



Tech Alert

from Customer Engagement Services
"Your Gateway to Technology Services"

TA 17-08: New Service Offering: Off-Premises Cloud Services

ISSUE DATE: August 4, 2017
ATTENTION: All CDT Customers
ACTION REQUESTED: If interested, submit a Remedy Service Request
EFFECTIVE DATE: Currently Available

Overview:

The California Department of Technology (CDT) is now offering Off-Premises Cloud services for Infrastructure as a Service (IaaS) and Platform as a Service (PaaS). These services will be hosted at either Amazon or Microsoft Data Centers, and offered through resellers who will work in cooperation with CDT to provide quality services, at the lowest price available, in a timely and efficient manner.

Features and Benefits:

The new Off-Premises Cloud service offerings include the following features and benefits:

- Ease of use – Quick provisioning and hosting
- Security – Federal Risk and Authorization Management (FedRAMP) High compliant
- Scalability – Flexible virtual environment
- Cost-Effectiveness – Pay only for what you consume
- Reliability – Partnering with industry leaders in Cloud services

Customers interested in these services should review the service portals listed below for more information on the specific service offerings. Customers can also view the public cloud contracts on the Cal eProcure website, at the links provided below.

| Off-Premises Cloud Service | Amazon Web Services (AWS) | Microsoft Azure |
|----------------------------|---|---|
| Reseller | JHC Technology | Dell Marketing LP |
| Available Offerings | AWS | Azure |
| Contracts | Cal eProcure contract for AWS | Cal eProcure contract for Azure |

Departments using the Off-Premises Cloud, for systems containing confidential and sensitive data, will also need to subscribe to CDT's Cloud Provider Interconnect (CPI) service. CPI will provide an enhanced level of security. Customers should contact their CDT Account Lead to submit a separate request for a CPI service cost estimate.

Cost and Billing:

The cost of these services will vary, depending on the provider and specific service offering option selected. Discount rates for Amazon AWS is 3 percent and Microsoft Azure is 6.65 percent off the Cloud Service Provider (CSP) Government Cloud rates. The CDT administrative fee has been factored in to these discounted rates. These rates are **pending the Department of Finance's (DOF) approval**. CDT will invoice customers monthly for AWS and quarterly for Azure services.

Request and Process:

To request the Off-Premises Cloud service, customers will need to submit a Remedy Service Request (SR) as follows:

- Select Infrastructure Services
- Select Off-Premises Cloud Services

After CDT receives the approved SR, the CDT Network and Cloud Teams will meet with the customer to discuss requirements and the onboarding process. An Enterprise Account will be created and the network connection established. Once this has been completed, the CDT Cloud Support Team will provide the customer with logon instructions and set up user access.

Effective Date:

The new service offering is currently available.

Contact:

If you have questions or need further clarification, please contact your CDT Account Lead by using the [Account Lead Directory](#), or call Customer Engagement Services at (916) 431-5390.