Physical Server Hosting & Support

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Franklin College purchased rack space within the central Boyd Data Center Hosting to meet increasing demand for services that comply with physical security requirements for relevant laws and granting agencies. The center was renovated in 2006 to include a 4,300 square foot addition (for a total of 16,000 sq ft) and is supported by an enterprise class generator, remote camera monitoring, secure card access, 2 commercial UPS units, and a gas fire-suppression system. This provides a stable, cost-effective location for personnel to host their physical server equipment. In addition to the physical hosting, Franklin OIT provides limited support for installation, network, and support for a minimal cost to clients.

### Benefits of Service

**Benefits for Hosting in Boyd Data Center**

- Peace of mind for securing Sensitive and Critical Data
- Reduction in downtime due to Generator Backup, UPS and extra Air Handlers
- Fire Suppression/Physical Security Coverage
- Freeing up space in your facilities
- Freeing up monitoring staff for other functions
- Flexibility and cost efficiency for System Administration support through Franklin OIT or EITS

### Requesting Use and Support

**New Clients**

Franklin College faculty and staff can request physical server hosting by contacting the [Franklin OIT Helpdesk](mailto:helpdesk@uga.edu).

**Existing Clients**

Franklin College faculty and staff can request support for physical server hosting by contacting the [Franklin OIT Helpdesk](mailto:helpdesk@uga.edu).

### Current Rates for Service

Boyd Hosting Fees are 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 for tiers of cost-recovery support.

**Essential Hardware Install and Configure (required) - $120**

Franklin OIT will physically rack the server in the Boyd Datacenter and setup and configure the hardware for remote use.

**Basic Hardware Install and Configure - $240**

Franklin OIT will perform all aspects of the required Essential Hardware Install and Configure, in addition to setting up the operating system based upon client requirements.

**Advanced Hardware Install, Configure, and Maintenance - $240 + $720/year**

Franklin OIT will perform all aspects of the required Basic Hardware Install and Configure, in addition to performing regular Operating System updates, security maintenance, and 24x7x365 service and performance monitoring. (3rd Party Applications and services are the responsibility of the client.)

**Custom Hardware Install and Configure - $60/hour**

On a per-project basis, Franklin OIT will perform OS or software installs, system maintenance, or hardware maintenance at the required work at the established service rate.

### Additional Documents and Information for Service

You can find more information on the UGA Boyd Data Center hosting, facilities, and benefits by visiting [http://eits.uga.edu/servers_and_storage/boyd_data_center/hosting](http://eits.uga.edu/servers_and_storage/boyd_data_center/hosting).

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

Please note the below requirements for use of the Boyd Data Center Hosting:
- All servers must contain adequate rack-mount support hardware such as rails and cable management arms. Rails should support a standard 4-post rack design with square mounting holes. Franklin OIT will NOT provide shelves or other rack mounting hardware. We recommend using Dell Rapid Rails or other fast/tool-less rack mounting rails for easier installation and management.
- All servers must have the ability for complete ‘lights out’ hardware remote management. Hardware-level remote management generally mitigates the need to have physical access to a piece of hardware for the purposes of OS install or other direct hardware management and power state changes. Franklin OIT recommends Dell iDRAC Enterprise options for PowerEdge servers or HP iLO remote management hardware.
- Systems installed in the Franklin OIT racks in Boyd are only physically accessible by appointment (or during emergencies). Personnel will be escorted or otherwise supervised by an SMT member during visits. An hourly service fee may be assessed on a case-by-case basis and will be discussed with the client per instance.
- Systems should be enterprise-class hardware and it is recommended to have built-in redundancy including:
  - Failover or redundant power supplies
  - Redundant arrays of disks (RAID) (recommend using hardware vs. software RAID)
  - A hot spare is recommended to avoid the need to make emergency/after-hours visits.
  - Dual network cards

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.
- Adhere to the hosting requirements found in Additional Information for Service section.
- 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 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.