



# Enterprise Technology Services & Support

## Hosted Systems Services

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## HSS Mission

ETSS-Hosted Systems Services (HSS) was created to provide a stable, secure, and flexible IT environment for North Carolina State University departments and colleges to use to locate their departmental application servers.

The ETSS-HSS staff are experienced system administrators, and provide server management, security, monitoring and data backups to many departments which may not have the skills, time, or environments to support their servers locally.

The HSS services are fee-based, with the departmental costs determined by the size and complexity of the server and application.



## HSS Team

The HSS team currently consists of four (4) system administrators and one manager totaling over 85 years of Information Technology experience. Expertise is available in operating systems, database server administration, and web technologies and administration.

Support is available during normal business hours (7:00am – 6:00pm), with an On-Call rotation providing 24 x 7 coverage.



## HSS Customers

- 40 Departments / Colleges on campus
- 90+ Servers
  - Production
  - Development / QA / Test
  - Disaster Recovery / Organizational Resilience
- Functions
  - Web Servers
  - Database Servers
  - Applications (Client/Server)
  - Payment Card Industry (PCI) compliant servers



## Data Center Environment

- Two separate data centers (Hillsborough Building and Admin. Services III) providing:
  - Secure Physical (Key Card) Access
  - Staffed by Computer Operations 24 x 7 (HBB)
  - Computer rack space with conditioned power, HVAC, and network connections
  - UPS (Uninterruptible Power Supply) to all systems
  - Backup Generator
  - Disaster Recovery (DR) servers
  - Dual-VMware environment (OR/DR)



## Additional Security

- Data and Network Security
  - Firewall Protection / Isolation
  - SSL (Digital Certificate) management
  - Network Connectivity
- Payment Card Industry (PCI) and High Security Data (HSD) Server Compliance
  - Special firewall and security requirements
  - Mandatory scanning of servers to ensure compliance
  - Shared assumption of Risk (exposure, fines, etc.)



## Core Services Provided

- Operating System Service Packs and Patches
- Server Anti-Virus Support
- System Monitoring
- Troubleshooting
- Liaison with Application Vendors
- Backup and Recovery of Server Data
- Network Security
- Firmware and Bios Upgrades
- Hardware Repairs
- Reboots, Emergency Repair Maintenance
- Network Coordination activities



## Additional Services

- New Applications / Systems
  - Work with Customer and Vendor to plan implementation
  - Obtain Hardware (HW) and Operating System (OS) Quotes
  - Server Installation and OS build
  - Work with Vendor and Customer during Application installation
- Database Support
  - Install DB software (SQL, Oracle, etc.)
  - Assist with configuration of DB Backups/Restores/Snapshots
  - DB server administration and management
  - Monitor performance of DB as required



## Special Environments

- Virtual Server Environment (VMware)
  - Provides Hosted Environment
  - No initial HW Capital purchase (yearly operating charge)
  - Disaster Recovery “server” provided
  - Auto-failover (OR) with future options for VMware Clusters
- Small Web Site Hosting
  - Economical hosting of small web environments
  - Small database backend software (MySQL, MS Access)
  - Secure environment



## Financial

- Fee for Service
- Charges based on
  - Complexity of Application(s) (database, client/server, web server, etc.)
  - Size of server and resources required
  - Special support or requirements (PCI, frequent updates, high availability, etc.)
- Similar charge structure for virtual servers
- Annual Service Level Agreement (SLA)



## Questions?

Visit the ETSS-HSS Web Site at:

[http://www.fis.ncsu.edu/etss/technical\\_services/hss.asp](http://www.fis.ncsu.edu/etss/technical_services/hss.asp)

Please address all questions to:

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