

Virtual Enterprise SQL Server

Network Services-Open Systems
July, 2019

Rate

Monthly, Per Server with 16GB: \$220.00

Monthly, RAM Surcharge: \$10.00 per additional GB

General Overview

This service provides 1 enterprise SQL virtual server per Data Center. Servers are meant to be installed in pairs utilizing enterprise SQL clustering.

Service Details

This is for enterprise SQL running availability groups synchronized between the Data Centers.

The service includes:

- Enterprise SQL and OS licensing
- A monitored VM on each side
- A 42GB operating system drive
- 24x7 server operating system monitoring

The service does not include:

- SQL and application management (a separate service is available for SQL management by OCIO DBAs)
- Backups
- Database storage
- Database monitoring (additional cost for a license to monitor SQL is available)

Roles and Responsibilities

The OCIO is responsible for managing the physical infrastructure of the virtual environment, and troubleshooting the OS by request.

The customer is responsible for managing the database and the availability groups. The customer also needs to specify who will be responsible for monthly patches to the operating system. DBA's sometimes prefer to do their own patches, but the OCIO can automate patching.

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Requesting Service

Requests are made using the Service Desk Ticketing system. Contact the OCIO Service Desk at 402-471-4636 or by email at cio.help@nebraska.gov. Or Submit a Service Request via the Service Portal: <https://serviceportal.ne.gov>

The following information will be needed when ordering the service:

- Requesting Agency
- Server Name beginning with the 3 letter agency acronym (or STN)
- Drive specifications
- DBA or application owner contact information including afterhours phone
- Job Code and Work Order Number

Service Expectations, Hours, Availability and Reliability

Support is available 24x7 by calling the Office of the CIO Service Desk (402- 471-4636). The on-call staff will identify the problem and the appropriate people necessary to address the issue. During regular office hours (7 AM – 6 PM) the Service Desk will route the call to the appropriate technical team. During off hours the call will go to the Office of the CIO Operations personnel who will log the call and contact on-call members of the appropriate technical team.

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. The customer 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>

cio.help@nebraska.gov

402-471-4636 or 800-982-2468