Information Services Division
Definitions for Information Technology Services FY08
Effective July 1, 2007

6/20/07

Mainframe Processing

Prime and Non-Prime Time

Prime Time is 7:00 A.M. to 5:00 P.M. Monday – Friday (Holidays excluded).

Non-Prime Time is 5:00 P.M. to 7:00 A.M. Monday – Friday and Weekends and Holidays.

Rates include Mainframe Disaster Recovery.

Customer Information Control System (CICS) Processing

CICS (Customer Information Control System) billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

Customer Information Control System (CICS) Transaction

CICS (Customer Information Control System) employs "interactive" functionality in that the user is able to interactively display, add, change and delete records on a remote terminal screen. CICS transaction charges are a fixed amount assessed for every transaction executed.

Time Sharing Option (TSO)

TSO stands for (Time Sharing Option) and provides "interactive" time-sharing from remote terminals. TSO is a means of communicating with the system (mainframe) and among other functions allows the user to submit Batch Processing jobs, view data, monitor job flow, print, edit files and conduct library functions, etc.

Batch

Batch Processing refers to jobs submitted with Job Control Language (JCL) stack. Batch Processing is submitted in various ways including Control M – scheduler or other methods as determined by the user. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

Information Management System (IMS)

Information Management System (IMS) is IBM's transaction & hierarchical database management system. The database may be accessed through batch jobs or on-line transactions from either IMS/Data Communications or CICS. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

Datacom
Datacom refers to a Computer Associates database. The database may be accessed through batch jobs or on-line/CICS activities. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

Datacom Multi User Facility (MUF) Query
Datacom MUF (Multi User Facility) Query refers to a Computer Associates database. Charges within this service are for queries on the Arizona Financial Information System (AFIS). Queries may be run through batch jobs or on-line/CICS activities. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

ADABAS
ADABAS is Software AG's advanced database management system that delivers high transaction throughput while ensuring integrity and flexibility. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

Open Database Connectivity (ODBC)
Open Database Connectivity (ODBC) is a common framework for accessing and altering the contents of databases. ODBC support enables open application access from virtually all distributed platforms. Billable units are based on resource utilization per CPU Hour (CPU Hour is a calculation of units of processing time and is not related to wall clock time/hour).

Technical Support
Technician Services
This service is on a request basis and includes support of system and application activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed on 15 minute increments and is billed monthly as incurred.

Mainframe Disk Storage
Mainframe Disk Storage - Tier 1 and Tier 2
Tier 1 storage is designed for the highest availability and performance requirements. It is built on the most current disk technology and is based on a cache centric design that provides the fastest response times while sustaining large numbers of data transfers.

Tier 2 storage is most often selected for less critical data with low I/O requirements. It is built on current disk technology that provides a lower response time than Tier 1.

Rates include Mainframe Disaster Recovery. Customers that request Tier 1 and Tier 2 Private (Reserved) Volumes are billed for all tracks on the volume.

Open System Disk Storage

Open System Disk - Tier 1 and Tier 2

Tier 1 storage is designed for the highest availability and performance requirements. It is built on the most current disk technology and is based on a cache centric design that provides the fastest response times while sustaining large numbers of data transfers.

Tier 2 storage is most often selected for less critical data with low I/O requirements. It is built on current disk technology that provides a lower response time than Tier 1.

ISD is available to assist with Open System Disaster Recovery, which is a customer responsibility. Customers that request Tier 1 and Tier 2 Private (Reserved) Volumes are billed for all tracks on the volume.

Mainframe Tape Storage

Data Stored

A Tape Management System (TMS) tracks all tapes in storage by MB. Active tape(s) charge(s) are based upon the amount of time that the data is allocated to the user during the month. Multiple customers are backed up to individual tapes. If a customer requires their data to be the only backup on a tape(s) they will be charged for that tape(s) based upon current cost.

Physical Tape Surcharge

Surcharge assessed to all 3420 & 3480 tapes.

Physical Tape not in Tape Management System (TMS)

This charge is for physical tapes that are stored and managed in the ISD Tape Library but are not recorded in the automated Tape Management System.

Tape Mounts

To mount the 3420 and 3480 tapes. This is a per mount charge.

Migrated Data

Customer data files that have been migrated from Mainframe disk storage to a secondary storage media. When a customer accesses one of these data files, it is automatically restored to Mainframe disk storage for processing.

