (ET) Saturday, Sunday and State Holidays: All day	Service or change requests initiated by the Customer during this window will be considered a Direct Service.

### Roles and Responsibilities

General roles and responsibilities for this service are defined in the following RACI responsibility matrix below.

1. **Responsible (R)** - Those who do the work to achieve the task. There is typically one role with a participation type of responsible, although others can be delegated to assist in the work required.
2. **Accountable (A)** - (also approver or final approving authority) - The one ultimately answerable for the correct and thorough completion of the deliverable or task, and the one from whom responsible is delegated the work. In other words, an accountable must sign off (approve) on work that responsible provides. There **must** be only one accountable specified for each task or deliverable.
3. **Consulted (C)** - (sometimes counsel) - Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication. Consultation prior to event/decision typically done through change management.
4. **Informed (I)** - Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.

Network Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
1	Purchase SSL certificate for load balanced or proxy applications unable to leverage the Service Provider's wildcard certificate (Load Balancing and Proxy).	R	A	C	I
2	Configure Customer virtual routing and forwarding (VRF) (Network Unit).	I	C	R	A
3	Configure network infrastructure devices (Network Unit).		I	R	A
4	Monitor network infrastructure devices (Network Unit).		I	R	A
5	Backup network infrastructure device configurations (Network Unit).			R	A
6	Maintain device software on network infrastructure devices (Network Unit).		I	R	A
7	Configure firewall device and network settings (Network Unit).			R	A
8	Install firewall policy rules (Network Unit).	I	C	R	A
9	Define application-specific requirements to meet customer's business needs (Network Unit).		R		C
10	Configure network/firewall policies based on application-specific requirements (Network Unit).	C	I	R	A
11	Configure firewall threat objects and profiles (Network Unit).	C	I	R	A

Network Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
12	Configure web filtering profiles (Network Unit).	R	A/C	I	
13	Configure report distribution/content settings (Network Unit).		C	R	A
14	Configure device and network settings (Load Balancing and Proxy).			R	A
15	Maintain device software (Load Balancing and Proxy).		I	R	A
16	Provide SSL keychain (Certificate + Key) (Load Balancing and Proxy).	R	A	I	
17	Configure virtual IP address and service (Port) - virtual server (Load Balancing and Proxy).	C	I	R	A
18	Maintain virtual IP address and service (Port) - virtual server (Load Balancing and Proxy).	C	I	R	A
19	Monitor virtual IP address and service (Port) - virtual server (Load Balancing and Proxy).			R	A
20	Install SSL keychain (Certificate + Key) (Load Balancing and Proxy).	C	I	R	A
21	Recognize, mitigate and potentially accept risks associated with maintaining deprecated/EOSL operating systems, software, and hardware.	R	A	C	I

OPEN SYSTEMS SERVICES

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
<b>Electronic Data Interchange (EDI) Translation</b>	Kilobyte Transfer/Month	% of Service Use	99.5% Availability in a monthly period	5 business days to deploy translation (following approval of service request and independent of other services)	Provides EDI data transformation services in support of database and application loading.  This service is provided for existing subscribers only.
<b>Web/App/File Transfer Services</b>	Web Unit/Month	% of Service Use	99.5% Availability in a monthly period	3 business days (following approval of service request and independent of other services)	Provides HA web hosting of customer-deployed content and file transfer services via shared Linux/UNIX environment.
<b>Linux/UNIX Capacity Unit</b>	Capacity Units (CU)/Month	% of Service Use	N/A (This service was born out a need for cost allocation and is not a measurable service.)	3 business days (Adding or removing capacity units may require a server reboot. Delivery time for these changes will be dependent on an available maintenance window for the server.)	Provides processing capacity as required to support the associated Linux/UNIX Managed Server Service. Capacity Units are sold in quantities of memory and processing power, specifically gigabytes of random access memory (RAM) and gigahertz (GHz) of central processing unit (CPU). Minimums apply. Customers requiring dedicated physical hardware must provide justification and, if approved, will be billed for all the compute resources present within the server.

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
<b>Linux/UNIX Managed Server</b>	Unix Server Units (SU)/Month	% of Service Use	99.5% Availability in a monthly period	10 business days * (following approval of service order and independent of other services)	<p>Provides management of a Linux/UNIX-based server OS instance and includes OS licenses (Red Hat and Solaris on x86) and support, OS configuration and tuning, OS patch management in standard maintenance window, 24x7 availability and performance monitoring, security management, and anti-virus protection. DST managed servers can be provisioned at DST-managed data centers, third party co-location hosting facilities, or with cloud providers. Service details may vary depending on location, provider and/or services requested. Capacity Unit, Storage, Data Protection (backup), and Network Unit services are required and covered under separate offerings.</p> <p>The Service Provider is responsible for ensuring the overall health and availability of the server hardware, operating system and basic network connectivity. Application-layer management responsibility is maintained by the Customer with optional Service Provider support.</p> <p>Purchase of non-standard OS licenses and support is the Customer's responsibility. Support of non-standard OS or hardware is at the discretion of the Service Provider, and any customization of processes or code required to maintain the systems to adhere to the Service Provider's best practices will be considered a Direct Service.</p>

