Ohio | Department of Administrative Services

Metro Site Facility

Service Description

The Metro Site Facility Service provides a secondary, near real-time (measured in ms) failover from the SOCC. This service provides for the facility, site connectivity, on-going support of server images for Disaster Recovery as a Service, and associated services. **Metro Site Facilities** are offered to support Virtual Server and Data Storage customers providing Global/Metro Mirroring at a secondary near real time failover site within the Metro Columbus area. This service provides duplicative server facilities to match Server Virtualization and Data Storage Rates. Storage necessary for support of the disaster recovery image will be billable at the standard storage rates.

Customer Benefits

- **Cost-savings** – Customers will save money by not incurring additional expenses for personnel and equipment associated with disaster recovery.
- **Security** – Customer data is protected against loss.
- **Support** – Processes and procedures are in place to protect against unplanned events such as the failure of an individual system component or brief service interruptions.

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, Metro Site Facility support staff is available 24 x 7 for both incident reporting and resolution. Metro Site Facility 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	Metro Site Facility uptime	99%
Incident Responsiveness	Metro Site Facility support staff responds to the customer (i.e. acknowledges and confirms receipt of incident ticket) within 15 minutes.	100%
Incident Resolution	Metro Site Facility support staff resolves incident within 4 hours.	75%

Customer Requirements

Provide DAS OIT with a valid billing number

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.