

Service Description

Server Virtualization is the practice of abstracting the physical hardware resources of compute, storage and networking of a host server and presenting those resources individually to multiple guest virtual servers contained in separate virtual environments. OIT leverages the VMware vSphere platform to transform standardized hardware into this shared resource model that is capable providing solutions around availability, security and automation.

Server Virtualization includes:

- **OIT Managed-Basic Server Virtualization:** OIT hosts the virtual server and manages the hardware/virtualization layer. OIT is also responsible for managing the server's operating system (OS). This service includes 1 virtual CPU (vCPU), 1 GB of RAM and 50 GB of General Disk Storage used for the operating system.

A server virtualization customer might also be interested in these OIT services:

- Backup
- Data Storage (for additional storage space)

Customer Benefits

- **Continuity** - This service allows for seamless recovery from service disruptions associated with server hardware failures.
- **Cost-savings** - The customer saves money by not having to incur additional expenses for personnel, operating system licensing and equipment associated with monitoring and maintaining the server.
- **Protection** - The service provides anti-virus that guards the customer's OIT Managed-Based virtual machines.
- **Scalability** - This service is configured according to current operational needs and may be easily modified as those needs evolve.
- **Support** - Service support is provided by OIT staff that is skilled and experience in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Incident Resolution, Problem Management, Change Management and Asset Management services via the Customer Service Center
- Managed virtual environments (patching, upgrading, etc.)
- Microsoft Server OS licensing
- Migration support for physical servers
- Right Sizing report given at the start of each month after 60 day history collected
- Routine maintenance
- Server Security Monitoring
- Server and application level alerting/reporting
- Server Snap Shot Service for a maximum of 3 days
- Service monitoring
- Service provisioning and implementation
- VMware Hypervisor Licensing

Maintenance Schedule

The maintenance windows are negotiated with the customer and typically run from 6:00 p.m. to midnight. If a shorter outage window is required, the outage will be scheduled as needed

Incident Response & Resolution

As a primary service, Server Virtualization Services support staff is available 24 x 7 for both incident reporting and resolution. Server Virtualization Services staff will respond to the customer within 15 minutes of a reported incident. Customer involvement is essential to resolving issues; therefore, the customer will need to provide a Technical Contact resource

Service Objectives

Category	Evaluation Criteria	Target
Availability	Virtual Server uptime	99%
Incident Responsiveness	Server Virtualization support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 15 minutes.	100%
Incident Resolution	Server Virtualization support staff resolves incident within 4 hours.	75%

Customer Requirements

- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Provide DAS OIT with a valid billing number
- Place service order via the OIT Enterprise Service Catalog

Additional Information

For more information on this service or the Service Level Agreement, contact the Customer Service Center at CSC@ohio.gov.

Visit us on the web at: <http://das.ohio.gov/Divisions/InformationTechnology.aspx>.