Virtual Server Hosting & Support

- **Benefits of Service**
- **Requesting Use and Support**
  - **New Clients**
  - **Existing Clients**
- **Current Rates for Service**
- **Additional Documents and Information for Service**
- **Client Responsibility**
- **OIT Responsibility**

Franklin College paid to participate in the PeachNet Cloud-based Virtual Data Center in response to growing demand for a more flexible server infrastructure. PeachNet's Virtual Data Center service provides an ESX cluster environment using VMware's Virtual Cloud Director (vCD) for University System of Georgia (USG) institutions. This provides a stable, cost-effective location for personnel to spin-up virtual servers. In addition to the virtual machine hosting, Franklin OIT personnel provide some basic support for installation, and networking of virtual devices, and additional support for a minimal cost to clients.

### Benefits of Service

**Benefits of Using PeachNet Virtual Data Center**

- **High Availability**
  - Load balancing
  - vSphere High Availability (HA) enabled
  - Datacenter backed by UPS and generator
  - Environment monitored for fail-over and performance
- **High Performance**
  - Server hardware and lifecycle management
  - Storage and networking infrastructure and lifecycle management
- **Secure**
  - Network isolation provided
  - Full control of virtual private firewall
- **Flexible**
  - Full management VM and vApp templates for rapid consistent deployment
  - Ability to delegate roles within a VDC organization allowing institutions to grant granular control to units or individuals
  - Web portal for VM creation/management including console access
  - VMs are thin provisioned
  - Off-site backups available through our Cloud Backup service
  - Off-site archive available through our Cloud Storage service

### Requesting Use and Support

**New Clients**

Franklin College faculty and staff can request physical server hosting by contacting the Franklin OIT Helpdesk.

**Existing Clients**

Franklin College faculty and staff can request support for physical server hosting by contacting the Franklin OIT Helpdesk.

### Current Rates for Service

The PeachNet Cloud Administration Fees are being covered by the College for Franklin College units and personnel as a proactive means to provide a stable, secure location for mission-critical systems. Below is a breakdown of the tiers of cost-recovery support.

**Basic Virtual Machine Install and Configure - $240 + VM Cost (Required)**

Franklin OIT will deploy a virtual machine and setup the operating system based upon client requirements.

**Advanced Virtual Machine Install, Configure, and Maintenance - $240 + VM Cost + $720/year**
Franklin OIT will perform all aspects of the required *Basic Virtual Machine Install and Configure*, in addition to performing regular Operating System updates, security management, accounts maintenance, and 24x7x365 service and performance monitoring.

**Custom Hardware Install and Configure - $60/hour**
On a per-project basis, Franklin OIT will perform OS or software installs, system maintenance, or back-end maintenance at the required work at the established service rate.

**FY19 VM Costs:**
- Virtual Machine - $115/year
- Memory (RAM) - $49/GB/year
- Storage (Disks) - $1.25/GB/year

**Additional Documents and Information for Service**

The USG PeachNet Virtual Data Center hosting website provides information on features, and benefits of the service.

Supported operating systems include RedHat Enterprise Linux 6+ and Windows Server 2008+.

**Client Responsibility**

Clients are responsible for the following:
- Initiate requests for new service, change on existing service, or support for services via the Franklin OIT Help Desk.
- Purchase of any required items; including but not limited to hardware, software, support services, warranty, cabling, licensing, or fees.
- Sign and return any associated forms for this service; including Memorandum of Understanding (MOU), Proposal of Work (POW), Statement of Work (SOW).
- Notify Franklin OIT if a virtual server is being decommissioned or the point of contact changes.
- Develop data management plans, disaster recovery plans, and business continuity plans as applicable. This includes establishing and covering the costs of a backup solution.

**OIT Responsibility**

Franklin OIT is responsible for the following:
- Respond to initial client request for information, use of, or support for this service.
- Meet with the client to discuss needs and provide a detailed list of recommendations.
- Provide a Proposal of Work to the client to detail what work Franklin OIT will perform.
- Provide a Statement of Work to the client to detail what work Franklin OIT has performed.
- If required, provide a Memorandum of Understanding to detail work that falls outside of standard service levels.
- Provide adequate notice to clients of any proposed rate changes.
- Inform clients of any failures or issues noted in logs or monitoring tools, along with proposed solutions.