

PA STATE AGENCIES

ONLINE SERVICES

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Tom Corbett, Governor | Kelly Powell Logan, Secretary

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Services

Operational Support Services:	<ul style="list-style-type: none"> • 24 x 7 x 365 console operations and monitoring • Equipment and system related problems resolution • Monitoring of all network and server equipment, with rapid escalation for detected failures
Software Support Services:	<ul style="list-style-type: none"> • Ongoing technical support and maintenance for all mainframe software • Server-based systems core operating system support
Performance Monitoring Services:	<ul style="list-style-type: none"> • Monthly performance analysis reports for production systems • Recommendations for system configuration, software enhancements and capacity management
Media Services:	<ul style="list-style-type: none"> • Tape management functions and off-site storage
Network Services:	<ul style="list-style-type: none"> • Network connectivity, including monitoring, upgrading and trouble shooting • High availability, redundant, fault tolerant and high throughput connectivity • Infrastructure support with 24 x 7 x 365 monitoring and rapid response
Problem Management Services:	<ul style="list-style-type: none"> • Level 2 Help Desk support that interfaces with the commonwealth's Level 1 Help Desk to provide effective problem communication and resolution
Transition Services:	<ul style="list-style-type: none"> • Project management and planning assistance
Change Management Services:	<ul style="list-style-type: none"> • Documentation and tracking of all changes to be approved and incorporated into the agency's operating environment. Changes are reviewed with the agency and data powerhouse technical staff prior to installation

Optional Services

The data powerhouse provides these services on an optional, additional fee basis:

Training:	<ul style="list-style-type: none"> • Training of commonwealth technical personnel in new software and features
Third-Party Software:	<ul style="list-style-type: none"> • Administration of commonwealth third-party software • Technical support for third-party open system products, such as Oracle, MS SQL and Citrix
Disaster Recovery:	<ul style="list-style-type: none"> • Transition of critical commonwealth processing functions to a backup facility • Network access between the recovery facility and the commonwealth end users

	<ul style="list-style-type: none">• Restoration of commonwealth business resources and services following a declared disaster
Project Management:	<ul style="list-style-type: none">• Management of agency initiatives requiring planning, scheduling, reporting and monitoring of agency projects, such as application conversions, data conversions and hardware migrations

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