

ΠΕΡΙΓΡΑΦΗ ΚΑΙ ΑΠΑΙΤΗΣΕΙΣ ΠΑΡΕΧΟΜΕΝΗΣ ΥΠΗΡΕΣΙΑΣ

Υπηρεσίες για CRITICAL components- 24x7x4h response. Απαιτήσεις : κάλυψη 24 ώρες x 7 ημέρες, και απόκριση σε 4 ώρες από την δήλωση βλάβης

CRITICAL	24 x 7x4h response
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Υπηρεσίες για HIGH-IMPORTANCE components- 11x5x48h fix. Απαιτήσεις : κάλυψη 11 x 5 και διάρθρωση βλάβης σε 48 ώρες

HIGH IMPORTANT	11x5x48h fix
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Υπηρεσίες για LOW-IMPORTANCE components. Απαιτήσεις : κάλυψη εργάσιμες μέρες και ώρες και απόκριση έως την 2η εργάσιμη μέρα από την δήλωση βλάβης

LOW IMPORTANCE	Δευτέρα - Παρασκευή 08:00 - 16:00
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ΠΙΝΑΚΑΣ ΣΥΜΜΟΡΦΩΣΗΣ

α/α	Κατηγορία : Υλικό/ Λογισμικό	Περιγραφή	Τεμάχια	Κρισιμότητα	Maintenance Service Level Requirement	Serial Numbers	ΔΗΛΩΣΗ ΣΥΜΜΟΡΦΩΣΗΣ (ΝΑΙ/ΟΧΙ)
1		Κεντρικοί Database Servers	2 τμχ	HIGH IMPORTANT	11x5x48h fix	99A-6514 99A-6668	
	Υλικό						
		x3850, XEON Dual Core 3.0 GHz/667 MHz 4 MB L2, 2x1 GB, O/Bay HS SAS, CD-RW/DVD Combo, 1300W p/s, Rack					
	1.1	Intel Xeon Processor 7040 - Upgrade 3:00 GHz 667 MHz 2x2 MB L2 Cache Dual Core Processor					
	1.3	Active Memory 4 Slot Expansion Card					
	1.4	2 GB (2X1GB) PC2-3200 CL3 ECC I DDR2 SDRAM RDIMM					
	1.5	4 GB (2X1GB) PC2-3200 CL3 ECC I DDR2 SDRAM RDIMM					
	1.5	73GB 2.5" 10k rpm SAS HDD					
	1.6	ServeRAID 8i SAS Controller					
	1.7	DS4000 1-pt PCI-X 4Bbps HBA					
	1.8	IBM Multiburner Ultrabay Enhanced Drive					
	1.9	NetXtreme 1000 T + Single-Port PCI-X 1 GbE					
	1.10	IBM xSeries 1300W Power Supply Option Kit					
2		Application Servers	4 τμχ	HIGH IMPORTANT	11x5x48h fix	99F1934 99F1914	
	Υλικό						
		x3650, Dual Core Intel XEON 5160 3.0 GHz/1333 MHz 4 MB L2, 2x2 MB L2, 2x512 MB Chipkill, O/Bay 3.5in HS SAS, SR-8k-I, CD-RW/DVD, 835W p/s				99F1907	
	2.1	Dual-Core Intel Xeon Processor 5160 3.00 GHz/1333 MHz FSB 2x2MB L2				99F2292	
	2.2	1GB (2X512MB) PC2-5300 667 MHz ECC Chipkill DDR2 FBDIMM					
	2.6	2 GB (2X1GB) PC2-5300 667 MHz ECC Chipkill DDR2 FBDIMM					
	2.7	4 GB (2X2GB) PC2-5300 667 MHz ECC Chipkill DDR2 FBDIMM					
	2.8	73GB Hot-Swap 3.5" 10K RPM Ultra320 SAS HDD					
	2.9	ServeRAID 8i SAS Controller					
	2.10	IBM Multiburner Ultrabay Enhanced Drive					
	2.11	835 Watt Hot-Swap Power Supply Option (Non-US)					
	2.12	DS4000 1-pt PCI-X 4Bbps HBA					
	2.13						
3		Εφεδρικό Συστηματος Αναγνώσης Μετρητων		HIGH IMPORTANT	11x5x48h fix		
	Υλικό		2 τμχ			KDZVWLZ	
		x3650 Xeon 3.8GHz/800MHz, 2MB L2, 2x512MB, U320 HS O/Bay, CD/DVD R/W 24x, 625W p/s				99F2272	
	3.1	1 GB (2x512MB Kit) PC2-3200 CL3 ECC Chipkill DDR2 SDRAM RDIMM				99F2289	
	3.2	2 GB (2x1 GB Kit) PC2-3200 CL3 DDR2 SDRAM RDIMM					
	3.3	73 GB Hot-Swap 3.5" 10k RPM Ultra 320 SCSI HDD					
	3.4	IBM serveRAID 7K SCSI Controller					
	3.5	IBM Multiburner Ultrabay Enhanced Drive					
	3.6	IBM xSeries 625W Hot-Swap Power Supply WW					
	3.7	DS4000 1-pt PCI-X 4Bbps HBA					
	3.8						
	Storage		1 τμχ	HIGH IMPORTANT	11x5x48h fix	138556H	

