

CSG Hosting Service Level Agreement

This SLA will define the requirements and guidelines to be followed for CSG to host computer equipment in the 303 MLH data center.

Background

The 303 MLH raised floor data center primarily hosts the infrastructure required by the CSG to support the departments of Mathematics, CS and Statistics and Actuarial Sciences. The College of Liberal Arts, the Department of Computer Science and the CSG have all contributed funds to purchase an additional 10-ton chiller and 200 amp electrical panel. This investment will allow the CSG to host the departments' growing computer infrastructure as well as allow some room for expansion. These changes will allow the CSG to maintain the high level of service and reliability for its users, plus an environment suited for hosting servers with adequate power and cooling.

Service Level Offerings

The CSG will offer three service offerings to meet the varied computer hosting needs of the departments we service and potentially other units in the College of Liberal Arts & Sciences (CLAS). The first two offerings are available only to DIVMS departments, while the third offering is open to any CLAS department with appropriate approvals.

- 1. DIVMS shared space. Departmental shelf space. (CS, Math and Stats use only).**
 - a. This is a single shelving unit purchased by the CSG for use by the CS, Mathematics and Statistics and Actuarial Sciences users.
 - b. This shelving will utilize a single shared network connection on a CSG managed switch and shared power.
 - c. Due to the shared nature of the network access, security incidents on any equipment in this space will result in an outage to all equipment using the single shared network connection. Any users with excessive security incidents (determined by the CSG Director) will be required to purchase a dedicated network drop.
 - d. This space is not recommended for critical applications or high traffic applications.
 - e. There is one shelf dedicated per department. Once the shelves are full, or power, or networking, is exhausted, it will be up to the departments to fund expansion of this space. Alternatively, the DEO will prioritize the computer hosting requests.
- 2. DIVMS department level dedicated rack[s] (CS, Math and Stats use only).**
 - a. The departments of Mathematics, CS and Statistics and Actuarial Sciences, each have their own dedicated rack for housing departmental equipment (provided by the departments).
 - b. Each department will be responsible for paying for network access and/or a switch for the rack if required.

- c. Each department will be responsible for paying for power to the rack if required.
 - d. The DEO of each department will approve equipment requests for this rack.
- 3. Dedicated racks (open to any CLAS unit with approval).**
- a. All equipment must be stored in a standard two meter 19” rack.
 - b. The department requesting service is responsible for purchasing this equipment rack.
 - c. It is recommended the rack have lockable doors and sides due to the shared nature of this space.
 - d. The location and placement of the rack will be determined by the CSG Director.
 - e. The department requesting service will be required to purchase, at a minimum, one dedicated network drop per rack.
 - f. All network connections will terminate in the rack. It is recommended that each machine in the rack that needs external networking access be connected to its own dedicated network drop.
 - g. The department requesting service must work with the CSG Director and ITS/TNS to determine network bandwidth requirements.
 - h. The department requesting service will be required to purchase dedicated power for the rack, including UPS’s and power distribution units if required.

Requirements

Regardless of which service level offering equipment falls under, the following requirements for hosting in the 303 MLH data center must be followed:

1. The 303 MLH data center is managed by the CSG and the CSG Director. Any new computer hosting requests must be approved by the CSG Director in coordination with the DEO of Computer Science before any equipment is moved into 303 MLH. No reselling or subletting of space in an existing rack is permitted. Considerations of space, power, cooling and networking requirements will be discussed with the department before the equipment will be granted access to the 303 MLH data center.
2. Physical access to the equipment will be approved on a case by case basis by the CSG Director via card reader access. Improper behavior, such as tampering with other equipment in the room, will result in immediate suspension of access to the room. Those without card access to the 303 Data center must sign in and out with the CSG and be accompanied by an authorized individual at all times.
3. There will be a \$50/month charge, billed annually and pro-rated to the month, per rack for space provided in the 303 MLH data center. The only exception to this billing will be as follows:
 - a. The following departments will have a set allocation of non billable floor space; CS will have ten floor tiles of space; Stat’s will have six tiles of space; and Math will have four. Any request for space above and beyond this original agreed upon allocation will result in the fee per rack being charged.

- b. The Hygienic lab will be allowed to house one rack of equipment in return for CSG housing a rack of equipment in their data center for mutual disaster recovery protection.
4. No Level III sensitive information as defined by <http://cio.uiowa.edu/Policy/policy-InstitutionalDataAccess.shtml> policy shall be stored on equipment in the 303 Data center due to the shared nature of the data center unless additional checks and reviews by the IT security team are passed.
5. Compliance with the University's policy on data retention located at <http://cio.uiowa.edu/Policy/policy-backup-recovery.shtml> will be the responsibility of the department. CSG may be contracted to provide backup and recovery service.
6. Any non CSG managed equipment is deemed non-critical. The CSG reserves the right to power down any non-critical equipment due to security issues, power or cooling issues, etc. The CSG will attempt to notify the rack point of contact before powering down equipment if time allows.
7. The CSG requests an account with shutdown privileges on all equipment hosted in the data center. This is not required, but requested so that in the event of a cooling or power emergency, the CSG can attempt to gracefully shutdown non-critical equipment.
8. The networking arm of ITS (TNS) will provide the network access where dedicated connections are required. The CSG Director will be the technical contact listed on the blue req. to TNS by the department requesting service.
9. The department requesting service must work with the CSG Director to determine power requirements. FSG will typically contract with an external electrician to pull and terminate the required power from the new 200 amp panel. The CSG Director will be the technical contact listed on the blue req. to FSG by the department requesting service.
10. The department requesting service must label all equipment and cables with the hostnames of the equipment. CSG has a labeler that can be used. The rack must also have a contact list for the administrator of the equipment including name, phone number and email address.
11. The department requesting service will be responsible for registering the equipment with the ITS server registration database. The CSG Director should be listed as a secondary contact when registering in this database. The co-locator will audit their equipment yearly.
12. In the event of a hardware failure, the vendor's hardware repair technicians must be accompanied by a CSG staff member to ensure the right machines are being worked on. CSG staff is available 8-5 Monday-Friday.
13. Any equipment that is primarily student managed must have a faculty sponsor and contact.

Termination and Renewal

1. Failure to comply with any and all guidelines in this document may result in the termination of privileges to host equipment in the 303 MLH data center and

- access. A 60 day notice will be given to the department to relocate their equipment. If the equipment is not moved within 60 days, it will be disconnected from the network, powered off and moved out of the data center.
2. Departments that have contracted for service must re-apply annually with the CSG Director for hosting privileges. If approved, a bill for hosting will be sent and terms will be net 30 days and an audit of equipment will be performed by the CSG Director.
 3. Power drops left behind when equipment leaves the data center will be reused by the CSG and are not a part of the service price. They are not owned by the department who originally used them.
 4. Network drops left behind when the equipment leaves will be terminated if billed monthly by ITS (not on 050 funds) or reused by the CSG and are not a part of the service price. They are not owned by the department who originally used them.