



AS400 Partition Hosting Service

December 30, 2014

Last updated: May 12, 2015

1. Rate

\$600/month

2. General Overview:

- This hosting service for applications currently residing on the IBM AS/400 iSeries or compatible environment. State agencies, political sub divisions, etc. owning and operating their own AS/400 systems are the potential candidates for this service. Hosting applications on the State's virtual infrastructure is more cost-efficient than owning and maintaining separate servers.

3. Service Description:

The Service will include:

- One (1) fully equipped and dedicated partition
- 100GB of data storage capacity. Additional storage available at 100GB increments
- All necessary hardware and software to host the applications
- Unlimited access to the application, 24x7, 365 days a year, except during the normal scheduled daily maintenance window from 3am to 5am
- On-going support and maintenance of the hosting system
- The routine backup of customer data
- Service is accessible anywhere on the State network
- Off state network access is NOT included

The Service will **NOT** include:

- The development and support of customer's own application(s)
- End-user emulator software
- Network access to the state network

4. Roles and Responsibilities:

OCIO:

- Furnish the hardware and software necessary to host the application, including software licenses
- Provide the ongoing support and maintenance of the hosting server, including the routine backup of customer data
- Administer the user account pool per the customer direction



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Customer:

- Maintain and support of own application(s)
- Develop and promote of own application changes and enhancements
- Authorize users who can have access application

5. Requesting Service:

For additional information or to request for service please contact the OCIO Help Desk at (402)471-4636 or toll free at (800)982-2468 or via email at cio.help@nebraska.gov.

6. Billing Information:

The Office of the CIO uses a system of Billing Accounts, Job Codes and Work Orders for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order to use or request a new job code and work order. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the agency.

7. Service Hours, Response Times and Escalation:

The service is supported by our internal IT specialists. Customer support is generally available during our regular business hours from 7:30am – 5:30pm Central time by calling the OCIO Help Desk at (402) 471-4636 or (800) 982-2468 or via email at cio.help@nebraska.gov. The service is available 24x7, 365 days a year, except during the normal scheduled daily maintenance window from 3am to 5am.

Calls during the non-business hours will go to the OCIO Operations personnel. Calls will be logged and on-call members of the OCIO will be notified and respond accordingly.

For further information, please contact:

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