

Service: Power, Ping and Enclosure

Service Line: Data Center Services

Status: In production

General Description: GTA provides computer server and appliance hosting for government agencies at its North Atlanta Data Center (NADC). This environment provides or has access to the following:

- ◆ Highly available, redundant and configurable power provisioning
- ◆ Redundant LAN (Ethernet) network connection with speeds up to 100 Mbps
- ◆ Dedicated server enclosure (one enclosure minimum)
- ◆ Location in a Tier IV state-of-the-art data center
- ◆ Highly available network and infrastructure (hardware)
- ◆ Internet access

Availability:

This service is available to all State of Georgia agencies and local governmental entities. Service provisioning will be subject to capacity limitations and GTA’s desire to limit risk to existing infrastructure.

Benefits / Advantages:

This service offers customers a very stable infrastructure for hosting servers. Customers will not need to worry about managing raised floor space and power supply and cooling challenges presented by expanding requirements and limited funds. GTA provides customers with access to a Tier IV Data Center along with the resources and experience to maintain and deliver a highly available, robust, secure and expandable hosting environment.

Terms and Definitions:

Availability - availability is based on a 24 X 7 X 365 time period.

Availability	Annual Downtime
90%	876 hours
99%	87 hours, 36 minutes
99.9%	8 hours, 45.5 minutes
99.99%	52 minutes, 33 seconds
99.999%	5 minutes, 15 seconds

Data Center Tiers – The Uptime Institute has created a tiered approach to classifying site infrastructure that provides a standard for data centers with different infrastructures.

Tier Requirement	Tier I	Tier II	Tier III	Tier IV
Source	N	N+1	N+1	Minimum N+1
System component redundancy	1	1	1 normal and 1 alternate	2 simultaneously active
Distribution paths	No	No	Yes	Yes
Compartmentalization	No	No	Yes	Yes
Concurrently maintainable	No	No	Yes	Yes
Fault tolerance (single event)	No	No	No	Yes

GTA Command Center – The GTA group that monitors resources and services for all computer and network systems operated by GTA.

Service Levels:

The following service levels are available for this service:

	Service Level Provided
Availability	
♦ Wide area MPLS/Frame network	99.5%
♦ Power	99.999%
♦ Hardware	99.9%
Facility Access ¹	
♦ Security	24 x 7
♦ Access Control ²	24 x 7
24 X 7 X 365 active monitoring	
♦ Wide area MPLS/Frame network	Ongoing
♦ Power	Ongoing
♦ Hardware	Ongoing
Incident Management	
♦ Access to the Command Center for incident reporting ³	Yes
♦ Incidents not reported to the Command Center	N/A
Disaster Recovery	
♦ Backups	May be provided as a separate service later, along with vaulting services.
Reporting	
♦ Network Availability	Customer generated
♦ Power Availability	Monthly

	Service Level Provided
◆ Access Control Reporting	Monthly
◆ Incident management ⁴	Monthly
Service Request	
◆ Additional rack space	30 days (minimum) ⁵
◆ Simple and low risk	24 hours
◆ Simple and high risk	1 week (Next maintenance window)
◆ Complex	Negotiated between GTA and the customer

Notes:

1. The NADC will be accessible 24 x 7 for authorized customer personnel. GTA escorted access is required for all customer personnel to access the data center floor. Prior notification is requested but not required.
2. Access control is maintained by biometrics and proximity cards. Customers will need to be escorted to the data center floor.
3. The following chart provides a summary of GTA's Incident Management procedures used to resolve issues related to its services. Resolving hardware and system software problems specific to customer equipment is not included in this service and is the customer's responsibility. GTA will provide assistance in problem resolution at a rate of \$75 per hour.

Severity Level	Criteria	Max Target Resolution Time	Customer Updates
1	Critical Impact: Enterprise level widespread infrastructure outage (e.g. operating environment, network, entire phone system) or total loss of major functionality or access for customer which constitutes an emergency or complete work stoppage. Includes all incidents related to key services identified as Hot Ticket applications or Agencies.	8 hours	Every 1 hour until resolution or status change
2	Major Impact: Impaired infrastructure functionality or accessibility causing significant degradation of performance or loss of some services with direct impact to multiple customers or constituents.	12 hours	Every 2 hours until resolution or status change
3	Moderate Impact: Non-critical system functionality down or degraded service level with impact to the customer which may potentially result in work stoppage if not resolved (e.g. individual telephone or work station). Could necessitate impacted individual to move to another work station to work or go to another location to use the phone	5 days	Every 12 hours until resolution or status change
4	Low Impact: Noticeable problem with some degraded service performance based on system design, functionality or enhancement issue with limited to no immediate customer impact. This could be direct user impact, e. g. static on a telephone line; not out of service, only a nuisance	20 days	As needed

4. Incident Management reporting only includes incidents reported to the Command Center. GTA will use the Command Center to distribute any informational announcements specific to the NADC.
5. Provisioning of additional enclosures will depend on data center capacity. If capacity needs to be upgraded, provisioning additional enclosures may take up to 90 days.

