Research IT Data Centre

Hosting Service

Installation, Operational & Access Procedures & Policy

Project:	Equipment Hosting Service
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Abstract:	This document covers, briefly, policies and procedures to be followed for Research IT Data Centre hosting customers.

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Installation & Operational Procedures & Policy

These procedures apply to equipment hosted in the Research IT Data Centre in which UCD IT Services host customer equipment on an agreed basis.

Pre-Installation Considerations

There are two fundamental considerations to locating equipment in the Research IT Data Centre:

- Equipment must be Standard 19" Rack Mountable (IEC 60297)

- Width: 19" Standard (483mm)

- Depth: 29" (737mm)

- Physical access to equipment is strictly limited and controlled.

Notes:

1. *UCD IT Services reserve 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 consumption point of view, or near / over five years old.*

2. *All equipment hosted in this facility is subject to the Acceptable Use Policy*

3. *The Research IT Data Centre, and hence all equipment therein, is subject to the UCD IT Services Maintenance Window*

Space Allocation Process

The data centre capacity is offered in the first instance to UCD Colleges and Institutes based on demand. Utilisation of rack space will be reviewed as required.

The space provides for hosting of IT equipment together with power and networking for that equipment. Rack space in the Research IT Data Centre is allocated through the procedure detailed on the UCD IT Services web site at

http://www.ucd.ie/itservices/researchit/services/hosting/FAQs/procedure.html

On completion of the Hosting Request procedure, UCD IT Services provide the customer with a 'Data Centre Equipment Acceptance Form' containing details of where the equipment will be located, as well as what power, network and console services will be provided. UCD IT Services will contact the customer to arrange a date for installation.

Installation of Equipment

IP Address Allocation

It is the responsibility of the customer to ensure that their equipment is registered for use in the Research IT Data Centre.

Customers relocating existing equipment should log a call with the UCD IT Services Help Desk via e-mail helpdesk@ucd.ie or telephone extension 2700 at least five (5) working days prior to the move to facilitate DNS TTL changes.

Customers locating new equipment in the Research IT Data Centre should register their equipment through the UCD IT Services Network Registration Form on https://netreg.ucd.ie/

Physical Installation of Equipment

UCD IT Services will assist with the installation of rail kits and cable management arms, as access to the back of the racks is restricted.

Customers will be presented with labelled cables (power, network, KVM) for the customer to plug in.

Customers will then be able to configure and install required components to make the system operational.

The Research IT Data Centre supports three standards of electrical cable.

- 13AMP - IEC 13a - IEC 320 EN 60320 C14 (M) - IEC 320 EN 60320 C13 (F)

- 16AMP IEC 16a - IEC 320 C19 to IEC 309- 16 AMP/230V

- Commando - "Commando" plug 32a – Single Phase

Notes:

- *It is the responsibility of the customer to organise the physical installation of the equipment, this is not a service offered by UCD IT Services.*

- *It is the responsibility of the customer to clear away all tools and rubbish immediately.*

- *No equipment, spare parts, cables etc may be stored in the Research IT Data Centre.*

- *UCD IT Services are responsible for all network patching unauthorised patching may be removed.*

- *Customers must provide all electrical cables.*

- *All electrical cables should be between 2m – 3m.*

- *No more data or power points are to be used than indicated and allocated by UCD IT services.*

- *All equipment should utilise cable management techniques.*

- *Access for installation of equipment is also covered under the Research IT Data Centre Access Policy / Procedures.*

Delivery of Equipment

All equipment coming into the Research IT Data Centre must have a completed 'Data Centre Equipment Acceptance Form'.

Delivery of equipment to the Data Centre must be prearranged and agreed by UCD IT Services.

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, the Research IT Data Centre.

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

Network Connectivity & Security

Most IP ports are open by default to equipment located in the Research IT Data Centre. Customers providing port dependant services should confirm with UCD IT Services, prior to installation, that access to these ports is available

IP Addresses for use with hosted equipment will be allocated in the VTP Domain applicable to the Research IT Data Centre. In general equipment being relocated to the Research IT Data Centre will be re- registered causing a change in IP Address. It is advised that customers configure their equipment to acquire IP Addresses and related information via DHCP.

Notes:

- *It is the responsibility of the equipment administrator to secure all network services on the equipment itself, UCD IT Services may remove, without notice, equipment from the network which is deemed to be too high a risk or which is found to be causing issues on the UCD network.*

- *Customers requiring any special network access to equipment hosted in the Research IT Data Centre, you should inform UCD IT Services of this in the requirements gathering stage of the relocation.*

- *Customers requiring a nonrouted VLAN should inform UCD IT Services of this in the requirements gathering stage of the relocation.*

Security Assessment / Scanning

Research IT Services will, in order to maintain and ensure the integrity of the network provided within the Research IT Data Centre, conduct regular security assessments of all equipment registered for use in the Research IT Data Centre.

