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. Any other usage of this server room space will be approved by the CSG Director on a case by case basis.

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 shared rack**
   a. The CSG group has provided a 42u rack with an old 100Mb/s switch and UPS to house individual servers. The CSG is using the UPS as a PDU and doesn’t support or guarantee UPS functionality since this UPS is off maintenance.
   b. The CSG has purchased a KVM to facilitate management of the servers in this rack. The KVM requires a dongle to be purchased for each server in this rack.
c. Each department will be responsible for paying for network access and/or a switch and cables for the rack if required.
d. Each department or faculty member will be responsible for paying for additional PDU[s] (power distribution units), power or UPS to the rack if required.
e. Each researcher or department using this rack will pay a small fee to augment the sunk CSG costs for the KVM purchased for this rack.

3. **Researcher dedicated rack**
   a. If the researcher has needs that are not met in the above offerings and there is sufficient, space and cooling in the server room, then the researcher is encouraged to work with the CSG Director to procure their own rack.
   b. The researcher will pay for the KVM, networking port/switch, PDU’s, power, cabling, for this rack.
   c. The configuration must be approved by the CSG Director

**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](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 or user requesting service must work with the CSG Director to determine power requirements and pay for power additions/changes.

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. 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.

3. 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/user who originally used them.