

## Data Center Additional Services – Service Detail



### **Overview:**

#### **Customer Architecture Consulting & Review**

CIO/OFT's Customer Architectural Consulting services are available to Data Center customers to align applications and systems with their enterprise business goals. These services are available to Data Center customers where the infrastructure would be hosted in the State Data Center. Some of our activities include review of a customer or vendor supplied architecture, participation in the architectural design team and interfacing with the CIO/OFT Enterprise Architecture Board for review and disposition of any potential exceptions.

#### **Acquisition of New Technology**

Customers may have the need for new technology not currently available in the State Data Center. CIO/OFT will work with customers requiring new software, hardware, database or other related network products to ensure delivery, technical and operational aspects meet their product needs. We will coordinate the purchase of the product and calculate the fees associated with additional products to meet customer requirements. For software purchases, the customer will be charged directly for such software.

If hardware or software is acquired for only one customer, it generally is purchased with the consent of that customer and charged to that customer. If the hardware or software is acquired for multiple or all agencies it is considered centrally acquired and becomes part of the Data Center rate.

For Data Center supported assets, we will coordinate with suppliers of hardware, software, database or networking products to ensure delivery and with vendors for proper invoicing.

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### **Additional Information:**

Please contact CIO/OFT Customer Relations at [customer.relations@cio.ny.gov](mailto:customer.relations@cio.ny.gov) or 1-866-789-4638 or see our website at [www.cio.ny.gov](http://www.cio.ny.gov) for additional information.