The security assessment will be performed using remote vulnerability scanning tools.

Research IT Services will only perform assessments with "safe checks" in place, unless requested by the system(s) registered owner or systems administrator to do otherwise.

Assessments using "safe checks" can only be used to identify the existence of vulnerability signatures or patterns and do not actively test or verify that the vulnerability exists and is exploitable on the system. Should Research IT Services identify equipment that may be vulnerable, the registered owner and systems administrator of that equipment will be contacted.

Notes:

- *The registered owner and / or systems administrator of the system(s) must remedy vulnerabilities identified by Research IT Services.*

- *Following remedial action, Research IT Services will, by arrangement with the customer conduct a further assessment of the system(s) in question. This assessment may be conducted using active checks, on request, to both identify vulnerability signatures or patterns and actively test those vulnerabilities to establish if they are remotely exploitable.*

- *All systems will be assessed on initial installation.*

- *Customers may request assessment of systems using active checks.*

- *Customers should be aware that although active checks are designed in a non-destructive manner and do not place any malicious content on the targeted system(s), the service being tested may become unavailable until restarted.*

- *Customers should be aware that systems that are continuously vulnerable and as such considered a threat to other systems hosted within the Research IT Data Centre can be removed from the network without prior notice.*

Period of Hosting

Customers should be aware that only equipment which is less than four (4) years old can be hosted in the Research IT Data Centre. Customers are requested to provide purchase dates for all equipment when completing their application for hosting space and will be requested to provide a UCD Purchase Order reference or similar.

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 UCD IT Services to this end.

Whilst equipment is hosted in the Research IT Data Centre UCD IT Services recommend that the owner of that equipment ensure that it is covered under a maintenance agreement with either the supplier or the manufacturer.

End of Hosting Period Notification Process

In order to ensure that all customers have timely notice of the expiration of the hosting period associated with equipment hosted in the Research IT Data Centre, UCD IT Services have put in place a detailed notification process as follows.

1. UCD IT Services will contact the registered owner(s) when their equipment reaches the 36 month (three years) point to notify them that their future budgets should include provision for the replacement of that equipment.

2. UCD IT Services will then contact the registered owner(s) at the 42 month (three years and six month) mark to notify the customer that their equipment needs to be replaced, removed from the Research IT Data Centre within 6 months and before a specified date or have its hosting period extended.

3. UCD IT Services will continue to periodically notify the registered owner(s) on a monthly basis from the 48 month mark (six months prior to end of hosting period) to remind them that equipment is due for removal, replacement or have its hosting period extended.

4. Should no action be taken by the customer, or no contact be made by the customer with UCD IT Services, customer equipment will be powered off and removed from the Research IT Data Centre at the 49 month (four years and one month) mark.

5. UCD IT Services will notify the registered owner(s) as to the date and time that this will happen five (5) working days beforehand unless otherwise arranged UCD IT Services will remove the equipment from the Research IT Data Centre and the registered owner(s) must arrange for the collection / disposal of the equipment within two (2) working days.

6. UCD IT Services will otherwise organise for disposal of the equipment with UCD Buildings & Services. (This may incur a charge to the customer.)

Notes:

- *UCD IT Services will not be liable for any loss or damage to equipment or data experienced either through the removal or disposal of customer equipment.*

- *The customer shall be responsible for any costs incurred in the removal / disposal of equipment not collected from the Research IT Data Centre.*

- *Hosting period is from the date of purchase of the equipment not from the date of first hosted in the Research IT Data Centre.*

- *The usefulness of IT equipment is based on industry standards and the rate of development in technology including disk and processors alongside improvements in power consumption.*

Extended Period of Hosting

Customers may wish to have their equipment hosted beyond the 48 month free hosting period. This will incur a cost to the customer directly. Customers may choose to do so for a maximum period of 84 months (seven years) or until the equipment is deemed to be unsuitable for hosting by UCD IT Services, whichever is the sooner. This charge is payable yearly in advance as detailed in the UCD IT Services document "*Payments for non-ubiquitous Services*".

Notes:

- *The cost per year for hosting equipment is calculated based on average cost of providing the physical space and along with an average power cost on a per U basis.*

- *Customers are advised that whilst equipment is hosted in the Research IT Data Centre that they should ensure that that equipment is under maintenance with either the supplier or the manufacturer.*

Environment

Use of the Research IT Data Centre is covered by a number of basic rules, clearly posted within the room and at the entrance, to which all users of the space must adhere. These include:

No food or drink to brought into the environment or consumed within the hosting area

No smoking

Authorised personnel & equipment only

Customers should also note the following:

FM200 Fire suppression gas is installed in the Research IT Data Centre

It is advised, although not compulsory, that staff working in the Research IT Data Centre should have an up-to-date Safe Pass accreditation.

