

SQL Server Database Hosting

Application and Database Hosting July 2021

Rate

Per month/per database/per tier (development, test, production)
\$35.50 base rate + \$7/GB

Transaction	Rate FY22/FY23	Debit Code
SQL Server Database Hosting	\$35.50/month	89
SQL Server Database Hosting/GB	\$7.00/GB/month	90

All OCIO rates can be found at: <https://cio.nebraska.gov/financial/serv-rates.html>

General Overview

The SQL Server Database Hosting service allows the customer to use a shared service to perform SQL database functions instead of making expensive investments in hardware, software licenses, and staff support. It is a redundant system with a high degree of availability for mission-critical situations. Shared database hosting allows for a protected environment for commonly used database management systems. The hosted development, test, and production databases are targeted for transactional based systems and are not necessarily appropriate for data-mining and data-warehousing activities. Automated maintenance and backup processes ensure optimal access to data while automatically providing a source of data for offsite recovery.

The service includes:

- Scheduled data backup and recovery
- Data security
- Development, Test, and Production environments (each billed separately)
- Trouble-shooting for database/system related problems
- Storing application (customer or vendor software) data within a SQL Server database
- Redundant system with high degree of availability for mission-critical situations

SQL Server Database Hosting

The service does not include:

- End user training
- DBA Services (DBA Services are available separately on a time and material basis)

Roles and Responsibilities

Clients should be able to identify all applicable laws regarding governance of the data (e.g. HIPAA, Privacy Act, NITC security standards, FISMA, etc.), identify who is authorized to request data and/or data modifications and who is authorized to approve data access.

Database Administrators will manage surface area configuration (reduce the exposure of the DBMS) by restricting access primarily to hosted applications, and verify that any granted access to the data is primarily restricted to the hosted applications, or if any end-user access is granted, then monitor the impact of those queries to balance it with the activities of other hosted databases and available resources. The data will be restricted to authenticated processes on the state network.

Requesting Service

Please submit a Service Request via the Service Portal: <https://serviceportal.ne.gov>

The following information will be needed when ordering the service:

- Requesting Agency
- Account Name
- Email Address
- Job Code and Work Order Number
- Purpose of the database
- Anticipated volume and growth of data
- Access to database
- SQL Server version requirements (if any)
- Business Contact/Approver if access or questions regarding production access or approval
- Connectivity Requirements
- Connecting application or system (for example web application, client-server application, etc.)
- Expected Transaction Volume
- Regulatory compliance requirements
- Auditing requirements

SQL Server Database Hosting

Service Expectations, Hours, Availability and Reliability

Support is available 24x7 at 402-471-4636. The on-call staff will identify the problem and the appropriate people necessary to address the issue. During regular hours (7am – 6pm), a support call will be routed by the Help Desk to the appropriate team. During off hours the call will go to OCIO Operations personnel where it will be logged and on-call members of the OCIO will be notified.

Hosted databases are designed for the highest reasonable availability and are generally available 24X7, all year round with the exception of scheduled maintenance and downtime.

Cost and Billing Information

The Office of the CIO uses Billing Accounts, Job Codes and Work Order numbers for authorizing work and tracking costs for specific projects. Customers may designate which job code and work order number to use or request a new job code and work order number. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the organization.

For this SQL Server Database Hosting service, the base rate of \$35.50 per month per database per tier (Development, Testing, Production) includes 1 GB of storage. Anything over 1 GB is billed at the rate of \$7 per each additional GB of storage. Partial GBs of storage are not billed. Additional DBA time is charged at standard time and material rates.

**For further information, please contact:
The Office of the CIO Service Desk**

Request this Service: <https://serviceportal.ne.gov>

cio.help@nebraska.gov

402-471-4636 or 800-982-2468