Information Services Hosting Arrangements

Purpose
The purpose of this service is to provide secure, supported, and reasonably accessible computing environments for departments at DePaul that are in need of server-based technologies.

Server Hosting Services Provided
DePaul’s Information Services data center provides a secure, 7x24 environment with electrical power, HVAC, UPS, servers, and network connections. Information Services will provide facilities for data backup and system administration services for supported OS, including system patching, maintenance, and monitoring.

Servers
Information Services will provide the servers and other computer and operating-system software to operate and support the application. Unless it is determined that a physical server is a requirement, the server provisioned by Information Services will be a virtual server, and will be provisioned to meet the resource requirements of the application.

Information Services will configure the server, and Campus Partner (or authorized designee) will load and/or configure any applications necessary onto the server computer(s) as needed for their business requirements. After the server is loaded, set up with the Campus Partner application, and is fully operational, Campus Partner will be responsible for all application management. Information Services will work with Campus Partner on backup arrangements.

Storage, backup and networking
Information Services will provide connection of the Server to the Internet, including all networking equipment and connections for the server to provide access on a 24-hour-a-day, 7-day-a-week basis, allowing for scheduled maintenance downtimes. When initially configured, your server cannot communicate with any other systems over the network. All communications required for both access to the server, and any functionality provided by the server, will have to be explicitly requested by you/your vendor. Information Services will discuss with you/your vendor what will be required, and you/your vendor may have to provide documentation about your requirements at a port/protocol level.

Information Services will provide storage and backup as agreed to prior to the deployment of the hosted server. You/your vendor will need to provide information about what data should be backed up to protect your application in the event of hardware failure, corruption, or data loss. In the event of an issue where the system needs to be restored from backup, Information Services will recover backed-up data from an agreed-upon date/time to a location. It will be your/your vendor’s responsibility to use the recovered data to reconstitute your application and restore functionality. Should storage, backup, or networking requirements change, Information Services should be notified with appropriate advance notice to plan for any necessary changes.
Necessary maintenance, patching, and monitoring
Campus Partner and Information Services will agree to a regular maintenance window. Information Services will use its best efforts to provide uninterrupted server and network availability, except for scheduled maintenance downtime and any interruption beyond our control (e.g., acts of nature, equipment or transmission failures, security breaches, etc.).

Information Services will perform maintenance services as we determine reasonably necessary to maintain the continuous, secure operation of the Server. Information Services will provide prior notice of any maintenance downtimes that fall outside of regularly scheduled maintenance windows, except when circumstances beyond our control limit our ability to do so.

Other Considerations
Information Services will install anti-virus software and keep this software up to date. In the situation where this may cause problems with the normal usage of the application, exemptions can be discussed with appropriate documentation from the application vendor.

If necessary, Information Services can install a database in our Oracle, SQL, or MySQL farms and provide the license for this database. Database configuration details, including storage, backup, and account requirements, will need to be provided by you/your vendor. These details will be discussed and agreed to prior to the deployment of the hosted server.

Upon request and where reasonable, Information Services can provide load balancing, sorry page, and DNS services.

Campus Partner Responsibilities
The goal of Information Services Server hosting is to provide the highest possible level of quality, security and uptime. In order to ensure that required service levels can be maintained, it is crucial that Information Services has standardized on a core set of minimum configurations and that essential coordination and planning are adhered to. Information Services and the Campus Partner will jointly establish a team with responsibilities to coordinate server hosting planning, operations, and maintenance.

To support this goal, the Campus Partner will be responsible for and manage the following:

