Server Operations Support Scope

SCOPE STATEMENT

The scope includes the software, hardware and infrastructure components operated and maintained by Health Sciences Administration Shared Service Center (SSC) to deliver the complete service.

IN SCOPE

The SCC offers the following common technology options that can be deployed as part of this service:

- Virtual and physical systems
- Legacy servers on current premise, UW-IT Data Center offerings, or in the cloud
- The SSC will provide customers support with:
    - Back-ups and/or replication as needed
    - Business hours system support and off hours (included in SLA if appropriate) support if issues meet escalation criteria
    - Security-confidential, restricted or public data
    - Server specification and setup services
    - Setup and installation of UW standard software (*See Appendix A*)
    - OS license
    - Systems administrative functions including:
        - Ongoing operating system updates, patches and security hot fixes
        - Monitoring system performance and health
        - Providing hardware maintenance and repair (or arranging for vendor replacement). **The SSC will offer life cycle consultation for servers over 7 years.**
    - Arrange for the purchase and installation of all hardware
    - Recommended hardware and software replacement schedules
    - Will follow communication/procedure policy as defined in SLA for all servers and software

NOT IN SCOPE

The SSC is limited to providing local support for servers on premise, UW data center and cloud services, and at designated locations (with prior approval by HSA) options. New servers must reside in the UW-IT data center. The UW-IT data center offers:

- Secured, climate controlled data-center location
- Server rack space
- Electrical circuits
- Network connectivity

The SSC currently does not provide support for:

- Department proprietary applications; except as predefined in SLA and approved by HSA
- Older (out-of-date) or unsupported devices or software. The SSC can provide limited support, however cannot guarantee all features will run on unsupported devices.

Appendix A – Server platforms and software offerings

The SSC offers support for servers operating on Windows, Linux and VMWare platforms and Microsoft SQL products.

Windows	Linux	VMWare
2008 release 2	Cent OS release 7	ESXI 5
2012 release 2		ESXI 6
2016		ESXI 6.5

Additional software support not covered here may be negotiated on a case-by case basis.