

Yakima County Technology Services



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www.yakimacounty.us/ts/datacenter.htm

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Technology Services Overview

Yakima County's Technology Services tenured and knowledgeable staff is focused on keeping mission critical operations running smoothly and an earnest commitment to our governmental and non-profit customers. The technology expertise of our team allows innovative and creative solutions while maintaining sound design, security, and system stability. Our policy of working with our customers' subject matter experts to mutually design solutions ensures results are tailored to our customers' needs so they can more effectively serve their communities.

Services and Support

Yakima County Technology Services' philosophy focuses on enabling government agencies to provide better service to our constituents while containing costs. We host regional data systems that allow government agencies to utilize shared systems and distribute the system costs instead of bearing the entire cost to operate exclusive systems.

We also offer professional service and support so agencies with little internal technology support can benefit from our staff's expertise in a variety of technology disciplines including server management, application administration, network administration, telephony, desktop support, and security.

Connectivity/Transport

Yakima County's data network stretches from Naches to the Yakima/Benton County border. Yakima County maintains fiber and wireless network connectivity to connect agencies with multiple locations to each other so staff can share information. The network is also utilized to connect agencies to regional services and other government agencies.

Providing the highest quality Internet connectivity and performance is our top priority. We have premium bandwidth providers, ensuring minimal latency (delay), redundancy and excellent reach ability on a global basis.

We offer direct connectivity with Washington State Inter-Governmental Network (IGN), Level 3® (L3), Charter®, CenturyLink®, and NoaNet.

Datacenter Overview

Yakima County has one of the most advanced datacenter in Yakima County. It is designed and constructed to surpass local building area codes and seismic requirements.

Yakima County sits upon the North American continental plate. This plate is solid basalt and is extremely stable geologically. It shares the same seismic characteristics found throughout Eastern Washington and the Northern Idaho Panhandle.

Yakima County is less than four hours by car from most locations in Washington, and has an airport that can handle the largest military aircraft. Interstate 82 bisects the county from Ellensburg in the northwest to Prosser in the southeast.

Our Tier II rated server facility is earth-grounded and is built completely on computer-grade static dissipative flooring. Overhead ladder-rack wiring systems are utilized for enhanced cooling and a more secure cable infrastructure.

Cooling/Environmental

Environmental processing systems include two independent and fully redundant 40-ton air conditioning units. Air quality, temperature, humidity and positive pressure are precisely regulated year round to ensure optimal equipment reliability.

Each unit contains redundant compressors and cooling loops to further enhance fault tolerance and reliability. Our AC Units continuously move conditioned air into the data center, maintaining a constant and favorable operating environment for your equipment. Both systems are monitored 24X7 to detect malfunction or failure.

Security/Monitoring

Datacenter access is strictly limited to technical and support staff. Our facility has been designed to comply fully with the Federal Information Processing Standard (FIPS) 140-2 adopted and promulgated under the provisions of Section 5131 of the Information Technology Management Reform Act of 1996 (Public Law 104-106) and the Computer Security Act of 1987 (Public Law 100-235).

Access to the datacenter and attached facilities requires a card-key. Electronic security systems control datacenter access and are accompanied by a full complement of motion detectors throughout the entire facility.

Video cameras provide 24/7 video surveillance w/archiving capabilities. Our security system is fully logged and monitored.

Power Systems

Our power systems feature extensive fault tolerance and resilience at every layer, guaranteeing smooth and uninterrupted power for your equipment.

Yakima County utilizes a Liebert *Npower* 130kVA Uninterruptible Power Supply (UPS). This unit features full maintenance bypass which supports our scheduled service and maintenance operations without interruption of power to the facility.

Auxiliary power services are provided to our facility via a Caterpillar® 450 KW diesel generator featuring over 7 days of autonomous runtime before requiring refueling. Generator power is activated automatically in the event of a grid failure by an automatic transfer switch. The intermediate load is capable of being handled for over an hour by the UPS System, even though the generator is active and up to speed within 20 seconds of a power failure. Additionally, the generator is tested weekly to ensure that it will continue to function in the event of an emergency. A facility load balance transfer is fully tested on an annual basis.

Fire Detection/Suppression

Yakima County's datacenter is equipped with a FM-200 clean agent (FM-200 Gas) fire suppression system, with tightly defined zones to isolate and extinguish any fires without affecting surrounding areas. Fire extinguishers are also located throughout the facility.

The FM-200 system must detect both smoke and heat to be triggered. Our fire suppression system is monitored 24 x 7 as well as receives certified routine inspections.

