

University Computing Services For Fee Services for FY 08-09

The Office of Technology Integration (OTI), through its University Computing Services (UCS) division, extends enterprise-level hosting, data storage, and backup services on an *a la carte* basis to all university departments. Provisioned through resources located in the Sliger Building at Innovation Park, and/or its remote disaster recovery site located in Atlanta, Georgia, these services conform to the guidelines and objectives of the University's Information Technology Disaster Recovery and Data Backup Policy and are offered on a cost-recovery basis. A summary description of each service offering, and its associated cost, is provided below.

Option 1 - Departmental Backup to Disk at DR Site

This service provides for the use of the Network Attached Storage (NAS) device located at the remote disaster recovery site in Atlanta, Georgia, for the purpose of direct-to-disk off-site backup of departmental data. This service is for disk storage only and **does not** include backup to tape in the Sliger Building or at the remote disaster recovery site.

Service Details

UCS will:

1. provide consulting to allow departmental device(s) to communicate with the disk storage located at the disaster recovery site;
2. advise departments of changes that may effect the movement of data; and
3. provide assistance to departmental contacts in moving data;

Cost:

\$8 per year per gigabyte of allocated storage.

Option 2 - UCS Disk Stores as Primary Data Storage

This service provides for the use of the UCS enterprise-level Network Attached Storage (NAS) system, located in the Sliger Building, as a department's *primary* disk stores. Data are backed up on a daily basis to the tape backup system in the Sliger Building and to the remote disaster recovery site.

Service Details

UCS will:

1. provide assistance to the department in connecting to the disk;
2. backup departmental data on a daily basis to the Tivoli tape backup system;
3. ensure that four weeks of backups remain available to the department;
4. instruct the customer on how to restore data from the nightly backups;
5. ensure that four weeks of backups remain available, and
6. facilitate departmental access to the data.

Cost:

\$12 per gb year per.

Option 3 - Virtual Machine Usage

This service provides a dedicated system platform for hosting departmental applications on enterprise-level infrastructure. The facility is staffed 24/7 and has redundant power and environmental support systems. Departmental data are backed up to the enterprise tape backup system in the Sliger Building and to the remote disaster recovery site.

Service Details

UCS will:

- 1) provide a virtual server on which the Department's application will run. This server consists of the following:
 - a) One Processor;
 - b) Monitoring and Alerting (Nagios, and if in the domain, MOM);
 - c) Terminal Services access to Virtual Center console for managing the server, and configure Remote Desktop; and
 - d) OS, memory, and disk options you chose from the list below.
- 2) create the necessary initial user accounts;
- 3) backup the server on a daily basis;
- 4) ensure that backups remain available for a period **of four weeks**;
- 5) instruct the department on how to restore data from the nightly backups;
- 6) facilitate access to the server by a departmental representative so that they may administer their application;

The Department will:

- 1) be responsible for configuring and ensuring the server operating systems is secure and up to date;*
- 2) configure data backups for the application and application data;*
- 3) be responsible for the administration of the application(s) they wish to run on the server;
- 4) be responsible for the security of the application(s) they wish to run on the server;
- 5) promptly inform FSU IT Security incidence response unit regarding application(s) security breach;
- 6) be responsible for maintaining user account information for the users of the system;
- 7) learn how to restore data from the nightly backups;*
- 8) advise UCS of critical time frames in the use of the application;
- 9) advise UCS immediately of any problems in accessing the server;
- 10) pay invoices for services in a timely manner; and

* Please see Optional Labor Services below

Initial Cost:

Required:

- \$144 for required 12gb of disk (additional disk space is \$12 per 1gb)
- \$300 for 512mb of RAM. All RAM increases above the minimum are in 512mb increments.
- \$300 for Tivoli Client
- \$10 for Anti-Virus

Optional (though an OS must be selected)

- \$78 for Windows 2003 Server Standard
- \$255 for Windows 2003 Server Enterprise
- \$44 for Microsoft Windows Server 2003 Web Edition
- \$50 for Windows 2003 XP Professional
- \$60 for Linux Red Hat Enterprise

Continuing costs

- \$144 for required 12gb of disk (additional disk space is \$12 per 1gb)
- \$300 for 512mb of RAM. All RAM increases above the minimum are in 512mb increments.
- \$50 for Tivoli Client
- \$10 for Anti-Virus

Optional Labor Services:

For a yearly fee of \$1,150 (2 hours a week, for 52 weeks, at \$11 an hour) UCS will:

- 1) Configure the operating system
- 2) Ensure the operating system stays current with security and other patches
- 3) Configure backups for the OS and application to include scheduling and restoration of data.
- 4) Configure and modify the server firewall to ensure protection.
- 5) Configure the server to be monitored for network availability via Nagios
- 6) Check daily log to ensure the server is performing as expected.

Terms and Conditions**UCS Billing and Payment**

1. The term of service will be for one year from the first full month of service.
2. Department will be billed for the year in advance.
3. Payment should be made by a Florida State University Interdepartmental Requisition and Journal Entry Form. In filling out the form, select "Other" for the Send To: and write in Office of Technology Integration (OTI). Non University departments should remit payment with a check.

Cancellation

A service agreement may be canceled by either party with 30 days written notice. If an agreement is canceled, all services under the agreement will be canceled and all data removed from the storage devices.

