OPERATIONS AND INFRASTRUCTURE (IT-TO-IT SERVICES)

Data Center

The Data Center provides a secure, redundant, and robust computing environment that is CJIS-compliant to host computing platforms. For Executive branch departments and separately-elected agencies using full platform services, the funding for this service is included in the Production Operations rate. For separately-elected agencies that maintain their own platforms, KCIT will charge based on prevailing hosting rates.

Network

Network services utilize leading technologies to provide reliable access to email, servers, applications, and the Internet for King County departments, agencies, and general public. The network is essential for inter-governmental communications with Washington State Patrol, State of Washington, City of Seattle, and others.

Funding for this service is included as part of standard Customer Support Services and Business Solutions rates. Agency-specific needs are charged extra.

Production Operations

This service supports and maintains the KCIT systems and platforms currently being used by customers, including enterprise computing, Standard Virtual Environment (SVE), email, network authentication, and more. Utilizing monitoring and proactive controls, our focus is on "keeping the lights on" by providing a reliable and stable environment. Cost efficiencies are realized through the use of scalable, standard environments with support from a team of knowledgeable technical staff.

Funding is included as part of Business Solutions, Customer Support Services and eGovernment rates according to the level of support, and is listed on the order form as both "Server, Storage and Database" and "Unified Communications." Agency-specific needs are charged extra.

KCIT's award-winning team of technology experts is committed to customer service and cost-effective business solutions.

OPERATIONS AND INFRASTRUCTURE *continued*

Engineering and Architecture

This service provides engineering designs to the systems that are supported by Operations and Infrastructure. We have ownership of strategy, vision, roadmaps, technology architecture and standards, and provide escalated support for operational incidents. We also improve service quality by identifying and mitigating causes to major incidents that impact King County agencies.

Funding for this service is included as part of standard Customer Support Services and Business Solutions rates, and is listed on the order form as "Technology Products." Agency-specific needs are charged extra.

RATE

Network
- $158 per hour, Network Architect
- $145 per hour, Network Engineer Sr.
- $131 per hour, Network Engineer

Platform for Electeds Only: (annually)
- Physical: $8,834
- SVE Regular: $3,453
- Linux/Unix: $4,555
- Backups: $106 per Tb
- Storage: $1,928 per Tb
- SQL DB: $1,387
- Server Hosting (RU): $747

Project Profile: Mainframe to Server Migration

The Mainframe rehost project for the King County Jail utilized many of KCIT's teams and strategic best practices. For example, when we decided on the strategy for testing all 4,700 test cases, we needed several servers right away. With our SVE server environment, we were able to set those servers up in a couple of days. If we'd had to purchase them, it may have taken weeks. Additionally, when we had performance problems in testing and later in production, we monitored the servers and database to help us identify solutions quickly.