Managed Servers ASA Extract FY14

1.0 Service Summary

1.1 Name	Managed Servers
1.7 Mission/Vision	UW-IT currently manages over 900 managed servers for various owners and functions. There are 2 primary types of Managed Servers being offered today: 1. The Standard Hosted Server (SHS) service is designed to allow UW departments to leverage UW-IT's virtualization infrastructure while retaining full administrative control. 2. The Standard Managed Server service is designed for UW departments, leveraging UW-IT's expertise to match your needs with our current and most common choices for hardware, software, and system management. Standard Managed Server offers a simple, efficient solution when you need servers deployed and managed. The service includes a 1 hour consultation to gather requirements and provide a cost estimate. Upon approval UW-IT will purchase, configure, install and manage your server in a physically secure, environmentally controlled data center facility. For more complex or customized computing needs beyond the scope of UW-IT's Standard Managed Server service, our Consulting service can often help develop a custom solution. Service Options: The list below contains common technology options that can be deployed as part of a 'standard' server. Please ask if there are other items of interest. ● **Server environment:** ○ Virtual systems are our preferred solution, but

	physical systems also available ○ Located on-premise (UW-IT Data Center), in the cloud. ○ If a physical is required, Dell is the preferred manufacturer. Systems are typically ordered with a 5 year warranty. ○ Server support options: ■ Nightly backups ■ Off-site backups and vaulting ■ High availability clusters ■ System monitoring ■ 24x7, business hours on-call system support ■ Security - confidential, restricted, or public data ■ Geographical redundancy (costs are customized) ● **Operating Systems:** ○ RHEL6 64bit, Windows 2008 R2, Windows 2012 R2 ○ Level of support: none, patches only, scheduled maintenance ● **Application Software**: ○ Account management: Local, UW NetID ○ Authentication: UWWI, Pubcookie, Shibboleth, Kerberos ○ Web servers: ■ IIS ■ Apache ○ Databases: ■ Microsoft SQL Server ■ MySQL

	■ Oracle ■ PostgreSQL ○ Applications and Languages: ■ PHP ■ Tomcat ■ Samba ■ Request Tracker (RT) ■ Java ■ Python/Django ■ Ruby/Rails ■ node.js ■ Git ■ Mercurial ■ Subversion ○ Level of support: UW-IT manages, customer manages
1.8 Statistics: quantity	Service has been offered for 3 years, but updated each year with differen options. Stats from 11/18/2013 ● Managed Servers: 922 (315 windows, 603 windows) ● Standard Managed Servers: 906 ● Standard Hosted Servers: 16 Stats from 2011: ● Standard Managed Servers - 28 billed / 5 not-billed ● MOU (custom servers) - 58
1.13 Financial	Costs are pooled and rates set based on average use per server. Exact time and material billing is used only for custom / 1-off server deployments (MOUs and consulting engagements).

	<table><tr><th>Revenue (actual)</th><th>Revenue Budget</th><th>Expense (actual)</th><th>Expense Budget</th><th>Diff Actual</th><th>Diff Budget</th></tr><tr><td>973,030</td><td>881,960</td><td>1,118,071</td><td>1,015,509</td><td>-145,041</td><td>-133,549</td></tr></table> <table><tr><td>576- Managed Servers</td><td>100%</td></tr><tr><td>628-Unix Management</td><td>5.9%</td></tr><tr><td>658-Windows Management</td><td>16.1%</td></tr></table> **Rates:** Standard Hosted Servers: ● $22.00 per month for each "unit" or "slice" in a virtual server. ● A slice is 1 vCPU*, 2GB RAM, 50GB disk. ● A single virtual server is defined by combining 1 or more slices. Standard Managed Server: (server + setup labor + monthly mgmt labor) ● Full cost for physical system or SHS rates for virtual system. ● Setup 5-20 hours ● Monthly 0.5-10 hours / month ● extra charges for additional storage and backups
1.15 Funding Source	Primarily Self-Sustaining
2.0 Change History	2013 - standard hosted servers (customer manages OS, SW) 2012 - standard managed servers (pooled costs, stnd configs) 2010 - defined as service. owner/manager assigned. 2009 - virtualization initiative (on-going) physical custom servers built as-requested.

2.0 Annual Plan for the Next Year

3.1 Key Initiatives	Refine business model verify pooled costs == estimated costs monthly reporting of statistics, rate calc, revenue Transparently integrate cloud IaaS for appropriate systems

3.2 Pressing Needs	Increase utilization to help with data center density Geographic redundancy Portal that provides server management information to server owner
3.3 Key Risks	Too much customization / lack of standardization Lack of detailed security compliance information

3.0 Three Year Business Assessment

4.1 Key Service Opportunities	Become Trusted Broker of this server IaaS, so customers can focus on server operation, and not procurement, installation, refresh, and cloud vendor / technology migrations. Assist Departmental IT with migration onto the service to achieve consolidation of campus resources (equipment and knowledge). This will also result in more efficient operations of UW Data Centers. Share Management tools, VM images, and GR configurations wit other IT departments. Add more optional features that help others manage their servers: ● 24x7 monitoring ● logging service that includes analytics ● security audits / compliance ● showback of costs for non-billed servers ● expose server operational metrics to server owner
4.5 Alternative Approaches	Promote PaaS and SaaS whenever possible to minimize need for standalone servers.
4.6 Value of UW-IT providing service	Need to be in this business for UW-IT server deployments. systems to operate, and we can enable collaboration, sharing, standardization as central IT organization.
4.7 Missed Opportunities	Not focusing efforts on reducing the barriers for adoption - assuming it would just happen by publishing services in the catalog. Might be better to plan and fund "large infrastructure" changes instead of replacing server hardware 1 at a time. We could

	achieve a much higher computing density much faster if we did this.
4.8 Funding Stability	Good.
4.9 Lifecycle Considerations	Expect the service to change its underlying technology as part of continual improvements, and to grow in features & options as they become more standardized.