

## Service Descriptions

### **Mainframe Application Hosting/Central Processing Unit (CPU)**

Rate: \$1,044.00 per hour

(Based on normalization to an IBM 2064-116 model rated at 8,117.7067 SUs per second)

The DTS provides software application hosting on mainframe computers running the OS390 and/or z/OS operating system. The mainframe computers are located in our secure, environmentally-controlled raised-floor computer room. DTS provides full-power system redundancy and fire-suppression system. DTS offers extensive and secure processing, monitors computing availability and performance, and provides backup and recovery capabilities. The service includes:

- Hardware procurement, installation, and maintenance for mainframes
- Software procurement, installation, and maintenance for mainframes (operating system, system utilities, database, and web software)
- Performance monitoring
- Network connectivity
- Environmentally-controlled secure facility
- Reliable power with full uninterruptible-power supply (UPS) and generator backup
- Halon fire suppression system
- System backup and recovery
- Security systems including virus protection, data encryption, and intrusion detection

### **Dedicated Web Hosting**

Rate: \$848 per web server, per month

\$500 one-time set-up fee per web server

The Dedicated Web Hosting service is a dedicated web server environment for a single customer. In a dedicated-hosting environment, a customer leases a server from DTS at listed published rates. The server hardware, operating system, web software, and network connectivity are maintained by the DTS, while content and customer applications are maintained and supported by the customer. This service provides various options for customers with business requirements needing a dedicated environment. The DTS can also provide for customized web-hosting environments, based upon the specific technical requirements provided by our customers. Standard statistical reports are available for a fee. The service includes:

- An economical option for customers who require a dedicated web environment
- Ability to scale the solution to the customer's business need
- The DTS is physically secured from the general public to provide extra security
- IP addresses (limit 3 addresses per server) and DNS registration included (for ca.gov and state.ca.gov domains only)

## Service Descriptions

- Performance monitoring and alerting functionality included
- Backup/Restore of offsite storage for data recovery included
- Anti-Virus protection
- Restricted FTP access for content management

A comparison of the new Dedicated Web Hosting rate to the existing rates follows:

<b>DTS Rate Effective</b> July 1, 2007	<b>Current Gold Camp</b> Dedicated Web Server	<b>Current Cannery</b> Assigned Internet Hosting
\$848 per server/ per month	\$2950 per month	Category 1: \$2,056 per month Category 2: \$2,714 per month Category 3: \$3,001 per month Category 4: \$3,691 per month
Separate charges for server platform and web support. Servers are offered in several tiers, and start at \$1,630 per month.	Included server platform and web support.	Included server platform and support.

### WebSphere Application Server Support

Rate: \$1,484 per server, per month for WebSphere App. Server Support  
 \$ 848 per server, per month for HTTP Server Web Server Support  
 \$2,332 per server, per month for combination Web/App Server Support

The IBM WebSphere Application Server (WAS) is the foundation of the IBM WebSphere software platform. This application transaction engine is JAVA 2 Standard Edition compliant and used to run, integrate, manage applications, and enable database access. The IHS web server is the Apache-powered HTTP Server enhanced with SSL for secure transaction, with full support by IBM. The service includes:

- Planning and consulting support
- Design, installation, and configuration support including testing, applying patches, application upgrades and security changes
- Configuration for and promotion of customer applications
- Monitor infrastructure and application availability
- Backup and restore services
- Second-level Service Desk support

## Service Descriptions

A comparison of the new WebSphere Application Server Support rate to the existing rates follows:

<b>DTS Rate Effective</b> July 1, 2007	<b>Current Gold Camp</b> Web/App Server	<b>Current Cannery</b> WebSphere Application Server
<u>App. Server</u> \$1,484 per server/ per month		<u>Per Application Per Month</u>
<u>Web Server Support</u> \$ 848 per server/ per month	<u>IHS Web Server Support</u> \$848 per month	Prod, Category 1: \$1,108.43 Prod; Category 2: \$1,160.15 Prod, Category 3: \$1,195.54 Prod, Category 4: \$1,435.75 Test, Category 1: \$ 512.68 Test, Category 2: \$ 580.17 Test, Category 3: \$ 597.21 Test, Category 4: \$ 717.88
<u>Web/App Server</u> \$2,332 per server/ per month	<u>IHS Web/App Server</u> \$2,332 per server/ per month	

