



## **ISS Data Centre**

# **Hosting & Access Policy**

**Approved on:  
20 January 2011**

## Document Revision History

<b>Version</b>	<b>Date</b>	<b>Summary of change(s)</b>
0.1	20 Oct 2010	Initial Draft
0.2	03 Nov 2010	Updated following review with Breda Kilbane and Wesley Reilly
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## 1 Introduction

This document forms the basis of agreement for hosting equipment in the ISS Data Centres. These policies and procedures apply to all equipment hosted in ISS Data Centres and cover the installation, usage and access to the Data Centre. Hosted equipment is also bound by ISS policies on network connectivity, acceptable usage, and maintenance windows.

Hosting equipment in the ISS Data Centre is subject to a fee. Detailed information on the charging model is available from the ISS Website (Data Centre Hosting Service Description).

## 2 Requests for Hosting

To request hosting services from ISS, please complete a ticket in [ISS Service Desk Ticketing System](#). The appropriate ticket category is Infrastructure (Service Delivery) > Data Centre Services > Server (Physical) Hosting Request.

A resource from the ISS Data Centre Team will contact the customer with a suitable date and time for the installation.

## 3 Hardware Requirements

Equipment must be standard rack mountable (IEC 60297).

Equipment should be less than 5 years old. ISS reserves the right to refuse equipment e.g. where an older piece of equipment is considered to be a fire hazard or inefficient from a power or space consumption perspective.

## 4 Delivery and Installation of Equipment

The customer will arrange for the equipment to be transported to the ISS Data Centre on the prearranged time and date. The customer or an agreed representative must be present for delivery of the equipment.

The customer(s) must be in a position to rack their equipment as soon as it is delivered, as there is no storage space available in, or close to, Data Centre

If the equipment is not new, the customer will arrange for it to be cleaned either before delivery to the ISS Data Centre.

ISS staff will assist with installation of rack rail kits, moving it into the Data Centre and racking it in the assigned space.

Cable management arms are not used in the ISS Data Centre; all cables must be cabled managed and labelled appropriately.

The customer will be given appropriate access to configure and install required components to make the system operational.

Equipment and spare parts cannot be stored in the Data Centre.

The customer is responsible for:

1. Delivery of equipment to the Data Centre.
2. Physical installation of equipment.
3. Removal of all rubbish, spare parts etc. once installation is complete.
4. Requesting IP addresses and firewall access for their server/service.
5. Ensuring that the machine is secure, i.e. that it is patched and firewalled as appropriate.
6. Insurance (See separate section on Insurance).
7. Ensuring that they have sufficient hardware support and maintenance.

## **5 Hosting Procedures**

### ***5.1 Period of Hosting***

ISS will notify the registered owner and administrators when the end of the hosting period is approaching. The customer must then either make arrangements to extend the agreement or remove the equipment from the Data Centre.

Customer equipment which remains in the Data Centre will be powered off and removed once the hosting period has expired.

- ISS will not be liable for any loss of damage to equipment or data resulting from the removal or disposal of customer equipment.
- The customer will be responsible for any costs incurred in the removal/disposal of equipment not collected from the data centre.

### ***5.2 Insurance***

Only equipment owned by NUIG will be covered for insurance purposes, companies outside of NUIG will have to provide their own equipment insurance. Customers wishing to have NUIG owned equipment included for insurance purposes are required to let ISS know the value of the equipment and the write off period i.e. 3 or 5 years.

Notes:

1. All non-NUIGalway staff using the facility must have public liability insurance.

### **5.3 Communication**

ISS communicates general information such as notification of outages via Bulletin notification mailing lists. Customers can subscribe to this list online at

<http://www.nuigalway.ie/information-solutions-and-services/about/news/viewBulletins.php>

All customers must also nominate a registered owner, and server administrator. These will be notified directly of specific events which relate to only their equipment, including end of hosting agreement. It is the responsibility of the customer to email [ISSDataCentre@nuigalway.ie](mailto:ISSDataCentre@nuigalway.ie) with any changes to the registered owner and administrators of their equipment.

### **5.4 Monitoring**

- ISS monitor the ISS Data Centre facility itself
- ISS reserve the right to monitor and/or scan all equipment located in the ISS Data Centre without notice to the customer.

## **6 Access Procedures**

### **6.1 Remote Access**

The customer must ensure that their equipment is remotely manageable because physical access to the room is limited.

ISS can assist the customer with setting up SSH, RDP, ILO and/or DRAC if requested.

### **6.2 Physical Access**

Physical access to the ISS Data Centre is only available by appointment and during ISS core business hours (09:15 – 17:00 Monday to Friday, excluding Bank Holidays, Public Holidays and University Holidays).

Access to the Data Centre is limited to work that cannot be undertaken by any other means, for example work that requires physical access to hardware or work on the physical environment.

Only registered owners/administrators will be given access to equipment. Contractors working on the equipment must be accompanied by a registered administrator for the equipment. To request an appointment, please complete a ticket in [ISS Service Desk Ticketing System](#). The appropriate ticket category is Infrastructure (Service Delivery) > Data Centre Services > Data Centre Access.

Please ensure that you bring acceptable photographic ID e.g. driving license.

All visitors to the Data Centre must be accompanied. ISS will try to accommodate all reasonable requests, subject to available resources. A minimum of 24 hours notice is required except in cases of absolute emergency.

All visitors must familiarise themselves with the health and safety procedure and rules of access:

- Only authorised personnel can enter the Data Centre
- Food or drink is not allowed in the Data Centre or the staging area
- The Data Centre should be treated as a clean room environment and must be kept clean and tidy at all times
- FM200 fire suppression gas is installed in the Data Centre
- If the fire alarm goes off, all persons must exit IMMEDIATELY and proceed to the nearest assembly point
- Due to the nature of the power in this room electrical work must only be carried out by qualified personnel.

Access procedures for the Data Centre are subject to change without notice.

## **7 Contacts Details/Additional Information**

General enquiries, applications and access requests should be sent to [ISSDataCentre@nuigalway.ie](mailto:ISSDataCentre@nuigalway.ie)