

Intergovernmental Data Services (IDS)

AS400 Partition Hosting Service July 2021

Debit Code: 95

Rate: FY22/FY23 \$600.00/month

Description	Rate FY22	Rate FY23	Debit Code
AS400 Partition Hosting Service	\$600/month	\$600/month	95

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

General Overview

This hosting service for applications currently residing on the IBM AS/400 iSeries or compatible environment. State agencies, political subdivisions, etc., owning and operating their own AS/400 systems are the potential candidates for this service. Hosting applications on the State's virtual infrastructure is more cost-efficient than owning and maintaining separate servers. In addition, data replication and infrastructure redundancy are included in the service.

Service Details

The service includes:

- One (1) fully equipped and dedicated partition
- 100GB of data storage capacity. Additional storage available at 100GB increments
- All necessary hardware and software to host the applications
- Unlimited access to the application, 24x7, 365 days a year, except during the normal scheduled daily maintenance window from 3:00 a.m. to 5:00 a.m.
- On-going support and maintenance of the hosting system
- The routine backup of customer data
- Service is accessible anywhere on the State network
- Off state network access is **NOT** included

The service does not include:

- The development and support of customer's own application(s)
- End-user emulator software
- Network access to the state network

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Roles and Responsibilities

Responsibilities of the Office of the CIO include:

- Furnish the hardware and software necessary to host the application, including software licenses
- Provide the ongoing support and maintenance of the hosting server, including the routine backup of customer data
- Administer the user account pool per the customer direction

Responsibilities of the customer include:

- Maintain and support of own application(s)
- Develop and promote of own application changes and enhancements
- Authorize users who can have access application

Service Expectations, Hours, Availability and Reliability

The service is supported by our internal IT specialists. Customer support is available during regular business hours from 7:30 a.m. – 5:30 p.m. Central time by calling the OCIO Help Desk at (402) 471- 4636 or (800) 982-2468. The service is available 24x7, 365 days a year, except during the normal scheduled daily maintenance window from 3:00 a.m. to 5:00 a.m. Calls during the non-business hours will go to the OCIO Operations personnel. Calls will be logged and on-call members of the OCIO will be notified and respond accordingly.

Requesting Service

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

The following information will be needed when ordering the service:

- Requesting Agency
- Contact Name
- Email Address
- Job Code and Work Order Number
- Location

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

**Request this Service: <https://serviceportal.ne.gov>
402.471.4636 or 800.982.2468**