

Service Description

The DAS OIT Co-Location service offers consumers a Tier 3 capable secure data center environment with reliable uptime, power redundancy and redundant cooling to ensure uninterrupted access of critical data and applications in the State of Ohio Computer Center (SOCC). The SOCC is staffed and available to authorized personnel 24 x 7 x 365 and is accessible via electronic card key only.

Future Data Center Co-Location offerings include:

- Cloud Services:
 - Disaster Recovery
 - Server
 - Storage
 - Network

Customer Benefits

- **Availability** – 24 x 7 x 365 Tier III capable data center with reliable uptime.
- **Cost-savings** - The consumer will save money by not having to incur additional expenses for personnel and equipment associated with building, staffing and monitoring a data center facility.
- **Efficiency** - This service has various levels of redundancy built in as part of its architecture.
- **Support** - Service support is provided by experienced data center staff.

OIT Provides

- Secured and dedicated computing area on the 3rd floor of the SOCC with controlled security access
- Disaster Recovery/IT Service Continuity plan for business critical services
- Facility electronic card key access
- Heating, ventilation and cooling as well as HVAC maintenance
- Electrical power
- 24 x 7 monitoring of power and cooling systems by facility staff
- Redundant power distribution units (PDUs) that adhere to the State of Ohio standards
- Procured and installed computing racks with metered power to individual racks
- Keys to locked cabinets (DAS OIT will maintain one key to each cabinet for security purposes.)
- Incident reports regarding root cause for any outages and impacts as a result of outage

Maintenance Schedule

SOCC facility maintenance and regular testing calendar of UPS, Diesel Generator/Power and Telecommunications features is published and distributed quarterly or in advance of scheduled outages. To the extent possible, maintenance outages will be minimized and coordinated with consumers prior to execution.

Incident Response & Resolution

As a primary service, Data Center Co-Location facility support staff is available 24 x 7 for both incident reporting and resolution. Staff will respond to the customer within 30 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours or less, depending on the severity of the incident.

Service Objectives

Category	Evaluation Criteria	Target
Incident Responsiveness	Mean time to report facility access, power and cooling outages or issues is within 15 minutes of confirmation to designated consumer via telephone and email.	100%
Incident Resolution	90% within 4 hours or less (severity 1 issues) 90% within 24 hours or less (severity 2 issues) 90% within 7 calendar days (severity 3 issues)	100%

Customer Requirements

- Agreement to follow all DAS OIT SOCC policies, standards and requirements
- Comprehensive insurance coverage for all customer property and data in the SOCC
- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Maintain power management of all racks and follow breaker limits
- Place service order via the OIT Enterprise Service Catalog
- Provide and maintain firewalls
- Provide DAS OIT with a valid billing number

Additional Information

For more information on this service or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

Visit us on the web at: <http://das.ohio.gov/Divisions/InformationTechnology.aspx>.