Tape Archival

Charge from Libraries and Archives for archival of tape(s) plus administrative costs.

Open Systems Tape Storage

Automated Tape Library (ATL) Storage

A Tape Management System (TMS) tracks all files in storage by MB. Storage charge(s) are based upon the amount of time that the data is allocated to the user during the month. Multiple customers are backed up to individual tapes. If a customer requires their data to be the only backup on a tape(s) they will be charged for that tape(s) based upon current cost.

Tape Archival

Charge from Libraries and Archives for archival of tape(s) plus administrative costs.

Printing

Page

On-line Local Page printing is billed based on the number of "clicks" recorded by the Xerox printing machines. One "click" equals one impression or the number of times the sheet of paper passes through the print station. One sheet of paper (both sides) is capable of holding from one (1) to eight (8) pages of information, however one sheet of paper can represent no more than two clicks.

Impact (Line)

Initiated by Batch Jobs as well as CICS and TSO. Impact printing is performed on two (2) IBM 6262 machines that are normally loaded with green bar paper.

Desktop

PC/Laptop Support

Includes ISD support time only per device. Hardware, software and user training are not included.

Printer Support

Includes ISD support time only per device. Hardware, software, user training and consumables (toner, paper, etc.) are not included.

Desktop Technician

Technician provides technical service, user training and support for personal computers, log-ins, laptops, printers and related hardware and software. This service is billed on 15 minute increments and is billed monthly as incurred.

Application Development/Support

Programmer

Provides a variety of software programming services including maintenance of existing computer software applications; maintenance and development of web software applications, development of new software systems, testing, product support and documentation. This service is billed on 15 minute increments and is billed monthly as incurred.

E-mail - Basic (Post Office Protocol 3) (POP3)
This includes one POP3 email account and virus protection. E-mail clients use the Post Office Protocol version 3 (POP3), an application-layer Internet standard protocol, to retrieve e-mail from a remote server over a TCP/IP connection.

E-mail - Enterprise (Exchange)
This includes one Microsoft Exchange email account, virus protection and support from ISD.

Web Page Hosting/Storage
Includes web pages and storage for the web pages.

Secure Sockets Layer (SSL) Certificate for Web Page
Please contact ISD Finance and Planning at 602-364-2964 with any questions.

.gov domain registration for Web Page Hosting
Please contact ISD Finance and Planning at 602-364-2964 with any questions.

Domain Name Service (DNS) for .gov sites
Please contact ISD Finance and Planning at 602-364-2964 with any questions.

Payment Portal Processing Fee
Please contact ISD Finance and Planning at 602-364-2964 with any questions.

Server Support
Basic Support
This includes patch management of the operating system, virus definition files, and driver updates. Please see Hoteling rate for facilities support, user administration rate or server database support rate for each respective service rate.

Standard Support
This includes all of the Basic Support services, plus performance monitoring of identified processes, storage management, backup client installation and configuration for the ISD enterprise backups, basic application installs (i.e. Visio, Word, Excel), trouble shooting of OS and hardware, simple hardware upgrades (such as adding storage), installation and configuration of software used to enable ISD to perform their job (i.e. performance monitoring software), license management and printer setup. Not included are operating system upgrades, vender maintenance and support, hardware refresh/major upgrades, disaster recovery and stand alone backup configuration. Please see Hoteling rate for facilities support and also, for each respective services rate: user administration rate, server database support rate, and Open System Tape Storage.

User Administration
Administration of user on the server. This includes additions, deletions and security administration for each user.

Server Technician
Provides technical support for the server and operating systems for the server. This service is billed on 15 minute increments and is billed monthly as incurred.

Open Systems Facilities Support

Hoteling – server (per 2U)
This includes 2U's space for racking the server with electrical, generator backup, fire protection, raised flooring, air conditioning, and physical security. All management of the system and data will be the responsibility of the owner of the equipment. The rate is the same whether the rack is provided by ISD or belongs to the customer.

Hoteling – per rack
If the total number of racks for a customer totals 1-5, 6-18 or 19+, please apply the respective rack rate. Hoteling rack services include the same facilities support as the Hoteling service described above. The rate is the same whether the rack is provided by ISD or belongs to the customer.