\* This includes both simple and complex builds with or without OS or database high-availability (HA) features. Simple builds are typically delivered in less than 5 days. Customer-requested applications that are not part of the native OS roles and features are not included in the build process delivery time. Infrastructure dependencies outside of the full control of DST may adversely affect delivery time. These dependencies include but are not limited to customer firewalls, customer network routing and IP

address management, and customer Active Directory domain access. Additionally, unless an exception is filed and granted, a server cannot be delivered without anti-virus protection, data protection services, or the DST system management tool(s) installed.

Server restrictions apply, including minimum sizing for new physical servers and all such server capacity must be x86 based commodity hardware. Customers requiring non-commodity hardware should contact the Service Provider and will be required to provide justification for approval.

### **Service Level Commitment**

The Service Provider is committed to meeting a minimum uptime of 99.5% for the Open Systems Services Service. Reports are provided via the self-service portal.

Note: Interdependencies on other services may affect a specific service's performance metrics.

### **Open Systems Capacity Unit**

Open Systems Capacity Unit is defined as each 1 GB of RAM and each 1000 MHz of processor pool resources allocated to the OS. Customers of physical servers will be charged for all RAM and all processor MHz for all cores available to the OS.

Nine (9) Open Systems Capacity Units (5 CU processing and 4 CU RAM) are required to minimally provision a new managed server under this model. Additional capacity will be provisioned upon request and is subject to availability. New Open Systems Managed Servers also require a minimum system partition of 50 gigabytes (GB) of storage to be used exclusively for the operating system. Additional data/applications storage will be provisioned at Customer request, subject to availability. The additional storage, assigned a different drive designation, will be the storage location for customer data and applications. Wherever possible, system disks will be maintained such that 20% of total storage is available. Customers with legacy direct attached storage which are not part of the Service Provider's Storage Service is considered a Direct Service.

Open Systems Managed Server requires the Data Protection Service to meet service availability requirements. Server restoration time will be excluded from the Managed Server performance metrics where backup exception requests have been granted and are related to the outage.

## Open Systems Managed Server

Open Systems Managed Server includes:

1. OS installation and configuration.
2. Server operating system license.
3. OS services management including, but not limited to, creation of user accounts and groups, disk management, and network stack configuration.
4. Server patch management - Regular deployment of operating system patches as provided by the operating system vendors. The Open Systems Managed Server offering does not include patch services for other customer-installed applications and software.
5. Server health and availability monitoring - Managed Servers are monitored 24x7x365 and include DST incident notification and response. Standard monitored metrics include CPU, RAM, and disk space usage along with network response time, latency and availability. Additional advanced monitoring is available upon request and as a Direct Service.
6. Security vulnerability scanning and remediation efforts – Additional security settings above and beyond the standard template can be set at customer request. Remediation efforts resulting from customer-managed audits must be explicitly requested by the customer.
7. Malware protection - Installation, tuning, and on-going administration of malware protection software. All malware protection software policy settings and exclusions, as well as threat intelligence, are administered and approved by DST Security.
8. Remote host security log shipping – Security logs are stored separately from the generating system for a minimum of 30 days.
9. Virtual machine snapshots (available upon request) which are retained for a maximum of 5 business days. For longer term needs, clones are available.
10. Clustering solutions are available upon request and can provide application uptime greater than 99.5%.
11. Delegated access per the SLA. Open Systems Rights Assignment document available upon request.

To perform the functions described above, DST installs and manages additional agents on each Open Systems Managed Server. These agents consume CPU, RAM, and disk space, but are required to provide a fully documented, secure, and available system that meets common security, audit, and industry best practices. This resource usage is taken into consideration when setting Open Systems Capacity Unit minimums.

An Open Systems Managed Server requires the Data Protection Service to meet service availability requirements. Server restoration time will be excluded from the Managed Server performance metrics where backup exception requests have been granted and are related to the outage.

*Unless an exception has been granted, newly provisioned servers will be provisioned as virtual machines in the Service Provider's highly available (HA) virtual infrastructure.*

### Maintenance and Support Windows

Open Systems Services support windows are outlined in the tables below.

<b>Maintenance and Support Windows</b>		
<b>Standard Times</b>	<b>Time of Occurrence</b>	<b>Description of Maintenance Activities to be Performed</b>
Normal Business Hours/ Window	Monday through Friday 7:00 AM – 6:00 PM (ET)	Open Systems technicians are scheduled during this time to fulfill service requests and troubleshoot incidents. Priority 3 and 4 issues will be worked within this window. Priority 1 and 2 issues are also worked during this window and are continuously worked until resolved. Changes may be executed during this time, following the Service Provider's change and release management processes.
Standard Maintenance Window	Monday - Friday 6:00 PM – Midnight (ET)	Normal maintenance, changes, and system enhancements will be performed during this time.

