**TERMS OF USE FOR SDC Colocation Services**

This Service is subject to and governed by the Customer's separate signed master services agreement with CTS. This Agreement is entered into between you and CTS for the provision of CTS' SDC Colocation Services.

## A. Service Description-

The CTS Colocation Service provides data center facilities to customers who wish to locate IT equipment they own and operate in a secure, professionally managed, state-of-the-art data center. CTS' Colocation Service provides space, power, cooling, connectivity, and physical and network security for the server, storage, and networking equipment of CTS customers.

Additional Colocation Services (optional) include:

- Server Monitoring

For descriptions of these services and the service fee structure, please see the Colocation Service web page on the CTS Service Catalog.

1. General Exclusions

CTS does not support the following services:

- User support outside the State Network (supporting only systems within the State Netork)
- Implementation and management of Customer application programs.
- Implementation and management of Customer LAN environments (i.e. firewalls, hubs, servers, workstations, etc.)

## B. Availability/Accessibility

CTS provides service support 24x7 including State holidays. The services described in this agreement and linked agreements will be available 24x7 with the exception of defined scheduled maintenance windows. Specific maintenance windows, availability and accessibility for services provided as part of the Colocation Service are covered in the links at the bottom of this page.

## C. Responsibilities-

**a) CTS**

1. Provide a "notice of change" to Customer of any emergency maintenance work that needs to be accomplished in the Datacenter Facility, the Network Infrastructure or Network Security Services. Initial notice will be sent to the Customer point of contact from the CTS Service Desk through the escalation notification process. Customer point of contact and CTS will coordinate and agree on dates and times.
2. CTS Service Desk will route all requests from Customer for Service and Incidents to the proper CTS group.
3. CTS may review and update these roles and responsibilities with the Customer when the need arises.

**b) Customer**

1. Provide vendor name, model number, and specifications for equipment to be collocated.
2. Follow documented communications and ticketing processes.
3. Properly configure systems to use the redundant power and network equipment provided in the facility, if the customer chooses redundant power and network connections.
4. Identify staff authorized for remote and on-site access to the facility and systems collocated therein.
5. Define an escalation path outlining who should be contacted and when in the event of problems with systems that are monitored by CTS staff.
6. Abide by CTS physical security procedures that control access to the facility.
7. Manage the hardware lifecycle of systems collocated in the SDC.
8. Submit list of authorized staff to access the restricted area to CTS Security.
9. Ensure enclosure(s) are locked prior to departure.
10. Provide enclosure infrastructure information to CTS.
11. Will not remove any facility raised floor tiles or operate any HVAC or power infrastructure controls.
12. Keep area neat and orderly at all times.
13. Submit all requests for service or emergencies to the CTS Service Desk – servicedesk@cts.wa.gov.
14. Report excessive heat, malfunctioning equipment, strange sounds or unusual odors immediately to the CTS Security Office.

## D. Special Terms

1. Support

When the service supplied under the terms of the agreement is impacted, the Customer will contact the CTS Service Desk to open an incident ticket. The CTS Service Desk is available via the following contacts:

- Service Desk - 753-2454 or Toll-Free 888-241-7597
- Servicedesk@cts.wa.gov

The Customer will also contact the CTS Service Desk for new customer service requests. In either case, CTS will open incident or request tickets to identify and track. CTS staff will coordinate with the Customer to work on open tickets and bring to resolution. The Customer contact who requested the ticket will be identified as the customer for the ticket. The customer will receive the ticket tracking number via email. The Customer should contact the CTS Service Desk via phone when the incident is urgent.

2. Redundant Systems

CTS provides for redundancy in many of the data center facilities including enclosure power and network subsystems. We strongly recommend that the Customer avail themselves of the redundancies of the enclosure power and network systems. This means connecting Customer IT equipment to each of the separate power strips within the enclosure, providing dual network

interfaces for each device within the enclosure and connecting them to separate Customer switch gear, if implemented, and for network connections that exit the enclosure and connect to CTS network equipment.

Should maintenance be required, or there be a failure of either power circuit supplying the enclosure, or a component of CTS network equipment, implementing redundant connections enables greater resiliency and reduces risk of an Customer application outage.

While the Customer is not required to implement power and network redundancy, and may choose not to implement power and network redundancy, the Customer accepts full responsibility for any outage of their systems in the event of a CTS power or network subsystem failure, or as the result of scheduled or unscheduled maintenance of a CTS power or network subsystem component.

3. Maintenance

The Customer will be informed about changes to the environment via the CTS Change Management process. Changes are communicated to the Customer via the Change Calendar that is sent to Customers weekly representing a week's view of changes as well as a monthly calendar. Use of Technical Bulletins is also used to communicate additional details to Customers as needed.

4. Scheduled maintenance

CTS strongly recommends that all systems have a scheduled maintenance window. This would allow the system to be updated for security patches, changing of failed hardware and updating of systems software. It is strongly recommended that all maintenance work be done during scheduled maintenance windows.

5. Unscheduled maintenance

Unscheduled maintenance tasks that require service downtime will be announced as soon as possible on the CTS Services Status page.

6. Change notification

CTS will maintain a mailing list of Customer contacts who will be notified of planned maintenance and unplanned events. Customers must notify CTS of any changes to contact information as part of providing escalation path information. Contact lists will be reviewed periodically.

## Please click and review the following links for specific technical services provided as part of CTS' SDC Colocation Services

## State Data Center Facilities Services

## Network Security and Firewall Services