Provisioned Services & Rates

Service Name	Description	Price
Bandwidth Level 1	Customer data transport across Yakima County network. 1 to 9 Mbps Rate	\$60 per Mb/mo
Bandwidth Level 2	Customer data transport across Yakima County network. 10 Mbps	\$300/mo * \$500/mo ±
Bandwidth Level 3	Customer data transport across Yakima County network. 100 Mbps	\$600/mo * \$1000/mo ±
Bandwidth Level 4	Customer data transport across Yakima County network. 1000 Mbps	\$900/mo * \$1500/mo ±
Radio Link - CJIS	County owned radio equipment, firewall and data encryption to meet CJIS requirements to connect customer to county network	\$540 per link/yr
Radio Link	County owned radio equipment to connect customer site to county network	\$400 per link/yr
Managed Firewall Services	Customized firewall services.	Call for quote
Network Port	Offered per port/per year.	\$400 per port/yr
Notes:	Rates marked ± are for agencies whom Yakima County provides end to end transport. Rates marked *, represent bandwidth charges where Yakima County serves as "middle mile" fiber transport.	

Data Center Collocation Prices

All customers with hardware in our datacenter must hold a current contract with Yakima County.

All services listed in the following table require a minimum 1-year contract.

Service Name	Description	Price
Equipment Space (1U)	1U rack space, power, 1 x 20 Amp power drop, 1 network drop	\$25/mo
Equipment Space (Per additional U)	1U rack space to accommodate additional hardware	\$25/mo
1/4 Rack	10U rack space, 1 x 20 Amp power drop, 1 network drop	\$250/mo
1/2 Rack	20U rack space, 1 x 20 Amp power drop, 1 network drop	\$400/mo
Full Rack (Dedicated)	42U rack space, 1 x 20 Amp power drop, 1 network drop	\$800/mo
1U (Per U, Off Contract)	Off-contract or week-to-week (no SLA, or consulting time, or bandwidth included).	\$100 per device/week
Off-hours Reboot	Hard Reboot, no troubleshooting/support.	\$200 flat fee/instance
Additional Power	Additional/dedicated 20/30 Amp circuit	Call for quote
Additional Drop	Additional network drop to your cabinet. No additional bandwidth included.	\$400/yr \$125 setup
Static IP(s)	Block pricing available	Call for quote

A-la-Carte Pricing for Services and Support

Service Name	Description	Price
E-mail Box – On YCTS Network	\$84 Microsoft license + \$25 administration fee. 160 Mb of space on the e-mail server. Yakima county e-mail address. E-mail archive	\$109 per box/year
E-mail Box – Internet connection	\$84 Microsoft license + \$72 administration fee. 160 Mb of space on the e-mail server. Yakima county e-mail address. E-mail archive	\$156 per box/year
Cayenta Financial Mgmt	Financial management software that includes GL, budgets, fund accounting, utilities, payroll, and HR	\$60 per user/yr
Antivirus for PC	Antivirus software loaded per PC	\$15 per PC/yr
Two factor Authentication	Two step network login verification software that complies with CJIS encryption and security requirements (setup extra)	\$85 per PC/yr
Microsoft license maintenance	Microsoft Enterprise Agreement that allows organizations to pool licenses for volume discounts	\$260 per app/yr
Internet*	Internet access w/failover *	\$100 per Mbps/yr
Telephone	User purchases phone. Full PBX features including: call forwarding, call transfer, voice mail, conference calling, video calling, 4 digit dial to other users on system, directory, call history, failover routes	\$340 per phone/year
Dial Tone	Local, long distance dial tone. No additional long distance charges.	\$84 per phone/year
County Network Port	Connectivity to Yakima County Owned Network Ports	\$400 per port/year
PC Support	Desktop support	\$475 per PC/year
Customer Network support	County staff maintains and supports customer network equipment and infrastructure including upgrades, security, routing, and troubleshooting	Call for quote
Customer Server Support	County staff maintains and supports customer servers including upgrades, patches, security, changes and troubleshooting	Call for quote
Manage Customer's Application(s)	County staff maintains and supports customer application including upgrades, patches, user modifications, permissions, and troubleshooting	Call for quote
Systems/Network Engineering Time (Normal)	Hands-on or consulting time, M-F 9am-5pm, except holidays	\$85/hr 1 hour minimum
Systems/Network Engineering Time (Off-hours)	Hands-on or consulting time, during non-regular business hours	\$150/hr 1 hour minimum
Network & Security Design Reviews	The process analyzes both internal and external system modifications.	Call for quote
Monthly Hours Packages	Contracted labor hours (requires a 1-year contract). Minimum of .25 hrs per request. Only applies to regular business hours.	2 hrs/mo - \$320 5 hrs/mo - \$720 10 hrs/mo - \$1,200 20 hrs/mo - \$2,000
Contracted W.S.S	Work Station Support/Desktop level support available in 1 hour blocks	\$55/hr. per technician

*Internet access is symmetrical and fails over if primary carrier fails.