Maintenance and Support Windows		
Standard Times	Time of Occurrence	Description of Maintenance Activities to be Performed
Direct Services Window	Monday - Friday 6:00 PM - 7:00 AM (ET)  Saturday, Sunday, and State Holidays: All day	Service or change requests initiated by the Customer during this window will be considered a Direct Service.

### Roles and Responsibilities

General roles and responsibilities for this service are defined in the following RACI responsibility matrix below.

1. **Responsible (R)** - Those who do the work to achieve the task. There is typically one role with a participation type of responsible, although others can be delegated to assist in the work required.
2. **Accountable (A)** - (also approver or final approving authority) - The one ultimately answerable for the correct and thorough completion of the deliverable or task, and the one from whom responsible is delegated the work. In other words, an accountable must sign off (approve) on work that responsible provides. There **must** be only one accountable specified for each task or deliverable.
3. **Consulted (C)** - (sometimes counsel) - Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication. Consultation prior to event/decision typically done through change management.
4. **Informed (I)** - Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.

Open Systems Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
1	Install, provision, maintain, troubleshoot, protect, and retire server instances.	C	I	R	A
2	License the server OS.	C	I	R	A
3	Reboot servers when required.	C	I	R	A
4	Restart native operating system services.	C	I	R	A
5	Restart application-specific services not provided by the Service Provider as an enterprise service. (Runs with elevated privileges) <sup>3</sup>	C	I	R	A
6	Restart application-specific services not provided by the Service Provider as an enterprise service. (Runs without elevated privileges) <sup>1</sup>	R	A	C	I
7	License, install, maintain, and troubleshoot server anti-malware products.			R	A
8	License, maintain and troubleshoot applications not provided by the Service Provider as an enterprise service. <sup>1</sup>	R	A	C	I
9	Patch/update application code not provided by the Service Provider as an enterprise service. (Runs with elevated privileges) <sup>3</sup>	C	I	R	A
10	Patch/update application code not provided by the Service Provider as an enterprise service. (Runs without elevated privileges) <sup>1</sup>	R	A	C	I
11	Installation of applications not provided by the Service Provider as an enterprise service. (Runs with elevated privileges) <sup>1</sup>	C	I	R	A

Open Systems Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
12	Installation of applications not provided by the Service Provider as an enterprise service. (Runs without elevated privileges) <sup>1</sup>	R	A	C	I
13	Plan and coordinate continuity of operations plans for critical customer-specific servers. <sup>3</sup>	C	I	R	A
14	Plan and coordinate continuity of operations plans for critical customer-specific applications.	R	A	C	I
15	Manage and update application code and web content. (Runs with elevated privileges) <sup>3</sup>	C	I	R	A
16	Manage and update application code and web content. (Runs without elevated privileges) <sup>1</sup>	R	A	C	I
17	Monitor key application services for health and availability 24x7x365.	R	A	C	I
18	Monitor system services for health and availability 24x7x365.	C	I	R	A
19	Plan for and request capacity to fulfill customer initiatives and growth.	R	A	C	I
20	Acquire capacity required to fulfill customer initiatives and growth. <sup>2</sup>	C	I	R	A
21	Perform application testing/validation following changes performed by the SDC.	R	A	C	I

Open Systems Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
22	Recognize, mitigate and potentially accept risks associated with maintaining deprecated/EOSL operating systems, software, and hardware.	R	A	C	I

- 1) May require custom scripts and controlled access methods.
- 2) Dependent on funding, availability and customer notice.
- 3) Will be considered a Direct Service.

## STORAGE SERVICES

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
<b>Block-Based Storage Service</b>	Allocated Gigabyte/Month	% of Service Use	<p>Storage will be available 99.9% of the scheduled availability in a monthly period.</p> <p>Actual scheduled availability (minutes) minus reported downtime (minutes) divided by scheduled availability (minutes).</p>	<p>Routine storage expansions can be delivered same business day; storage expansions that involve new infrastructure can take up to three business days (following approval of service order and independent of other services).</p>	<p>Provides high-performance physical or virtual volumes accessed via a SAN using a protocol such as Internet Small Computer System Interface (iSCSI), Fibre Channel (FC) or Fiber Channel over Ethernet (FCoE) in a non-mainframe environment. Includes the Service Provider's multi-path management software licenses, standard maintenance on storage arrays and SAN infrastructure devices, 24x7 availability and performance monitoring, and security management for storage components.</p> <p>Data protection (backup) services are required and covered under separate offerings.</p> <p>DST storage can be provisioned at DST-managed data centers, third party co-location hosting facilities, or with cloud providers. Service details may vary depending on location, provider and/or services requested.</p>
<b>Object-Based</b>	Allocated Gigabyte/Month	% of Service Use	Storage will be available 99.5% of the scheduled	2 business days (following approval of service order and independent of other services).	Provides storage via Common Internet File System (CIFS), network file system (NFS), and other protocols for distributed unstructured data and

