



## Service Announcement

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June 6, 2013

**TO:** Agency Finance Offices  
CTS Hosted Server Customers

**FROM:** Kay Metsker  
CTS Server Hosting Service Manager

**SUBJECT:** Change to Server Services Billing

Consolidated Technology Services (CTS) will change the Service Offering numbers and titles that are displayed in customer billing invoices for Server Hosting services in FIN Unit 4722 (Server Infrastructure and Provisioning) for FY14. CTS will also add a new FIN Unit 4785 (Server Support Services).

Currently, Server Hosting charges are quoted and negotiated in SLA's. This change is being implemented to position CTS to be able to offer rated Server Hosting services in the future. This change will also provide customers a clearer picture of costs by splitting out charges for technical support and operational support from server Infrastructure support and provisioning.

Your total billing will remain unchanged for now, but that total may be spread over more Service Offerings (dependent on what is contained in your current server SLA's).

The following Service Offerings will be eliminated in FIN Unit 4722:

- 0935 - Customer Server Management Services
- 0970 - CTS Server Management Services
- 0993 - Internet/Intranet Services

Your server charges will be distributed into the following new Service Offerings:

- FIN Unit 4722 (Server Infrastructure and Provisioning):
  - 1739 - CTS Server Hosting – Physical Infrastructure
  - 1740 - CTS Server Hosting – Virtual Infrastructure
  - 1741 - CTS Server Hosting – Private Cloud Infrastructure

- FIN Unit 4785 (Server Support Services):
  - 1742 - CTS Server Technical Support Services
  - 1743 - CTS Server Operational Support Services

The change will be seen in your CTS invoices starting in August, 2013 for July, 2013 business.

**CTS Contacts:** For questions or comments, please contact Kay Metsker, (360) 407-8880, [Kay.Metsker@cts.wa.gov](mailto:Kay.Metsker@cts.wa.gov), or the CTS Service Desk, 360-753-2454 or 888-241-7597 or [servicedesk@cts.wa.gov](mailto:servicedesk@cts.wa.gov)