Customers should ensure that any contractors accessing equipment on their behalf adhere to the rules of the Research IT Data Centre.

Insurance

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

Notes:

- *All non UCD staff using the facility must have public liability insurance.*

Monitoring

UCD IT Services monitor the Research IT Data Centre facility itself. A customer server monitoring service is available to hosted customers through the Research IT Service. If you wish to utilise this service you may do so by contacting ResearchIT@ucd.ie.

Security cameras record all activities within the Research IT Data Centre. This information is retained as per industry standards.

UCD IT Services reserve the right to monitor and / or scan all equipment located in the Research IT Data Centre without notice to the customer.

Maintenance Window

The facility is subject to the UCD IT Services Maintenance Window

Every **Tuesday evening from 17:00 - 19:00** UCD IT Services carry out work on the University IT systems and networks. This work includes, but is not limited to, routine maintenance and upgrades to ensure high availability and continuing quality of IT services thus reducing the occurrence of unplanned service outages.

Advance notice is provided on the specific services on which work is being carried out is made available on the UCD IT Services web site. All services provided by UCD IT Services, including the Research IT Data Centre, are considered "At Risk" during the weekly maintenance window. Details on specific planned outages during this time are available on the UCD IT Services Service Announcements web page.

Notes:

- *Whilst every effort will be made to give users advance notice of any outages, unforeseen outages can occur and UCD IT Services will get the facility up an running as soon as is practical and safe.*

- *Should an outage occur which causes a customer equipment to become unavailable it is the responsibility of the customer to ensure that the service is restored.*

Access Procedures & Policy

These procedures apply to equipment hosted in the Research IT Data Centre in which UCD IT Services host customer equipment on an agreed basis.

Access to the Research IT Data Centre and equipment located therein is strictly controlled.

24 / 7 Remote Access

Remote access, via the UCD Campus Network, to equipment is available 24/7. Whilst the method of remote access chosen by the customer is their own choice, UCD IT Services can assist in setting up access via SSH, RDP, VNC and RSH. UCD IT Services also provide remote console facilities, which can be requested. The service allows for both serial and KVM access to registered equipment via a web-browser.

Notes:

- *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.*

Physical Access (UCD IT Services Business Hours)

Physical access to the Research IT Data Centre is only available by prior appointment and only during UCD IT Services core business hours: 09:30 – 17:30 Monday to Friday, excluding Bank Holidays, Public Holidays and University Holidays.

Customers wishing to physically access equipment located in the Research IT Data Centre should book an appointment by e-mailing or telephoning the UCD IT Services Helpdesk; helpdesk@ucd.ie or 716-2700 and providing the following information:

- Name

- Mobile Phone Number

- E-mail Address

- Host Name of Equipment you wish to access

- Date, Time and length of required access

- Purpose of access

Alternatively, complete the web form on http://www.ucd.ie/itservices/researchit/

In order to physically access the Research IT Data Centre and specified equipment, requestors are required to:

- Be a registered customer / systems administrator for the specified equipment

- Provide acceptable photographic identification (UCD Staff / Student card, Driving Licence etc)

Notes:

- *UCD IT Services will endeavour to accommodate all requests for physical access to the room given reasonable notice. Only in cases of absolute emergency can notice of less than 24 hours be accommodated.*

- *Customers or their contractors will be required to leave the Research IT Data Centre once the prearranged time has elapsed.*

- *No customers or other personnel may access, or remain in, the Research IT Data Centre outside of UCD IT Services hours of service or after pre-arranged appointment times.*

- *No customers or other personnel may access the Research IT Data Centre unaccompanied.*

Further details and changes on these procedures and policies are available from the UCD IT Services web site at http://www.ucd.ie/itservices/researchit/services/

All policies and procedures applying to the hosting of equipment within the Research IT Data Centre are subject to change without notice.

Queries & Further Information

If you require further information on the Research IT Data Centre, detailed information pertaining to these services are available on the UCD IT Services web site at http://www.ucd.ie/itservices/

Relevant Policies

In addition to the items laid out in this document, use of the service is covered by all UCD Policies and HEAnet Polices. These are available on the UCD website http://www.ucd.ie and HEAnet website http://www.heanet.ie respectively.

Customers availing of any Cloud Services from UCD IT Services should familiarise themselves with the *"UCD IT Services - Payments for Cloud Services - Customer Policy, Procedures and Information"* document.

Why Read this Document?

This document forms the basis of agreement for the hosting of equipment within the Research IT Data Centre. As such customers should fully read and understand its contents.

Contacts

Requests for general information and enquiries regarding these services should be made to the Research IT Service Team resarchit@ucd.ie or the UCD IT Services Help Desk helpdesk@ucd.ie