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
<p><b>Storage Service</b></p>			<p>availability in a monthly period.</p> <p>Actual scheduled availability (minutes) minus reported downtime (minutes) divided by scheduled availability (minutes).</p>	<p>For existing Object-based Storage Service customers, additional storage does not need to be provisioned. For new customers of the service, a number of configuration pre-requisites must be performed by both DST and the customer before services can be delivered. Depending on the technical complexity and other factors (e.g., change control), these pre-requisites may take up to two weeks to deploy.</p>	<p>includes the Service Provider's standard component maintenance, 24x7 monitoring, file-level auditing, self-service restores, and security management for storage components.</p> <p>Data protection (backup) services are included in this offering via native snapshot technology. The Service Provider will plan, schedule, and implement standard snapshot processes. The retention period for snapshot data is 6 weeks for daily snapshots. All snapshots are replicated off-site to a secured facility, using encrypted data replication. Restoration for file-level recovery within the 6-week retention timeframe is self-serviced by end users through the native, client-side recovery dialog boxes (i.e., "Previous Versions Client"). Recovery services of data up to 18 months, are available via Service Request.</p> <p>Data archival beyond the standard retention is available through the Data Archival Service.</p>

### **Service Level Commitment**

The Service Provider is committed to meeting a minimum uptime of 99.9% for the Storage Services.

Note: Interdependencies on other services may affect a specific service's performance metrics.

### **Block-Based Storage Service**

The Block-Based Storage Service has been architected to provide the most powerful, flexible, and highly available storage solution. It provides efficiency by utilizing:

- Storage virtualization
- Modular design
- Array optimization
- Auto-tiering of data between Solid-State Disk (SSD), performance (SAS), and capacity (Near-line SAS) drives
- Flexible I/O modules which support Fiber Channel (FC), Fiber Channel over Ethernet (FCoE), and internet Small Computer System Interface (iSCSI)

Enterprise storage is provided via a SAN using either FC or iSCSI-based disks with Redundant Array of Independent Disks (RAID) protection provisioned within the enterprise storage infrastructure to provide high availability.

The Service Provider has simplified the deployment and billing of the storage environment through the use of storage virtualization and auto-tiering. The auto-tier feature allows a single Logical Unit Number (LUN) to leverage the advantages of SSD, Serial Attached SCSI (SAS), and Near-line SAS drives simultaneously. The array collects activity statistics at a sub-LUN level to determine which components should be promoted to faster tiers of storage.

The Storage Service requires the Data Protection Service to ensure recoverability due to hardware, system, or data integrity failure. Additional information can be found in the Data Protection Service description.

### **Object-Based Storage Service**

The Object-Based Storage Service provides storage via Ethernet connectivity (typically using either CIFS or NFS protocols). This storage is best used for distributed/unstructured data sets such as static web content, data backups, archival images, user shares, and multi-media files (videos, pictures, or music).

One important difference between block and object systems is that in object-based storage systems, the objects are not stored in a file-folder hierarchy (though they are viewed and retrievable in a file-folder hierarchy). Objects are allocated and stored with metadata associated directly with each data object and are actual storage objects that are understood, managed and secured at the device level.

Primary benefits of the Object-Based Storage Service:

- Simultaneous multi-protocol (HDFS, S3, Swift, WebHDFS, REST API, etc.) access support – to aid in the support of cloud-ready application development
- Cloud integration to third-party storage providers via file-level metadata attributes
- Data at-rest Encryption (DARE)
- Granular file-level access auditing
- End user access to data restoration via self-service, client-side recovery dialog boxes
- Fully mountable, replicated snapshots speed disaster recovery

Object-based Storage billing is based on storage consumed at the primary site.

*Note: Customers are cautioned that the snapshot technology used in the Object-based Service should not be used as an alternative to, or a substitute for, proper records archiving pursuant to section 257.36, Florida Statutes. The snapshot technology native to this service is intended to assist only in recovery from infrastructure failures or human errors. Because snapshots utilize a point-in-time technology, it is not possible to guarantee that records have not been altered or destroyed in the time between snapshots. Accordingly, the Service Provider cannot guarantee compliance with applicable records retention requirements of the Department of State's Division of Library and Information Services. Public records may be disposed of only in accordance with the Division's records retention schedules.*

## Media Disposal

For media that has failed or is removed from service, the Service Provider will properly dispose of the media. The Service Provider will maintain appropriate documentation in conformance with approved media disposal procedures.