### **Wide Area Network Services**

DTS operates a statewide network. Customers in remote offices can access their business applications residing at:

- The customer headquarters site
- Another remote office
- Any DTS-hosted server
- Any business partner hosted server
- The Internet

### ***Five Network Rates***

The following list explains the general approach for each rate category.

#### **Service 1: Access Equipment Lease**

- Customer leases access equipment from DTS.
- Rate is based on the average cost of remote site device. Unique configurations are individually priced for each customer.
- DTS provides technology refresh, based on estimated five-year life of equipment.

#### **Service 2: Access Site Support**

Includes DTS network management and support of applicable access equipment and circuit. Technology refresh is included for all DTS-owned equipment. Several premium choices, or connection styles, are available under this service:

## Service Descriptions

### ***Connection Styles for Access Site Support***

The customer may choose from the following connection styles for each site to the nearest DTS Tier 2 site, in order to gain access to the statewide network. Styles “b” through “j” are additional support services available for DTS provisioned routers.

- a. DTS-provisioned Router – DTS manages the access circuit and equipment located at the customer site.
  - DTS configures and installs the access router at the customer site, refreshes the access router, orders the circuit, and coordinates installation.
  - DTS addresses security exposures that surface regarding the access equipment or its configuration.
  - DTS manages the statewide network up to the port in the access equipment that is connected to the customer infrastructure at the remote site.
  - DTS maintains historical data on access circuit traffic utilization and re-transmissions.
  - DTS Network Event Manager monitors network connectivity to the access equipment at the customer’s remote site.
- b. DTS-provisioned Firewall – The firewall function at the access site provides the customer with additional traffic restrictions that help defend the site from network threats.
  - Firewall function may be delivered as a hardware appliance or as imbedded software function.
  - DTS will initiate enhancements to the DTS equipment when security exposures are identified.
- c. DTS-provisioned LAN Switch – DTS provisions and manages LAN infrastructure at the remote site, in addition to access to the statewide network.
  - DTS configures and installs the remote site equipment at the customer site.
- d. DTS-provisioned Router Configured for High Availability – DTS provisioned and managed network access technology and the remote site is connected to two different Tier 2 sites in the DTS wide area network (WAN).
  - Customer may elect additional router to be used in the event of a failure of the primary router, paying DTS the appropriate Service 1 charge for each.
- e. Access to the DTS WAN using Metropolitan Area Network (MAN) Services – Features an extremely high bandwidth redundant transport infrastructure.

## Service Descriptions

- Only available to customers in high population density areas where the customer site is relatively close to a DTS Tier 2 site.
- f. Access to the DTS WAN using a site-to-site VPN – Customer subscribes to DTS provisioned and managed network access technology that is based on Virtual Private Network (VPN) technology from the customer site to the DTS WAN using the public Internet.
- DTS manages the VPN and equipment located at the customer site that is owned by DTS.
  - Customer orders the Internet access facilities and coordinates its installation to assure connectivity between the statewide network and the customer site
- g. Customer HUB Networking – Customer connects one site to a DTS Tier 2 site on the statewide backbone and many other sites are connected to the first site.
- All sites are supported by DTS. DTS manages the equipment located at each customer site that was provisioned by DTS.
  - Rate includes provisioning the access equipment at the customer location and the cost of monitoring the carrier circuits to the access equipment in the customer's remote sites.
  - Customer can elect to have the traffic encrypted from their access site to the Tier 2 location.
- h. Remote Access/Dial Up – Customer user dials a nationwide 800 number from their computer to access the DTS statewide network. The customer user registers with DTS to obtain a dial-up user account. DTS monitors the dial-up infrastructure to ensure that it is receiving calls and providing traffic services.
- DTS will be able to provide ad hoc reports on port traffic utilization and re-transmissions.
  - Rate includes provisioning the dial up infrastructure and monitoring its operation, and authentication and authorization infrastructure used to authorize each call.
  - Dial up infrastructure is connected to the DTS statewide network so a user can access servers, the Internet, or their own headquarters site.
- i. Remote Access/Individual VPN – Customer user accesses the DTS statewide network using VPN client software and their own Internet access service. The customer user registers with DTS to obtain a VPN user account. DTS monitors the VPN infrastructure to ensure that it is receiving calls and providing traffic services.
- DTS will be able to provide ad hoc reports on connection traffic.

