

SQL Server Database Hosting

December 17, 2014

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1. Rate

per month

\$25.00 base rate + \$5/GB

2. 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 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.

3. Service Description:

The service includes:

- Scheduled data backup and recovery
- Data security
- 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
- The rate is based on database space consumed, including the data and log portions of the database and the space required to retain three days of data onsite.
- End-user training or assistance (other than documentation available on web site)
- DBA Services (DBA Services are available on a time and material basis)
- SQL Server Reporting Services
- SQL Server Analysis Services

Benefits include:

- Protection of sensitive information
- Regulatory compliance (e.g., HIPAA, NITC security standards, FISMA, Privacy Act)
- Auditing
- Data safeguards
- The SQL Database Hosting service also addresses several risks: limiting direct data access through strong security and authentication prevents data theft; standardized backup and

recovery procedures prevent data loss; adherence to general security standards prevents illegal data exposure.

The base rate of \$25 per month includes 1 GB of storage. Anything over 1 GB is billed at the rate of \$5 per each additional GB of storage. Partial GBs of storage are not billed. Additional DBA time is charged at standard time and material rates.

4. 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.

5. Requesting Service

Contact the OCIO Help Desk to order the service. The following information will be needed when ordering the service:

- 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 (e.g. web application, client-server application, etc.)
- Transaction volume

6. Billing Information:

The Office of the CIO uses a system of Billing Accounts, Job Codes and Work Orders for authorizing work and tracking costs for specific projects.

The customer may designate which job code and work order to use or request a new job code and work order. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the agency.

7. Service Hours, Response Times and Escalation:

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.

For further information, please contact:

Office of the CIO Help Desk
cio.help@nebraska.gov
402-471-4636 or 800-982-2468