

Frequently Asked Questions

What is Hosted Systems Services?

Hosted Systems Services (HSS) is an IT team that provides fee-based system management and administration for university departmental application servers that cannot be managed in their current environment. Servers are securely hosted in one of the University's data centers.

What services are provided?

The Hosted Systems Services homepage has two documents that describe services. The HSS PowerPoint presentation is a good overview of the services provided, and the Service Level Agreement (SLA) document lists the responsibilities of both parties with respect to hardware, software, licenses, etc.

How do I get a server hosted with HSS?

You can contact the HSS manager, Mark Scheible, at 513-1650 to discuss your requirements and get further information.

How much will it cost to have a server hosted?

Charges for servers hosted by HSS are determined primarily by the amount of support required. Application servers are classified as Level 1, Level 2, or Level 3, based upon a number of criteria (see the HSS Server Classification document). Discounts are provided for multiple servers running the same application, or test and DR (disaster recovery) servers. After meeting to discuss your server requirements, a quote for charges will be provided.

Do I need to have server hardware, or is that provided?

HSS customers have two options for running departmental applications. They can purchase a server (usually based upon the application vendor's specifications), or HSS can configure a virtual server to the same vendor specifications and add an annual hardware charge to the support charges. This results in an annual operational charge to the department, and eliminates the need for a larger capital investment in server hardware. If a department decides to purchase a server, then Hosted Systems will obtain a quote for a properly configured server.

What about software licenses? Is there an Enterprise agreement with Microsoft for operating system licenses?

While the campus does have an agreement for certain licenses, Windows Server licenses and certain other software must be purchased by the customer. This is true whether the application runs on a hardware server or on VMware. HSS will provide customers a quote from the University's software reseller for any software needed, and they can purchase this directly. The customer would of course be responsible for their own application costs and ongoing maintenance from their vendor.