Functioning media being decommissioned and not disposed of, shall conform to Rule Chapter 74-2, F.A.C., the Florida Cybersecurity Standards, disk sanitation requirements.

*Note: The Customer is responsible for managing data on non-OS partitions/drives/volumes and should act on storage alerts as they are received. In critical situations where the Service Provider's service availability is jeopardized, the Service Provider may add additional capacity to non-OS partitions.*

## Maintenance and Support Windows

Storage Services support windows are outlined in the tables below.

<b>Maintenance and Support Windows</b>		
<b>Windows</b>	<b>Time of Occurrence</b>	<b>Description of Activities to be Performed</b>
Normal Business Hours/ Window	Monday through Friday 7:00 AM – 6:00 PM (ET)	Storage technicians are scheduled during this time to fulfill service requests and troubleshoot incidents. Priority 3 and 4 issues will be worked within this window. Priority 1 and 2 issues are also worked during this window and are continuously worked until resolved. Changes may be executed during this time following the Service Provider's change and release management processes.
Standard Maintenance Window	Monday - Friday 6:00 PM – Midnight (ET)	Normal maintenance, changes and system enhancements will be performed during this time.
Direct Services Window	Monday - Friday 6:00 PM - 7:00 AM (ET)	Service or change requests initiated by the Customer during this window will be considered a Direct Service.

Maintenance and Support Windows		
Windows	Time of Occurrence	Description of Activities to be Performed
	Saturday, Sunday and State Holidays: All day	

### Roles and Responsibilities

General roles and responsibilities for this service are defined in the following RACI responsibility matrix below.

1. **Responsible (R)** - Those who do the work to achieve the task. There is typically one role with a participation type of responsible, although others can be delegated to assist in the work required.
2. **Accountable (A)** - (also approver or final approving authority) - The one ultimately answerable for the correct and thorough completion of the deliverable or task, and the one from whom responsible is delegated the work. In other words, an accountable must sign off (approve) on work that responsible provides. There **must** be only one accountable specified for each task or deliverable.
3. **Consulted (C)** - (sometimes counsel) - Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication. Consultation prior to event/decision typically done through change management.
4. **Informed (I)** - Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.

Storage Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
1	Inform Customer of incident and change requests.	I		R	A
2	Purchase, install, manage, maintain, and troubleshoot back-end storage systems.			R	A

Storage Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
3	Create, edit, and delete zones within the storage area network infrastructure.		I	R	A
4	Acquire and plan for storage capacity to fulfill Customer requests.	I	A	R	C
5	Monitor storage infrastructure 24x7x365.	I		R	A
6	Provide capacity plan to the Service Provider bi-annually per Florida Statutes.	R	A	C	I
7	Manage data on non-OS partitions/drives/volumes and act on storage alerts as they are received from the Service Provider.	R	A	C	I
8	Monitor services 24 hours a day x 7 days a week.	C	I	R	A
9	Purchase, install, manage, maintain, and troubleshoot back-end storage systems.			R	A
10	Acquire and plan for object-based storage capacity to fulfill Customer requests.	I	A	R	C
11	Monitor object-based storage infrastructure 24x7x365.	I		R	A
12	Manage data on non-OS partitions/drives/volumes and act on storage alerts as they are received from the Service Provider.	R	A	C	I

Storage Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
13	Provide encrypted offsite replication for protected data sets.	C	I	R	A
14	Discuss long-term data retention strategies with the Service Provider prior to implementation of any product, solution, or service to ensure strategic alignment, technical compatibility, and cost effectiveness.		RA	C	I
15	Recognize, mitigate and potentially accept risks associated with maintaining deprecated/EOSL operating systems, software, and hardware.	R	A	C	I

## WINDOWS SERVICES

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
<b>Windows Capacity Unit</b>	Capacity Units (CU)/Month	% of Service Use	This service was born out of a need for cost allocation and is not a measurable service.	3 business days (Adding or removing capacity units may require a server reboot. Delivery time for these changes will be dependent on an available maintenance window for the server.)	Provides processing capacity as required to support the associated Windows Managed Server Service. Capacity Units are sold in quantities of memory and processing power, specifically gigabytes of RAM and GHz of CPU. Minimums apply. Customers requiring dedicated physical hardware must provide justification and, if approved, will be billed for all the compute resources present within the server. In these situations, delivery times may be impacted.
<b>Windows Managed Server</b>	Window Server Units (SU)/Month	% of Service Use	Windows Managed Server will be available 99.5% of the scheduled availability in a monthly period (the number of minutes in a month minus planned downtime).	10 business days* (following approval of service order and independent of other services).	Provides management of a Windows-based server OS instance, and includes OS licenses and support, OS configuration and tuning, OS patch management in standard maintenance window, 24x7 availability and performance monitoring, security management, and anti-malware protection. DST managed servers can be provisioned at DST-managed data centers, third party co-location hosting facilities, or with cloud providers. Service details may vary depending on location, provider and/or services requested. Capacity Unit, Storage, Data Protection (backup),