Hoteling - Blade
ISD foresees the strong value of blades. If anyone wishes to install a blade configuration (rackable or a blade box), we can develop an ISA unique to the particulars of what you wish to install. Blades will dramatically alter the power and cooling requirements of our DataCenter and we intend to plan for them over the coming year.

Network Connection
For all network and SAN (Storage Area Network) ports provided by ISD to enable communication between to the customer's equipment and other systems.

Equipment Lease
This will include recovery costs of the server over a 36 month life cycle plus administrative costs. Rates will vary based upon server selection.

Virtual Machine Guest
A VM Guest is a guest on a virtual server. A VM Guest is calculated by a combination of the number of virtual CPU's and virtual RAM. VM Guests use Tier 1 Open Systems Storage. Pricing for Tier 1 storage is listed on the Rates sheet. Pricing for a VM Guest does not include the operating system, backups, or Server Support.

> **Virtual CPU**
> The maximum number of virtual CPU's is 2.
>
> **Virtual RAM**
> Virtual RAM is billed in 512 MB blocks. The maximum number of virtual RAM blocks is 30 or, 15GB of RAM.

AS/400 Storage
Includes disk space for database and application programs.

AS/400 Technician
Provides technical support for this server and operating systems for the server. This service is billed on 15 minute increments and is billed monthly as incurred.

E-mail Filtering
This e-mail filtering service includes virus protection, anti-spam and anti-phishing.

Security
Security Technician
Security and network consulting service is on a request basis and includes support of system, application or activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed on 15 minute increments and is billed monthly as incurred.

Account Setup
This service is on a request basis and includes account setup support of system, application or activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed on a per event basis and is billed monthly as incurred.

Password Change/Reset
This service is on a request basis and includes password change/reset support of system, application or activities. Involvement in special projects may also be requested on an as-needed basis. This service is billed on a per event basis and is billed monthly as incurred.

Host based Intrusion Detection System (HIDS)
Host-based Intrusion Detection System (HIDS) is a security management system that is used to determine if a system has been compromised and can warn administrators when a security breach occurs. HIDS gathers and analyzes information from the Server/Host and/or network, to identify possible security breaches, which include both intrusions (attacks from outside the organization) and misuse (attacks from within the organization). HIDS is used to meet the security requirements defined in GITA and ADOA Information Security Policies and Standards. Monitored HIDS services billing rates are based on the number of CPU's in Server/Host and is billed on a monthly basis.

Host Security Assessment (HSA)
Host Security Assessment (HSA) is a combination of network based testing, patch verification, unused service testing, anti-virus, firewall, file permissions testing, unused accounts, password strength testing etc. Overall, a Host Security Assessment service is testing a Server/Host for security vulnerabilities and ensuring compliance with the required GITA and ADOA Information Security Policies and Standards. Host Security Assessment services billing rates are based on the number of CPU's in Server/Host and is billed on a monthly basis.

Disaster Recovery
Hoteling - Server/Storage
This service is offered as a DR Strategy for "remote data replication capability" on Magnet 2. Includes 2U's space for racking a server, network security and local area network services in a raised floor environment in Tucson. Management of equipment, WAN and application specific services is the responsibility the requesting agency. DR managed service are negotiable and similar to operational rates at 1510 (Notes: Physical facilities include fire protection (wet pipe), camera monitoring, temperature control, raised floor and back-up generators, no battery backup).

Support Center
Remedy User Registration
One Remedy user license and support. Includes read, write and update functionality.

Data Base Management
Server Data Base Support – Primary
This service is billed monthly and includes the following activities: Implement & maintain database structures, monitoring & performance tuning of the database environment, file maintenance & software upgrade activities, troubleshoot & resolve database environment problems.

Server Data Base Support – Secondary
This service is billed monthly and includes the following activities: Implement & maintain database structures, monitoring & performance tuning of the database environment, file maintenance & software upgrade activities, troubleshoot & resolve database environment problems.

Data Base Specialist
This service is on a request basis and includes support of database design activities, analysis and maintenance activities involved in the Application Development life-cycle. Involvement in special projects may also be requested on an as-needed basis. This service is billed on 15 minute increments and is billed monthly as incurred.

*** For any service not provided in the above definitions and rates, please contact ISD F&P (Finance and Planning) at 602-364-2964.**