Mainframe (Titan) Batch and Interactive Processing Service-Level Description

STANDARD SERVICE DESCRIPTION	
Physical Facility Services Location: ☐ Building 12, Room 1100 ☐ Qwest Facility in Sterling, VA	• Data center temperature and humidity maintained within conventional, vendor recommended limits for computing and telecommunications equipment. • Sufficient power for all installed equipment, with an uninterruptible power supply and standby generator to maintain normal business operations during a utility outage. • Physical security of the computer room with bio-metric and badge controlled access limited to approved personnel. • Security guards at entrance for Operations staff 24x7. • Facility monitored by video cameras. • Monitoring systems for detecting water leaks, smoke and fire as well as a fire suppression system

Mainframe Batch and Interactive Processing Services	Please reference the Titan User's Guide for mainframe service descriptions and details for the following: (http://publications.cit.nih.gov/)
	▪ Security and disaster recovery services
	    o Physical Security
	    o Input/Output Controls
	    o Security Violations
	    o Disaster Recovery
	    o Security Coordinators
	    o Resource Access Control Facility (RACF)
	    o Protection for Scratched Data Sets
	▪ Mainframe user support services
	    o Software Support
	    o Consulting Services
	    o Training Services
	    o Documentation Services
	    o Communications
	    o Input/Output Distribution Services
	▪ NIH connectivity and network services
	    o NIHNET-based Services
	    o Access Information Summary
	    o Titan Interactive TCP/IP Services
	    o Titan File Transfer and Data Exchange
	    o Titan VPS Printing Service
	▪ System and applications software services
	    o Operating Systems
	    o TSO
	    o CICS
	    o Database Systems
	    o Programming Languages
	    o Silk Web Technologies
	    o Scientific Statistical Systems
	    o Interactive Output Facility (IOF)

	o Titan E-mail Services
	o File Management Systems
	o Documentation Software
	▪ Printing services (i.e. central, network, from web)
	▪ Batch job services
	▪ Storage and backup of data services (i.e. public disk storage, tapes)
	▪ Hardware facilities services
Security Services	• Basic protection of hardware and software through NIH border firewalls and network intrusion detection in accordance with the data center security architecture. • Secure management in accordance with the Federal Information Security Management Act (FISMA), NIST guidelines, Certification and Accreditation (C&A) security review and SAS 70 audit review. • Host-based security solutions installed, maintained, and monitored to prevent system compromises (e.g., virus infections, intrusions, etc.).
Standard Hot Site System Disaster Recovery Services ☐ **Yes, please include this additional contracted service**	• Availability of a hot site and required connectivity as needed to reinstate production operations of participating applications in the event of a data center disaster. • Restoration of processing and customer assistance on the standard hot site systems in the event of a data center disaster. • System support and customer assistance for two hot-site tests each fiscal year. • Weekly off-site backups of application files and data. • On-going customer support for disaster recovery planning.
**SERVICE AVAILABILITY**
Service Coverage	• CIT will provide coverage for the mainframe component of the NIH Data Center 24 hours a day, 7 days a week.
Service Availability	• CIT will provide 99.9% mainframe system availability within the agreed service hours. • CIT will provide 99.9% availability of resources to support services, exclusive of scheduled maintenance activities. Please reference the Titan User's Guide for operating hours of individual mainframe services. (http://publications.cit.nih.gov/) • Installation and configuration of services within time frames agreed to with the customer.
**SERVICE OPERATIONS**
System Monitoring and Support	CIT will manage and monitor the mainframe servers, 24 hours, 7 days a week.
System Maintenance	All services and/or related system components require regularly scheduled maintenance ("Maintenance Window") in order to meet the establish service availability levels. If CIT is unable to meet system availability target levels, CIT will provide the Customer reimbursement for unavailable services based on a calculated formula, upon request. These maintenance window activities will or may render the systems and/or applications unavailable for normal user interaction for the following locations and timeframes: **Type:** Scheduled Maintenance

	Location(s): Data Center Building 12 **Timeframe:** Weekly (12:01 am – 2 am Sundays) **Notification:** • Published on the CIT Maintenance and Outage Calendar (http://support.nih.gov/maintenance/) • Published in the Titan News publication (http://datacenter.cit.nih.gov/titannews/) • Coordinate with the customer prior to the scheduled maintenance window, as necessary If services and/or related components require emergency maintenance in order to meet the established service levels, CIT will conduct the following activities: **Type:** Emergency Maintenance **Location(s):** Data Center Building 12 **Timeframe:** Dependent on type of emergency **Notification:** • Will immediately attempt to notify customers via the Titan log-on message and Titan News publication • Will specify the services affected
SERVICE DELIVERY	
Service Delivery Metrics	• Delivery of Titan system access: ▪ New accounts: Within 24 hours of signing the contract ▪ New customers: Customer account sponsor can add new users immediately
CUSTOMER SUPPORT	
Response Times	• For non-emergency calls, CIT will provide the appropriate call-back response as indicated on the Remedy service request ticket. • Emergencies will be handled immediately upon receiving notification (i.e. NIH Help Desk or Titan customer).