## Service Descriptions

- Rate includes provisioning the VPN infrastructure and monitoring its operation, and authentication and authorization infrastructure used to authorize each call.
  - VPN infrastructure is connected to the DTS statewide network so a user can access servers, the Internet, or their own headquarters site.
- j. Customer Provided and Provisioned Circuit and Equipment – Customer elects to provide the access network to the nearest DTS Tier 2 site. The customer orders the circuit and provides the terminating equipment at their access site. DTS provisions the Tier 2 port and the customer provisions the access equipment. The customer is responsible for budgeting for technology refresh.
- DTS does not manage the access circuit or any equipment located at the customer site. DTS manages the statewide network up to the port in the DTS Tier 2 equipment that is connected to the customer circuit.
  - DTS will be able to provide ad hoc reports on port traffic utilization and re-transmissions.
  - Rate includes provisioning the access connection to the statewide network including connecting the customer circuit to DTS equipment located at the Tier 2 site.
  - The rate for this service includes DTS effort required to coordinate customer staff access that may be needed at the Tier 2 site.
  - The customer is responsible for security measures implemented at the customer site.

### **Service 3: Access Circuit**

The customer may use any CALNET technology to connect the access site to the nearest Tier 2 DTS site.

- Essentially a “pass-thru” of the CALNET cost for the access circuit, plus a nominal DTS handling charge.
- Carrier and DTS installation fees apply.

### **Service 4: Statewide Backbone Support**

All of the support effort for the statewide WAN is included in this charge. It recovers cost of the equipment in the backbone, the network management, and support costs relative to the backbone and statewide WAN. Cost recovery for the statewide backbone circuits is accomplished using Service 5, Statewide Backbone Bandwidth Usage. The customer may choose one of the following transport styles to be used within the statewide network between Tier 1 and Tier 2 sites.

## Service Descriptions

1. General Internet Protocol Network
  - Includes open access to the Internet.
  - Includes access to DTS-managed servers, including the mainframe systems.
  - Includes tunnels between a customer remote site and another customer site, such as the customer headquarters site, upon request.
  - Applicable DTS installation fees are charged separately.
  
2. Private, Statewide Internet Protocol Network
  - Each access router is provisioned with access lists that restrict user access to destinations that are known to meet business needs.
  - This network is protected from the Internet with a firewall-based infrastructure.
  - Includes access to DTS-managed servers, including the mainframe systems.
  - Applicable DTS installation fees are charged separately.