Service Name	Billable Unit	Billing Methodology	Service Targets	Estimated Delivery Time	Service Description
			Actual scheduled availability (minutes) minus reported downtime (minutes) divided by scheduled availability (minutes). Microsoft Clustering solutions are available upon request and can provide application uptime greater than 99.5%.		and Network Unit services are required and covered under separate offerings.  The Service Provider is responsible for ensuring the overall health and availability of the server hardware, operating system and basic network connectivity. Application-layer management responsibility is maintained by the Customer with optional Service Provider support.

\* This includes both simple and complex builds with or without OS or database high-availability (HA) features. Simple builds are typically delivered in less than 5 days. Customer-requested applications that are not part of the native OS roles and features are not included in the build process delivery time. Infrastructure dependencies outside of the full control of DST may adversely affect delivery time. These dependencies include but are not limited to customer firewalls, customer network routing, IP address management, and customer Active Directory domain access. Additionally, unless an exception is filed and granted, a server cannot be delivered without anti-malware protection, data protection services, or the DST system management tool(s) installed.

**Service Level Commitment**

The Service Provider is committed to meeting a minimum uptime of 99.5% for Windows Managed Server. Reports are provided via the self-service portal.

Note: Interdependencies on other services may affect a specific service’s performance metrics.

**Windows Capacity Unit**

Windows Capacity Unit is defined as each 1024 MB of RAM and each 1000 MHz of processor pool resources allocated to the OS. Customers of physical servers will be charged for all RAM and all processor MHz for all cores available to the OS.

Eleven (11) Windows Capacity Units (5 CU processing and 6 CU RAM) are required to minimally provision a new managed server under this model. Additional capacity will be provisioned upon request and is subject to availability. New Windows Managed Servers also require a minimum system partition of 80 GB of storage to be used exclusively for the operating system. Additional data/applications storage will be provisioned at Customer request, subject to availability. The additional storage, assigned a different drive designation, will be the storage location for customer data and applications. Wherever possible, system disks will be maintained such that 20% of total storage is available. System disks may be minimally expanded by DST when required to avoid downtime or disruption in service. Management of legacy, direct-attached storage not part of the Service Provider's Storage Service is considered a Direct Service.

### Windows Managed Server

Windows Managed Server includes:

1. Operating system installation, configuration, and licensing.
2. Operating system services management including, installation of roles and features, disk management, and network stack configuration. Other tasks such as software installation assistance, migration planning, and IIS configuration assistance are also available.
3. Server patch management - Regular deployment of Microsoft OS patches including Service Packs and all MS\*-\* security bulletin patches for the Service Provider's provided services. Microsoft security bulletins (e.g., MS16-001) are released and deployed on a monthly basis. The Windows Managed Server Service offering does not include patch services for other customer-installed Microsoft enterprise products such as SharePoint, SCCM, SCOM, Lync/Skype, and Exchange. Also excluded from routine patch operations are customer-installed third-party software such as Adobe Acrobat, Flash, ColdFusion, Java, or any other off-the-shelf products.
4. Server health and availability monitoring - Managed Servers are monitored 24x7x365 and include DST incident notification and response. Standard monitored metrics include CPU, RAM, and disk space usage along with network response time, latency and availability. Additional advanced monitoring is available upon request and as a Direct Service.
5. Security vulnerability scanning and remediation efforts – Additional security settings above and beyond the standard template can be set at customer request. Remediation efforts resulting from customer-managed audits must be explicitly requested by the customer.
6. Malware protection - All malware protection software policy settings and exclusions, as well as threat intelligence, are administered and approved by DST Security. Includes installation, tuning, and on-going administration of malware protection software.

7. Remote host security log shipping – Security logs are stored separately from the generating system for a minimum of 30 days.
8. Virtual machine snapshots - Virtual Machine snapshots are available upon request and are retained for a maximum of 5 business days. For longer term needs, clones and/or backups are available to provide point-in-time fallback.
9. Privileged Access - Delegated privileged access is granted per the SLA and statutory requirements. Windows Rights Assignment document available upon request. Wherever possible, Centrify shall be used to provide and monitor privileged access.

To perform the functions described above, DST installs and manages additional agents on each Windows Managed Server. These agents consume CPU, RAM, and disk space, but are required to provide a fully documented, secure, and available system that meets common security, audit, and industry best practices. This resource usage is taken into consideration when setting Windows Capacity Unit minimums.

*Note: Unless an exception has been granted, newly provisioned servers will be provisioned as virtual machines in the Service Provider's highly available (HA) virtual infrastructure.*

A Windows Managed Server requires the Data Protection Service to meet service availability requirements. Server restoration time will be excluded from the Managed Server performance metrics where backup exception requests have been granted and are related to the outage.