		3.10	DS4700 Express Model 70 (2 GB Cache)						
		3.11	(22R4242) SW 4Gbps SFP transcvr pair						
		3.12	(40K6800) 2 Gbps FC, 36.4 GB/15K E-DDM						
		3.13	(19K 1247) Fiber Cable 1m Multimode (LC-LC)						
		3.14	(22R4251) DS 4700 Windows Host Kit						
		3.15	DS4700 Mod 70 8-Storage Partitions Activation						
4			File Server αποθηκείωση Αρχείων Χρηστών	2 τμχ	HIGH IMPORTANT	11x5x48h fix		99F2290	
	Υλικό							99F1945	
		4.1	x3650,Dual-Core Intel Xeon 5160 3.0 GHz/1333MHz, 2x2MB, L2 ,2x512 MB Chipkill, O/Bay 3.5in HS SAS, SR-8k-l, CD-RW/DVD, 835W p/s						
		4.2	1 GB (2x512MB) PC2-5300 667 MHz ECC Chipkill DDR2 FBDIMM						
		4.3	2 GB (2x1GB) PC2-5300 667 MHz ECC Chipkill DDR2 FBDIMM						
		4.4	73 GB Hot-Swap 3.5" 10K RPM Ultra320 SAS Controller						
		4.5	ServeRAID-8k SAS Controller						
		4.6	IBM Multiburner Ultrabay Enhanced Drive						
		4.7	835 Watt Hot-swap Power Supply Option (Non-US)						
		4.8	DS4000 1-pt PCI-X 4Bbps HBA						
5			Συστημα Ελεγχου Προσβασης Χρηστων	2 τμχ	LOW IMPORTANCE	Δευτέρα - Παρασκευή 08:00 - 16:00		99F2291	
	Υλικό							99F2295	
		5.1	x3650, Dual-Core Intel Xeon 5160 3.00 GHz/1333MHz, 2x2MB L2, 2x512 MB Chipkill, O/Bay						
		5.2	3.5in HS SAS, SR-8k-l, CD-RW/DVD, 835W p/s						
		5.3	1 GB (2x512MB) PC2-5300 667MHz ECC Chipkill DDR2 FBDIMM						
		5.4	2 GB (2x1GB) PC2-5300 667 MHz ECC Chipkill DDR2 FBDIMM						
		5.5	73 GB Hot-Swap 3.5" 10 K RPM Ultra 320 SAS HDD						
		5.6	ServeRAID-8k SAS Controller						
		5.7	IBM Multiburner Ultrabay Enhanced Drive						
		5.8	835 Watt Hot-swap Power Supply Option (Non-US)						
		5.9	DS4000 1-pt PCI-X 4Bbps HBA						
6			Web Servers	2 τμχ	LOW IMPORTANCE	Δευτέρα - Παρασκευή 08:00 - 16:00		99F2282	
	Υλικό							99F2294	
		6.1	x3650,Dual-Core Intel Xeon 5160 3.0 GHz/1333MHz, 2x2MB L2, 2x512 MB Chipkill, O/Bay						
		6.2	3.5in HS SAS, SR-8k-l, CD-RW/DVD, 835W p/s						
		6.3	1 GB (2x512MB) PC2-5300 667 MHz ECC Chipkill DDR2 FBDIMM						
		6.4	2 GB (2x1GB) PC2-5300 667 MHz ECC Chipkill DDR2 FBDIMM						
		6.5	73 GB Hot-Swap 3.5" 10K RPM Ultra320 SAS HDD						
		6.6	ServeRAID-8k SAS Controller						
		6.7	IBM Multiburner Ultrabay Enhanced Drive						
		6.8	835 Watt Hot-Swap Power Supply Option (Non-US)						
		6.9	DS4000 1-pt PCI-X 4Bbps HBA						
7			Κεντρικό SAN (Storage Area Network)		CRITICAL	24x7x4h response	Main UNIT	131034Y	
	Υλικό			1 τμχ				136474Z	
		7.1	DS4000 EXP810 Expansion Unit				BAY #1	136474Z	
		7.2	(26K7941) SW 4Gbps SFP transcvr pair				BAY #2	136474W	
		7.3	(40K6820) 4 Gbps FC, 146.8 GB/15K E-DDM				BAY #3	136475A	
		7.4	(39M5696) 1m 50u Fiber Optic Cable (LC-LC)				BAY #4	136474Y	
		7.5	DS4000 EXP810 Expansion Unit				BAY #5	136474X	
		7.6	(26K7941) SW 4Gbps SFP transcvr pair				BAY #6	136473L	
		7.7	(39M4554) 500 GB/7.2K E-DDM						
		7.8	(39M5696) 1m 50u Fiber Optic Cable (LC-LC)						
		7.9	DS4000 EXP810 Expansion Unit						
		8.10	(26K7941) SW 4Gbps SFP transcvr pair						
		8.11	(40K6820) 4 Gbps FC, 146.8 GB/15K E-DDM						
		8.12	(39M4554) 500 GB/7.2K E-DDM						
		8.13	(39M5696) 1m 50u Fiber Optic Cable (LC-LC)						