### **Service 5: Statewide Backbone Bandwidth Usage**

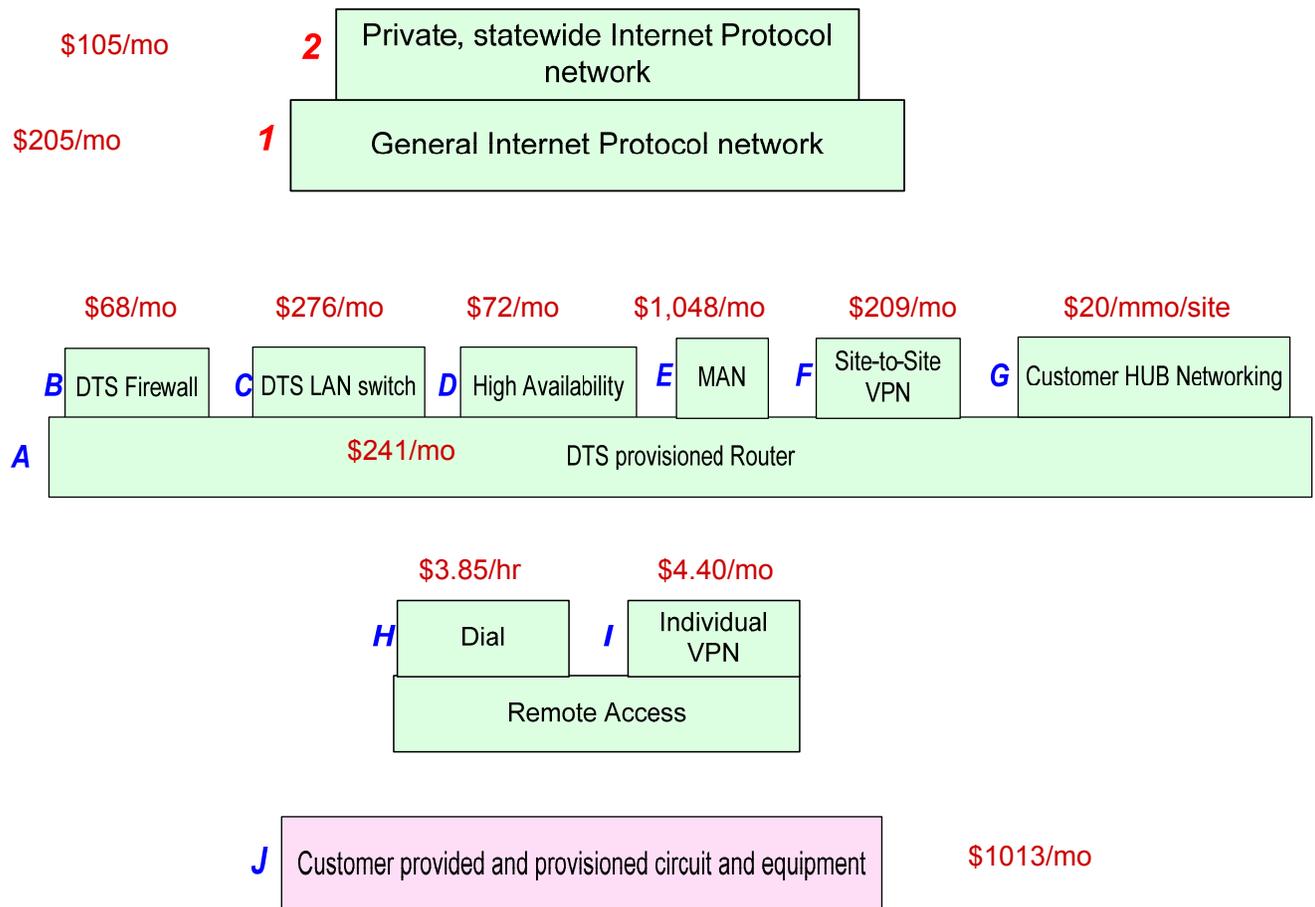
All of the backbone circuit costs are recovered with this charge.

- Rate of 25 percent of Service 3 (Access Circuit costs) for each site is based on current ratio of backbone circuit costs to access circuit costs.
- Will not be applied to back-up circuits that have no active traffic/utilization.

## Service Descriptions

### Visual Diagram of Network Rate Structure

DTS offers several styles of connection and transport from which the customer may choose. The styles differ in the amount of customer responsibility, basic security and cost. The diagram below illustrates the offerings for accessing the backbone network that are recovered in Service Rate 2:



The concept is that the customer would choose a set of backbone offering (either 1 or a combination of 1 and 2, above), and a set of access offerings (A through J ) for each site that needs network services. For example, selecting 1J would provide the minimal set of services from DTS; however, selecting 2B and C would provide the most secure DTS solution requiring the least amount of customer networking skills.