

Virtual Turn-Key Servers – Service Detail



Overview:

CIO/OFT offers a turn-key solution that provides our customers with a virtual server hosted on CIO/OFT owned hardware. This solution will allow for very rapid deployments with no up-front capital investment. For a monthly charge you can use the virtual server for as long as you need it.

Features:

CIO/OFT offers Turn-Key Virtual Servers to customers who are looking for a server without the outlay of a capital expense. These servers can be used on a month to month basis. When they are no longer needed the customer simply contacts CIO/OFT to terminate the service.

These servers operate on CIO/OFT owned enterprise hardware running VMWare vSphere, the market leader in hypervisor virtualization technology, and the number one choice of governments and thousands of corporations around the world.

With each Turn-Key Server you'll get the following compute resources:

- ▶ One virtual CPU
 - Up to 4 vCPUs may be allocated per turn-key virtual server for an additional cost.
- ▶ One GB of virtual memory
 - 512 MB increments of virtual memory may be allocated up to a maximum of 8 GB per turn-key virtual server for an additional cost.

We offer three support levels:

- ▶ Silver Support is operational support during normal business hours from 7am until 5pm Monday through Friday excluding state holidays. Servers with silver support are not monitored and initial response to issues is on a best-effort basis. This level might be selected for development or test servers.
- ▶ Gold Support is operational support during normal business hours from 7am until 5pm Monday through Friday excluding state holidays. Servers with gold support are monitored and initial response to Severity 1 and Severity 2 issues is within two (2) hours. This level might be selected for non-24x7 production applications.
- ▶ Platinum Support is operational support 24x7 including state holidays. Servers with platinum support are monitored 24x7 and initial response to Severity 1 and Severity 2 issues is within two (2) hours. This level would be selected for your most critical and highly available applications.

Customers will need to pay for the operating system they need, the amount of enterprise storage used and the data backed up in addition to any application software needed.

Benefits:

- ▶ A Turn-Key server without the capital expense
- ▶ Available for immediate deployment
- ▶ Servers can be used on a month to month basis with easy termination of service when no longer needed

Cost:

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