

Division:	eSolutions
Service Statement Title:	Hosting Services - Virtual Infrastructure
End Users of Service:	Faculties and Divisions of Monash University.
Service Description:	Provision of managed, consolidated server and storage hosting.
Virtual Compute resource:	A dedicated virtual server or server units. Instances of server units are not shared with any other entities. Virtual environment is allocation of resources in which case the server appears as a dedicated server but the certain aspects of the hardware may be shared with other hosts.
KPI: refer Master Services Agreement	

Service – Hosting Services – Virtual Infrastructure

1 - Consolidated server and storage hosting and managed environment to meet the needs of faculties and divisions within Monash University.

Service Provider Responsibilities

- **Infrastructure Procurement:** eSolutions will make available IT infrastructure that is needed to allocate the required compute power to the client's environment. eSolutions will enter into agreements with third parties to provide maintenance, support and related services for the client's environment.

eSolutions will procure hardware and maintain software licenses for operating system and other management software that is required on the environments provided.

- **Provision of Infrastructure:** eSolutions will locate the client's server(s)/environment in a secure, environmentally controlled and redundant power sourced data centre. eSolutions will provide network connectivity; allocate the requested processing resource units, firmware and storage for the nominated client's virtual/physical environment.
- **System Administration and On-going Maintenance:** eSolutions will maintain reasonable currency of patches, version of OS system software used, unless otherwise mutually agreed.

In the event that the client requests to delay the upgrading of specific patches or monitoring applications to reasonable currency, eSolutions will be relieved of any affected service level until the software achieves reasonable currency.

eSolutions will ensure the installation of security patches and OS system software updates during a scheduled maintenance window. If a development or quality assurance environment is in place for the server, eSolutions will work with the client to ensure that the patches, or updates are appropriately tested before installing them on the production system. If there is no development or quality assurance environment for the server/environment, eSolutions will install patches and updates into production environment. In this instance eSolutions will be relieved of any affected service level, if there is any interruption of service directly in relation to the applied patch or update.

eSolutions will add/change/delete operating system, management software tools and hardware components in accordance with the capacity and the release management plan. Changes to standard operating environment may require an extended maintenance window, which eSolutions and the client will agree upon in advance. eSolutions will maintain the physical facility where the infrastructure underpinning the customer environment is located and its security. eSolutions will provide ongoing hardware and operating system support to the client, and provide information to the client in instances where there may be a loss or degradation of service.

- **IT Information and Advice:** The relevant eSolutions representative will provide advice on IT matters and will represent the client in dealing with external service providers/clients for hardware, management software and operating systems in relation to client's environment. If requested the relevant eSolutions representative will provide notification information on all scheduled changes to the network and IT infrastructure to one of the client's nominated people.
- **Environment Recovery:** If due to any reason (such as failure of hardware) there is a loss/corruption to the customer's environment; eSolutions will attempt to recover such lost /corrupted environment as it deems appropriate. eSolutions is unable to provide a guarantee to fully recover such lost or corrupted environment on every occasion. eSolutions will endeavor to take every possible precaution to prevent such a situation yet are not liable for any costs or claims against eSolutions or Monash University for any loss or costs incurred in recovering such a loss.

Client Responsibilities

- **Staff Awareness of IT Policy and Agreement Terms:** The customer must ensure that when using the services provided in this agreement it's staff abide by all relevant University IT policies. The customer will work with eSolutions to develop protocols and ensure that all relevant staff are appropriately aware of their responsibilities associated with this agreement, in particular the service request process and the incident management process.

Server capacity appropriate for the following year's anticipated growth will be requested from each annual budget cycle. In the event that whatever capacity that had been funded for the current year has "run out", it will have "run out" and no additional capacity will be made available until the following year, unless an individual, central or faculty project is in a position to fund the additional server out of their own project budgets. Major infrastructure project requests should be discussed/negotiated with the relevant eSolutions representative. The service provider will be relieved of SLAs during major project releases.

- **Scoping of Service:** The customer will provide requirements briefs sufficiently early to facilitate implementation and testing before they are required. Installation and management of applications will be the responsibility of the customer.
- **Ongoing Testing and Maintenance:** Before the service is put into production, the customer will test and ensure that the environment and the operating system operate to their satisfaction. The customer will allow eSolutions to specify a defined system maintenance window to be established for planned maintenance. Routine system maintenance and installation of system/security patches will be carried out at this time. Customer is responsible for adherence to prescribed operating systems standards.

The customer recognizes that data centre site engineering may occur or the network switch/router to which the service is connected may be subjected to firmware upgrades or scheduled changes. These types of changes will be communicated by the relevant eSolutions representative and are normally conducted during planned maintenance window.

- **Service Request Process:** The customer is to use its best efforts to ensure that all requests are communicated clearly to the eSolutions Service Desk. Customers can contact the eSolutions Service Desk by phone or via Service Desk Online. Non urgent calls can be logged after hours and will be attended to the following working day. A service request must include:
 - Name and contact details of staff (person initiating the problem)
 - Name and contact details of staff on whose behalf the report is being made (if not same)
 - Specific section or group that the customer belongs to
 - Description of the request
 - An assessment of the priority and impact of the request
- The customer will promptly report any faults with the service when they are noticed using the service request process. All new service requests must be properly formed with all relevant categories completed by the customer as required.
- **Physical Compute resource:** A customer may also request a dedicated physical server or servers, which is an allocation of dedicated computing resources, where the client will be charged per unit for setup and for ongoing maintenance per unit per annum.
- **Application Software Licensing:** It is the responsibility of the customer to ensure that all application software installed on the customer's computers is properly licensed. The customer is responsible for the acquisition, installation, and support of applications software or middleware (unless negotiated in a separate agreement with eSolutions).

The customer will maintain a current Service Agreement with third-party application vendors for software installed on the supplied environment. The customer will provide the relevant eSolutions representative with vendor contact details and an appropriate technical contact within the vendor's organization. In the event of major application upgrades, the customer will arrange appropriate liaison between the application vendor and relevant eSolutions representative. In the event that there are no third-party application vendors then the customer accepts full responsibility for applications installed on the supplied infrastructure.

Other Information

Logging Support Requests

- In the event of a service problem, faculties are requested to contact the eSolutions Service Desk, see <http://monash.edu/esolutions/contact/index.html>

Services Not Included

- Deployment of applications and upgrades to the application;
- Service support for the Application tier;
- Provision of software licenses and software packages for the application tier.

Critical Service Dependencies

- Third party vendor support for infrastructure and services.

Further Information / References

- Additional information on this service is available at DC& SM Service Offerings.

Other

- The Service Manager is: Director, eSolutions Infrastructure.
- The Service Owner is: Account Manager/SDM.