Deprecated and/or end of life hardware and software no longer receive security patches and lack the latest security improvements and features required to meet common compliance measures and security best practice. As major hardware and software providers drop support for legacy products, so do the satellite vendors providing software and services used to manage, monitor, and backup those products. For example, many backup product providers offer only 'best effort' support when targeting deprecated operating system versions; some product providers offer no support at all. For the latest support and compatibility matrix, please contact your DST Business Relationship Manager.

## Maintenance and Support Windows

Windows Services support windows are outlined in the tables below.

Maintenance and Support Windows		
Windows	Times	Description
Normal Business Hours	Monday through Friday 7:00 AM – 6:00 PM (ET)	Windows technicians are scheduled during this time to fulfill service requests and troubleshoot incidents. Priority 3 and 4 issues will be worked within this window. Priority 1 and 2 issues are also worked during this window and are worked continuously until resolved. Changes may be executed during this time, following the Service Provider's change and release management processes.
Extended Business Hours	Monday through Friday 6:00 PM – Midnight (ET)	Windows technicians are available during this time to fulfill <i>scheduled</i> service requests and troubleshoot incidents as they arise.
Standard Maintenance Hours	Monday through Friday 6:00 PM – 1:00 AM (ET)	This is the default window for maintenance to the Service Provider's services and infrastructure. Normal maintenance, changes, and system enhancements will be performed during this time following DST

Maintenance and Support Windows		
Windows	Times	Description
		Change Management procedures. This is the regularly scheduled patch window for Windows servers. Patching outside of this window will be considered a Direct Service.
Direct Services Hours	Monday through Friday 1:00 AM - 7:00 AM (ET)  Saturday, Sunday, and State Holidays – All Day	Service requests fulfilled during this window will be considered a Direct Service.
On-call Hours	Monday through Friday 1:00 AM to 7:00 AM (ET)  All day Saturday and Sunday	On-call technicians are available during this time to help resolve server down or imminent failure incidents as they arise.

### Roles and Responsibilities

General roles and responsibilities for this service are defined in the RACI responsibility matrix below.

1. **Responsible (R)** - Those who do the work to achieve the task. There is typically one role with a participation type of responsible, although others can be delegated to assist in the work required.
2. **Accountable (A)** - (also approver or final approving authority) - The one ultimately answerable for the correct and thorough completion of the deliverable or task and the one from whom responsible is delegated the work. In other words, an accountable must sign off (approve) on work that responsible provides. There **must** be only one accountable specified for each task or deliverable.
3. **Consulted (C)** - (sometimes counsel) - Those whose opinions are sought, typically subject matter experts; and with whom there is two-way communication. Consultation prior to event/decision typically done through change management.

4. **Informed (I)** - Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.

Windows Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
1	Ensures the overall health and availability of the server hardware, operating system and basic network connectivity.	I	I	R	A
2	Develop, deploy, and maintain Customer application code; Comply with Rule Chapter 74-2, FL Administrative Code, if applicable, with respect to Customer application security and logical separation of development, test and production services.	R	A	C	I
3	Application development and deployment in the development environment.	R	A	C	I
4	Application deployment in the test and production environments.	R	A	C	I
5	Manage Customer Active Directory, including account adds/modify/deletes.	R	A	C	I
6	Manage the Service Provider's Active Directory, including account adds/modify/deletes. (Customer resource forest)	C	I	R	A
7	Manage Customer application.	R	A	C	I

Windows Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
8	Manage group policy within Customer Active Directory, with the exception of those settings which modify security, audit or patch behavior of those servers at the Service Provider's facility.	R	A	C	I
9	Manage group policy within the DST Customer Resource Forest.	C	I	R	A
10	Manage customer internal DHCP, WINS and DNS namespace(s).	R	A	C	I
11	Manage DST Customer Resource Forest DNS namespace.	C	I	R	A
12	Perform testing following changes performed by the SDC.	R	A	C	I
13	Purchase, maintain, manage, and report application licenses.	R	A	C	I
14	Restart application-specific services, not provided by the Service Provider as an enterprise service.	R	A	C	I
15	Notify the Service Provider's Service Desk of all service issues and requests.	R	A	C	I
16	Plan and coordinate continuity of operations plans for critical Customer-specific servers and applications.	R	A	C	I
17	Plan for and acquire capacity to fulfill Customer requests.	C	I	R	A
18	Provide capacity plan to the Service Provider bi-annually per Florida Statutes.	R	A	C	I
19	Provide server anti-malware management and maintenance.	C	I	R	A

