

Service Description

Advanced Interactive EXecutive (AIX) is a proprietary version of the UNIX operating system developed by IBM. The AIX Systems Service enables customers to develop and run applications and/or databases without incurring the cost of setting up, administering and maintaining an operating system environment. OIT runs the AIX operating system on IBM Power hardware, as a physical server or logical partition (LPAR)/virtual server. All of the AIX systems are connected to the OIT Enterprise Storage Area Network (SAN) for performance, general purpose or capacity based storage. All systems are also provided backup and recovery services. An AIX Systems customer might also be interested in these services:

- Server Virtualization
- Windows Server

Customer Benefits

- **Cost-savings** - The customer will save money by not incurring additional expenses for personnel and equipment associated with monitoring and maintaining the operating system and hardware.
- **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.
- **Scalability** The service is configured according to current operational needs and may be easily modified as those needs evolve.
- **Security** This service offers protected exchanges of information to block unauthorized access.
- **Support** Service support is provided by DAS OIT staff that is skilled and experienced in planning and provisioning, as well as maintaining and troubleshooting the service.

OIT Provides

- Incident Resolution, Problem Management, Change Management, Asset Management and Service Request Management
- License Management of Hardware and Operating System
- Capacity and Performance Management
- Configuration and Patch Management
- Access Rights Management

Maintenance Schedule

Maintenance will be performed according to each systems defined patch and maintenance window. It will be scheduled within those timeframes at the approval of the customer.

Incident Response & Resolution

As a primary service, AIX support staff is available 24 x 7 for both incident reporting and resolution. AIX 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. With collaboration from the customer and vendor resources, staff will commit to resolve the incident within 4 hours.

Service Objectives

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

Customer Requirements

- Backup*
- Data Storage (Minimum of 40GB)*
- Maintain agency and service contact lists via the IT Enterprise Services portal at: <http://itenterprise.ohio.gov>.
- Obtain support maintenance for third-party software, databases and applications
- Ohio One Network*
- Submit the service request to CSC@ohio.gov
- Procure third-party software
- Provide DAS OIT with a valid billing number

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

Additional Information

For more information on this service contact the **Customer Service Center** at CSC@ohio.gov, or visit the **IT Enterprise Services** portal to place an order at <http://itenterprise.ohio.gov>. Rate information for this service can be found on the [DAS OIT IT Business Office](#) site.