

Service Description

OIT offers Windows Support Services through which service installation and management are provided. This service enables customers to develop applications without incurring the costs of setting up and maintaining an operation system environment.

A Windows Support Services customer might also be interested in the following services:

- Backup
- Data Storage
- Database Support
- Ohio One Network
- Secured Hosting
- Server Virtualization

Customer Benefits

- **Cost-savings** - The customer will save money by not having to incur additional expenses for personnel and equipment associated with monitoring and maintaining the service.
- **Efficiency** - This service is delivered in a manner that requires fewer resources (i.e. cost, labor, time, etc.) to meet the operational demands of the customer.
- **Location** - Servers are housed in a physically secure and environmentally stable location.
- **Scalability** - The service is configured according to current operational needs and may be easily modified as those needs evolve.
- **Speed** - All servers are connected via fiber to OIT's storage systems, which afford reliable and fast disk access, as well as additional storage capacity when needed.
- **Support** - Service support is provided by OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Configuration
- Incident Resolution, Problem Management, Change Management and Asset Management services via the Customer Service Center
- Microsoft Server Operating System License
- Network connectivity and ongoing management of operating system upgrades and patches
- Routine maintenance
- Server Security Monitoring
- Server and application level alerting/reporting
- Server installation
- Service provisioning and implementation

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, Windows Support Services support staff is available 24 x 7 for both incident reporting and resolution. Windows Support 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	Windows uptime	99.9%
Incident Responsiveness	Windows Support support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 15 minutes.	100%
Incident Resolution	Windows Support support staff resolves incident within 4 hours.	99%

Customer Requirements

- Application management
- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Ohio One Network*
- Place service order via the OIT Enterprise Service Catalog
- Provide DAS OIT with a valid billing number
- Software and maintenance contracts and licenses
- Third party software

***Service must be obtained from OIT for an additional charge.**

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>.