UCD Data Centre Terms and Conditions (update 9th September 2017)

1. The Service

- Physical hosting of IT equipment together with power, cooling, networking, and the option of basic monitoring.

- UCD IT Services reserve the right to refuse and/or remove equipment e.g. based on equipment condition, technology, design, age, power requirements etc…

- All equipment hosted in facilities are subject to the Acceptable Use Policy, and subject to the IT Services Maintenance Window.

- IT Services will not be liable for any loss or damage to equipment or data.

2. Pre-Installation Considerations

- Equipment must be Standard 19" Rack Mountable

- Power provision options;
    - 10AMP - IEC 320 C14 (M) /C13 (F)
    - 16AMP - IEC 320 C19 to IEC 309- 16 AMP/ 230V
    - Commando - "Commando" plug 32a – Single Phase

3. Request Process

- Customer completes a Hosting Request Form, stating equipment's space, power/cooling, network and console requirements and their own contact details.

- IT Services will review the application and contact the customer for either further clarifications or to arrange a date for installation.

4. Delivery of Equipment

- Delivery of equipment directly to the Data Centre is possible, but must be prearranged and agreed by IT Services in advance.

- The registered owners (Applicant and Principal Investigator), systems administrator, or an agreed representative, must be present for the delivery of equipment.

5. Installation of Equipment

- The registered owner, systems administrator, or an agreed representative, must be present for the installation of equipment.

- IT Services will assist with the installation, including fitting rail kits, connecting power and data cabling.

- Access to the back of the racks is restricted.

- It is the responsibility of the customer to arrange the physical racking/installation of the equipment.

- This is not a service offered by IT Services, but we will endeavour to assist as much as possible.

- Equipment / Operating Systems and applications software can be preconfigured/loaded before physical installation in the data centre.

- Further system configuration can be completed either directly in the data centre, or remotely via the KVM system.

- No additional equipment, spare parts, cables, etc may be racked or stored in the Data Centre.

- IT Services are responsible for all network and power patching. Unauthorised patching will be removed.

- IT Services will provide 10amp (IEC 320 C14/C13) cabling. All other power cables must be supplied by the customer (and approved by UCD IT Services before installation).

- IT Services will provide all network cables for connection onto the public UCD network. All other data/network cables must be supplied by the customer (and approved by IT Services before installation).

6. Network Connectivity & Security

- It is the responsibility of the customer to ensure that their equipment has a valid UCD IP address

- o Customers locating new equipment in the Data Centre should register their equipment through the standard UCD IT Services Network Registration Form on https://netreg.ucd.ie/
- o It must be registered for use in the "Research IT Data Centre".
- o Customers relocating existing equipment should log a call with the IT Services Helpdesk to facilitate IP changes and DNS TTL timers.

- Limited IP ports are open (in/out) of the Data Centre networks. Customers providing specific ports for services should confirm with UCD IT Services, prior to installation.

- Customers requiring a non-routed network should inform IT Services of this in the requirements gathering stage of the relocation.

- Equipment hosted will be subject to security scans.

- System owners must remedy vulnerabilities identified.

7. Period of Hosting

- The standard hosting period is five years. Customers should be aware that only equipment which is less than seven years old can be hosted in the Data Centre facilities.

- In the event of the registered owner(s) concluding their involvement with the project, for example leaving UCD, they must appoint an alternative owner for the equipment and notify IT Services to this end.

- Whilst equipment is hosted in the Data Centre facilities it is recommend that the owner ensures that it is covered under a suitable maintenance agreement

- IT Services will contact the registered owner(s) for time to time to ensure that their hosting requirement is still active / appropriate

8. Removal of Equipment

- Equipment that is no longer eligible to be hosted must be collected by a registered owner(s) or a nominee within two (2) working weeks, otherwise IT Services will power off and initiate the disposal of the equipment.

- If registered owner(s) fail to response to requests to validate their hosting requirement, IT Services will power off and initiate the disposal of the equipment.

9. Disposal of Equipment

- Equipment uncollected after 1 month will be unracked and offered back to the relevant College or Institute.

- Uncollected equipment after 6 months will be disposed of by IT Services. The disposal of equipment will include destruction of any data/datasets/software/licences/etc. residing on the equipment.

- IT Services will not be liable for any loss of data/datasets/software/licences/etc.

- Disposed of hardware may incur a charge to the customer/college/institute.

10. Access to the facility –Remote

- It is the responsibility of the customer's system administrator to ensure that their equipment is remotely manageable as physical access to the room is limited.

- IT Services can assist in setting up access via SSH and RDP.

- Additionally IT Services also provide a KVM service for remote console and power management, which can be requested. The service allows for both serial and KVM access to registered

- Administrators via a web-browser.

11. Access to the facility – Physical

- Physical access to the Data Centre is only available only by prior appointment and during office hours: Monday - Friday 09:30 –17:30

- IT Services will endeavour to accommodate all requests for physical access to the room given reasonable notice.

- Customers wishing to physically access equipment located in the Data Centre should book an appointment through the IT Helpdesk.

- In order to physically access the Data Centre and specified equipment, requestors are required to:
  - o Be a registered customer / systems administrator for the specified equipment
  - o Provide acceptable photographic identification (UCD Staff / Student card, Driving Licence etc.)