Modifications to Service Levels:

Any additions, deletions or modifications to the base service levels require the agreement of both GTA and the customer and will be documented in an addendum to the Service Agreement.

Limitations:

Provisioning and support of this service depends on the following general assumptions. Customer specific limitations may also be identified in any Statement of Work provided with the service schedule. Changes in any of these assumptions may result in changes to cost, schedule, supportability and quality.

1. **Extent of interest.** This service does not provide the customer any interest in the contracts that underlie the services. The services offered will not exceed the terms of any agreement between GTA and its vendors. The facility lease and enterprise network agreements are available for customer review. GTA will work with customers to ensure that the data center infrastructure and network connectivity meet what was promised by GTA's vendors.
2. **Network connectivity.** By using this service, the customer has selected a level of connectivity and fail-over to meet its needs. The customer has a direct connection to its equipment and is isolated from GTA security measures; the customer is responsible for all logical and nonphysical security related to its connectivity and its hardware located in the NADC. If the customer requests a change in the selected connectivity, GTA will coordinate the change and pass through any cost decrease or increase to the customer. GTA will provision all network connections used to provide customers access to the Internet.
3. **Logical security.** All parties will adhere to the current [GTA Security Policies, Standards and Guidelines](#) as applicable. The security and availability of the information the customer holds in the hosted systems is the sole responsibility of the customer.
4. **Physical security.** This service is subject to the policies of GTA's data center vendor as specified in the NADC Landlord Rules and Regulations and to the GTA Raised Floor Operational Rules, which are made part of this agreement. These policies and rules govern access and security at the data center and may be amended from time to time. GTA's interpretation of its obligations under its vendor contracts and the terms of the policies and rules shall be controlling. These documents may be obtained from your GTA Account Manager.
5. **Customer/Vendor access.** Customers will adhere to GTA Raised Floor Operational Rules and maintain a roster of staff that may access the data center to maintain hosted equipment. All customers' vendor access must be scheduled in advance.
6. **Transition/migration.** GTA will need an initial manifest before moving equipment to the raised floor. GTA will track all equipment and control access to the raised floor. The GTA Raised Floor Operational Rules must be followed for removal of equipment.
7. **Fixtures.** Customer equipment will not become fixtures and will be removed when this service ends. The racks, cabinets or any other equipment that GTA provides with this service will not become the customer's property.
8. **No assignment.** Customers are not party to the lease agreement between GTA and GTA's data center provider and cannot renew any items contained in the lease

agreement. Customers will not assign, transfer, mortgage, encumber, pledge, or hypothecate its interest in this Agreement, in whole or in part, permit the use of the provisioned premises or any part of the premises by any persons other than customer employees or contractors, or further provide the premises or portion of the premises to a third party.

Prerequisites: Signed GTA Service Agreement, Order Form and Service Schedule

Pricing/Charges (As of 7/26/2007):

Pricing for this service depends on customer requirements for network bandwidth and power. The actual cost will be determined after the customer provides the following required specifications:

- ◆ Number of rack enclosures (minimum one)
- ◆ Number of downlinks (minimum one)
- ◆ Maximum bandwidth per downlink

One time set-up fees:

- ◆ Power & enclosure setup (per enclosure): \$1,050
- ◆ Network setup: \$1,700 (per downlink)

Monthly recurring fees:

- ◆ Power & enclosure (per enclosure): \$ 441
- ◆ Network downlink (per downlink): *<choose from table below>*

Downlink Choices	Monthly Rate
10Mbps capped	\$ 2,840
20Mbps rate limited	\$ 3,080
30Mbps rate limited	\$ 3,320
40Mbps rate limited	\$ 3,500
50Mbps rate limited	\$ 3,680
60Mbps rate limited	\$ 3,860
70Mbps rate limited	\$ 3,980
80Mbps rate limited	\$ 4,100
90Mbps rate limited	\$ 4,220
100Mbps capped	\$ 4,280

Additional services and support may be provided at an additional cost.

