



Service Description: Data Center Hosting

The Division of Information Technology (IT) provides a secure and reliable environment consisting of space, power, cooling and security for computing, network and storage systems.

Division of IT data centers are tier-2 level data centers with conditioned power provided by uninterrupted power supplies (UPS) with utility power backed up by generator power controlled by an automated transfer switch. Generators are sized to support both the information technology equipment and mechanical cooling infrastructure with enough fuel for 24 hours of continuous operation.

The UPS contain redundant internal components providing a high level of reliability, scalability and maintainability. The mechanical cooling systems are of a modular, N+1 configuration for both chilled water plants and air handling devices. Humidity in the data center is controlled through redundant humidifier/de-humidifier units in each data center. The electrical and mechanical infrastructure is monitored through a building automation system and reviewed by 24/7 IT and facilities organizations.

The data centers employ very early smoke detection systems and sprinkler suppression systems. Each data center is equipped with an EPO capability for safety. The data centers are secured by access control systems and employ video surveillance.

Hours of Operation

The Division of IT data centers operate 24 hours a day, seven days a week except during scheduled maintenance, identified in service-level agreements, and hardware or software failures. The Division of IT employs preventive maintenance practices to keep the data centers running and can quickly address unforeseen issues that arise.

Scheduled Maintenance

Division of IT data centers may have scheduled maintenance windows defined in a service-level agreement with a department. These maintenance windows are designed to enable necessary and planned maintenance to be performed without a complicated process of notifications, meetings and approvals. While the Division of IT makes every effort to limit the maintenance time utilized, the windows provide a known period of time that can be scheduled by technicians. If the maintenance to be performed requires a disruption to data center services, then a minimum of 24 hours' advance notice will be provided.

Unscheduled Maintenance

The Division of IT may request a non-critical outage with shorter notice, or outside the scheduled maintenance window, subject to the client's prior approval to perform maintenance. Generally, these types of requests are related to other maintenance activities in the data center or on other infrastructure supporting your installation.

Disaster Recovery

Redundant equipment is in place for many of the critical power and cooling infrastructure systems.

Security

The Division of IT is responsible for the physical security of the data centers.

Division of IT Responsibilities

Data Centers

The Division of IT will provide the agreed amount of rack space in the data center. A demarcation point will be defined.

The Division of IT will maintain the data centers and adhere to the service/support descriptions outlined above.

The Division of IT will work with the customer to coordinate equipment setup or other support activities during standard university business hours (Monday through Friday, 8 a.m. – 5 p.m., excluding university holidays).

The Division of IT will grant customer access to the data center for selected individuals identified by the customer.

The Division of IT will not provide support past the point of demarcation predefined in the data center. This will prevent the division from responding to trouble reports beyond this point. Problem reports or incidents will be investigated to the point of demarcation. Additional troubleshooting and repair will be the customer's responsibility.

Customer Responsibilities

System and Application Administration and User Support

The customer is responsible for rack-based equipment, including all server and application administration or user support rack-based systems.

Customers need to maintain expertise and staffing levels to administer the servers hosted on the rack(s) in the data center(s).

Equipment Installation

The customer shall not install any equipment in the data center without prior notification to the Division of IT.

The customer may not run any cabling outside of their cabinet without the authorization of the Division of IT.