Windows Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
20	Provide server availability and monitoring.	C	I	R	A
21	Provide server connectivity to WAN.	C	I	R	A
22	Provide server installation and operating system configuration.	C	I	R	A
23	Maintain server/service security; comply with Rule Chapter 74-2, FL Administrative Code, with respect to server, network and service security.	C	I	R	A
24	Provide server management and administration.	C	I	R	A
25	Monitor server availability 24x7x365 on an on-going basis, with alerts sent to support staff when service interruptions or degradations are detected.	C	I	R	A
26	Manage server operating system license purchase and maintenance.	C	I	R	A
27	Perform server patch management and maintenance.	C	I	R	A
28	Reboot servers when required.	C	I	R	A
29	Restart native operating system services.	C	I	R	A
30	Patch all MS*-* security patches supplied by Microsoft with the exception of patches related to non-operating system software such as SharePoint, Exchange, Lync/Skype, SCOM, and SCCM.	C	I	R	A

Windows Services Functions		Customer		Service Provider	
		Tech	Mgt	Tech	Mgt
31	Patch all MS*-* security patches supplied by Microsoft for non-operating system software such as SharePoint, Exchange, Lync/Skype, SCOM, and SCCM.	R	A	C	I
32	Patch all third-party software such as Adobe Acrobat, Flash, ColdFusion, Java, or any other common, off-the-shelf products.	R	A	C	I
33	Utilize the Service Provider's Change, Incident, Release, Problem and Configuration Management Processes.	C	I	R	A
34	Accepting risks associated with maintaining deprecated/EOSL operating systems.	R	A	C	I
35	Provide Client Access Licenses (CALs) for Windows and SQL access.	R	A	C	I
36	Inform Customer of incident and change requests.	I		R	A
37	Recognize, mitigate and potentially accept risks associated with maintaining deprecated/EOSL operating systems, software, and hardware.	R	A	C	I

DIRECT SERVICE OFFERINGS

Offering Name	Offering Description
<p><b>Disaster Recovery Offering</b></p>	<p>Provides a comprehensive and structured approach for managing, maintaining, and enhancing business-critical disaster recovery capabilities located at least 150 miles from Tallahassee. This offering builds on other appropriate SDC Managed Services (server, database, storage, network, etc.) and leverages capacity available through the SDC or Infrastructure as a Service (IaaS) and Disaster Recovery as a Service (DRaaS) from third-party contractors. The standard recovery time objective (RTO) is 24 hours, and the standard recovery point objective (RPO) is 2 hours for replicated solutions within the offering. Customized RTOs and RPOs can be provided. This Direct Service offering is available for an additional fee for each of the SDC Managed Compute Services (Mainframe, UNIX/Linux, and Windows). The cost components for this offering are comprised of data circuits, IaaS, and other cloud service provider components necessary to provide service. Agency-specific Direct Costs may also be applicable.</p>
<p><b>Security Training</b></p>	<p>Provides instructional content focused on the technical competencies, tools, and supporting processes required to identify security needs in government information technology resources, protect systems from potential security incidents, detect malicious activities, respond to incidents, and manage incident recovery activities. The target audience for this security training is information security technicians and managers employed by State of Florida agencies, data center customers, and local government entities.</p>

## CLOUD-BASED CUSTOM SUPPORT OFFERINGS

All Custom Support Offerings are billed at a flat rate of \$100/hour. If additional licenses are required to provide any service, Customers will be responsible for providing those additional licenses.

Offering Name	Offering Description
<b>Application Readiness Assessment for the Cloud</b>	This offering provides assistance with Customer workload right sizing, fit-for-purpose assessments, application dependency mapping, software architecture, cost benefit analysis, capacity planning, fallback planning, and assessment of quality and resiliency requirements.
<b>Design and Architectural Reviews</b>	This offering provides assistance with best practices for efficient, cost-effective design of cloud services, as well as post-implementation review and remediation of existing cloud deployments.
<b>Transition and Migration Services Offering</b>	This offering provides cloud product guidance and recommendations, technical planning, project management, and migration/cutover assistance.
<b>Routing and Traffic Management Offering</b>	This offering provides assessment, configuration, and troubleshooting of Customer software-defined networking, routing, IP subnetting, and all connectivity to and from cloud services. Load balancer configuration and troubleshooting is also a part of this offering.

Offering Name	Offering Description
<b>Firewall Management Offering</b>	This offering includes firewall object and rule review, security policies, configuration of network/firewall policies based on application-specific requirements, best practice recommendations, deployment, rule placement, and troubleshooting, as well as third party and host-based firewall implementation.
<b>Operation and Maintenance Services</b>	This offering provides one-time or ongoing daily operational management of cloud-based workload. Services may include patch assessment and patch management implementation; backup configuration and testing; endpoint protection; validation and assurance reporting; system and utilization monitoring and alerting; and cost alerting. As appropriate, these offerings include planning, scheduling, change control, and deployment of cloud-based resources using cloud-native or standard deployment tools. License fees may apply and, if so, must be provided by the Customer.