Service Components or Product Features Included in Base Price:

- ◆ Dedicated server enclosure (one enclosure minimum)
- ◆ Location in a Tier IV state-of-the-art data center
- ◆ Highly available, redundant and configurable power provisioning
- ◆ Highly available network and infrastructure (hardware)

- ◆ Internet access
- ◆ Redundant LAN (Ethernet) network connection with speeds up to 100 Mbps
- ◆ 254 globally routable (public) IP addresses
- ◆ Authorized physical access to the Data Center and escorted access to the Data Center floor
- ◆ Temporary workspace at the Data Center
- ◆ 24 X 7 X 365 active monitoring of the Data Center infrastructure

Options Available for an Additional Charge:

- ◆ Backup services
- ◆ Vaulting services
- ◆ Disaster recovery planning
- ◆ Application monitoring
- ◆ Provisioning of servers
- ◆ Resolution of hardware and system software problems specific to customer equipment

Pricing for these services will be based on customer requirements and will be quoted in a Service Schedule. GTA will provide assistance in problem resolution at a rate of \$75 per hour.

Service Components or Product Features Not Included: N/A

What GTA Provides:

In addition to the features above, GTA provides the following:

- ◆ Dedicated enclosures
- ◆ Electrical power - GTA will provide customer with electrical receptors with 110 and 220 volts according to customer specifications.
- ◆ Network connection - GTA will provide customers access to the Internet with a downlink with redundant capability (redundant configuration recommended but not mandatory) and with bandwidth based on the customer's choice of bandwidth as shown in the Pricing/Charges section.
- ◆ Physical security - GTA maintains a secure environment for its hosting services that complies with State standards and security policies. GTA will implement additional security protections as needed under the guidance of the State Information Security Officer and industry best practices.
- ◆ Capacity planning - Capacity planning is a joint activity driven by customer business needs and objectives. GTA will provide capacity planning consultation to customers, their business partners, and GTA technology partners if needed. For existing customers requiring additional enclosures, GTA will attempt to provide the additional enclosures in an area close to the customer's existing enclosures.

What the Customer Provides:

- ◆ Supplying servers, server support, application and all application level software, application support (which includes developing, maintaining and operating the application), production jobs and the application data and logs.
- ◆ Obtaining the necessary APR/business case approvals.
- ◆ Moving and staging any customer equipment to be hosted in the enclosures provided via this service.
- ◆ Providing GTA with enclosure power configuration requirements.
- ◆ Providing external (to the downlink) network configuration requirements.
- ◆ Providing all network cabling between devices housed within the customer's enclosure.
- ◆ Designing and provisioning the logical security for servers and applications hosted via this service.
- ◆ Maintaining, supporting and configuring all customer implemented network appliances and firewalls.
- ◆ Performing any application vulnerability assessments and ensuring that customer employees and contractors comply with all security standards as outlined in the current GTA Security Guidelines,(available on the GTA web site).
- ◆ Adhering to the service limitation and processes as defined in the Limitations section.
- ◆ Providing customer escalation and notifications paths and contact information for communicating about incidents associated with the application.
- ◆ Maintaining and providing to GTA an updated roster of customer staff that may access GTA hosted equipment, while escorted by GTA staff.
- ◆ Using appropriate tools and processes, as defined by GTA, to submit service requests
- ◆ Providing capacity planning input (trends, new products, etc.) every quarter.

Joint responsibilities (GTA and Customer):

- ◆ Addressing any technical issue raised by the customer. The customer may address issues directly to the appropriate GTA employee as long as the customer also opens a ticket with the GTA Command Center.
- ◆ Meeting monthly, or as required, to discuss operational issues.
- ◆ Escalating any disputes about this agreement to the next level of management if they cannot resolve it at the lower level.
- ◆ Developing, reviewing and approving all communications and changes related to the customer's operating environment.

Service Support and Service Issue Escalation:

Contact the GTA Command Center at 404-656-7378 or CommandCenter@gta.ga.gov.

How to Start this Service:

Contact the GTA Office of Solutions Marketing at gtasolutionsmrktg@gta.ga.gov or by phone at 404-651-6964 to be directed to your GTA Account Manager.



GTA requires at least 30 days notice to provide this service. If capacity needs to be upgraded, providing additional enclosures may take up to 90 days.

Related Services and Products:

- ◆ Backup Services