SQL Server Database Hosting

OCIO SQL Server Team

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OFFICE OF THE CIO

Overview of Service

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.

Service Details

This service includes:
- Scheduled data backup and recovery
- Data security
- Development, Test, and Production environments (each billed separately)
- Troubleshooting 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
- Application Performance Monitoring on Enterprise Environments
- Off hours database administration support for emergency production issues

This service does <u>not</u> 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.

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Requesting Service

Request Offerings

Requests can be submitted on the [OCIO Service Portal (serviceportal.ne.gov)](serviceportal.ne.gov).

Required Information

The following information is necessary to request a 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

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.

Rate Information

Debit Code: (89, 90)

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All Office of the CIO rate information is located on the Rates and Fees sheet on the OCIO website.

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 (Debit Code 89) 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 (Debit Code 90). Partial GBs of storage are not billed. Additional DBA time is charged at standard time and material rates.

Customer Support and Escalation

To escalate customer support, utilize the priority and urgency options on the Service\Incident Request

If any of this information is incorrect or you have questions, please contact the Office of the CIO Service Desk or submit a Service Request.

Website: serviceportal.ne.gov
Click Here to Submit a Service Request
Email: cio.help@nebraska.gov
Phone: 402-471-4636 or 800-982-2468

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