- Identify and provide contact information for personnel who will serve as the primary technical liaisons who will be capable of addressing technical issues related to your server/application. Should these resources change, Campus Partner agrees to notify Information Services via the Information Services Hosting email account ISHosting@depaul.edu.
- Provide and maintain contact information for a functional owner who is capable of making decisions regarding your system’s functionality and availability, communicating with any user community, and taking overall responsibility for this system at DePaul.
- Only use your server for the purpose or application it was initially set up for. If you need to install another piece of software, please ask for another server, or check with IS to see if it will be ok to install additionally on your existing server.
• Acknowledge, follow-up, and close-out any query that Information Services forwards to Campus Partner for resolution.
• Provide Information Services with timely notice of any disruption of services and/or changes in the Campus Partner’s technical and/or server environments.
• Provide contacts that will be available to assist Information Services with tasks that may require “after hours” or emergency completion.
• Evaluate and communicate any problems or concerns with services to the Information Services Hosting email account ISHosting@depaul.edu, or to the Infrastructure Support Manager (Jeff Johnson, jjohns86@depaul.edu, 312-362-7963) directly.
• Administration of all non-OS software (i.e. 3rd party software, applications, etc) hosted on the server. This includes user account management, as well as any licensing requirements necessary for non-OS software.
• Campus Partner application(s) will run on standard, supported operating systems. Information Services will annually publish/update a list of supported OS versions. Information Services will provide at least 6 months advance notice if an OS/version will be dropped from support.
• Provide adequate advance notification of any required changes to the server, or applications running on the server, including: upgrades of applications, migrations or upgrades to new OS versions, new or additional components, frameworks, or supporting system requirements, etc. Notifications of desired changes should be made to the Information Services Hosting email account ISHosting@depaul.edu. If required changes turn out to require significant resource commitments, these changes may necessitate the creation of a formal Information Services project request, subject to scheduling and approval in accordance with normal Information Services project procedures.
• Other
  o Follow all established DePaul policies
  o Participate in audits and security assessments as necessary
  o Maintain vendor support contracts
  o Conform to application security best practices
  o Upon request from IS, test system functionality in a reasonable amount of time.

**Support Response Time**
Information Services maintains systems to monitor servers and data center infrastructure components in order to maximize system availability. These monitoring systems notify Information Services Systems team members when critical failures or problems arise.

**Emergency Cases**
During an emergency situation, Information Services on-call personnel will respond to the situation within 4 Hours during daytime hours (defined as 6am – 10pm) and within 8 hours outside of those times. After initial response, IS personnel will address issues as quickly as possible. The following are defined as Emergency categories: Server down; Storage offline; Network or connectivity issues.
Non Emergency Cases
Information Services personnel will respond within a minimum of 2 business days, and will address these issues as soon as possible. This includes issues related to application functionality, system errors, account problems, etc.

Issue Reporting
In the event that there is an issue or request that the customer needs to report to Information Services, there are two preferred methods of notification. The preferred method is to utilize DePaul’s Technology Solutions Center (TSC) to notify Information Services of any issue, either via submitting a web ticket, or by calling (312) 362-8765. The TSC serves as the front-line for all technology related questions or problems, and will log and communicate issues to the Information Services Systems team. The other option for reporting issues is to send a notification directly to the ISHosting@depaul.edu email resource, which will notify the Information Services Systems hosting team.

Emergency Notification
In an emergency situation, Campus Partner should send an email to ISHosting@depaul.edu, which is monitored by all members of the Information Services Systems hosting team. Campus Partner should identify that this is an emergency situation in the email subject line, and provide as much pertinent information as possible.

Non-Critical Issue Notification
For non-critical issues, Campus Partner should log a case with DePaul’s Technology Solutions Center (TSC), which will then notify the Information Services Systems hosting team.

Change Management
Notifications of desired changes should be made to the Information Services Hosting email account ISHosting@depaul.edu. This includes requests for upgrades to new versions of applications or OS, migrations to new servers, new or additional components, frameworks, or supporting system requirements, new account creation or account changes, etc. If required changes turn out to require significant resource commitments, these changes may necessitate the creation of a formal Information Services project request, subject to scheduling and approval in accordance with normal Information Services project procedures. For other changes requiring less significant effort, a Work Order Case will be created to track this work. Please note that any change to system networking or communication requirements may require updates to firewall configurations, subject to review by the Information Services Systems and Security teams.

Server Access
Information Services provides standard methods of server access as described below. Exceptions to these standard access methods need to be discussed in advance and agreed on by Information Services and Campus Partner.
**Admin Access**
We generally allow admin access to the application owner and also a technical owner within the Campus Partner department. We allow admin access via RDP and SSH\SFTP through the data center VPN. We do allow vendor access; however, that is coordinated with Information Services Security and is done on an as need basis. Remote access for vendors is removed as soon as the necessary work they are performing is done.

**User Access**
Although there are rare instances where users will need RDP access, we typically only allow RDP access for the application owners and technical contacts. User access is generally done via SSH\SFTP, folder shares and HTTP\HTTPS.