Infrastructure Hosting Services

Shared Infrastructure provides a number of services tailored to providing commodity infrastructure capabilities covering a wide range of needs provided by a single IT organization. These services are divided into two different categories:

**Fully Supported** and **Independent**.

The shared infrastructure services were developed as part of the Shared IT Services Program. The program is an effort to re-balance the IT delivery model at Washington University in St. Louis by developing and implementing common IT infrastructure and support.

### Services Highlights

#### Fully Supported

A managed solution of servers, storage, operating systems and databases to units wanting to shift their commodity computing support to WashU IT thus freeing resource focus to managing their applications and performing data analysis to support the school or department mission.

#### Independent

A collection of solutions designed for units that need to retain some of their systems management at a local level and wish to leverage infrastructure technology investments made by Washington University. School or department resources will be required for systems support.

### Service Inclusions

#### Fully Supported Services

- **WashU IT Cloud Premier**: This service provides turnkey server and storage environments with optional disaster recovery. WashU IT staff are responsible for Operating System installation, support and configuration, including the installation of security patches, and antivirus software. This fully managed service allows unit IT and research staff to focus on mission specific services such as application management and performing data analysis.

- **Managed Database**: This service offers managed database hosting in shared or dedicated environments to meet unique customer needs resulting in increased reliability and agility through reduced environment complexity. The service has three features: Managed Database as a Service, Shared Database, and Dedicated Database. These three features have core attributes common to all features and specific attributes differentiated based on required capabilities and platform functionality. Consulting is available to assist customers in selecting database solutions that meet their requirements.

#### Independent Services

- **WashU IT Cloud Essentials**: This service provides server and storage environments with optional disaster recovery. Customers manage, configure, and support operating systems in each virtual server instance.

- **Public Cloud Enablement**: This service provides access to University negotiated, policy-compliant contracts with key public cloud vendors.

- **Data Center Hosting**: This service provides secure, reliable, and monitored data center facilities to house customer managed servers and storage environments in WashU IT data centers.

- **Raw Storage**: This service provides general-purpose storage available for use by data center hosting customers.

Please note: These two categories are not mutually exclusive and adoption by a school, department or center could be any blend of these categories. Hypothetically, in order to meet its mission specific operating requirements, any unit might use Fully Supported services for clinical and administrative applications and Independent services for research applications.

### Service Options

- **Support**: Selectable After Hours Engagement for contact and partnered engagement during Extended Support Hours

- **Monitoring**: Options for system online and utilization monitoring

- **Backup**: Standard and Extended Backup Retention durations

- **Disaster Recovery**: Varying durations of Recovery Time Objective (RTO) and Recovery Point Objective (RPO)

### Requesting Service + Support

The Service Center is the sole contact point to initiate any support or service request. You can speak to a Service Center representative. Simply call, email or submit a web request.

Phone: 314-933-3333
Email: ithelp@wustl.edu
Web Request: it.wustl.edu
Support Hours + Initial Response Times

<table>
<thead>
<tr>
<th>Request Method</th>
<th>Standard Support Hours:</th>
<th>Extended Support Hours:</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>• 7 a.m. to 5:30 p.m. M-F regular campus business days</td>
<td>• Any time or day not within standard business hours</td>
</tr>
<tr>
<td></td>
<td>Answer/Response Time Average*</td>
<td>• WashU IT Systems Operations Center (SOC) will answer after hours calls. Answer/Response Time Average*</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Calls</th>
<th>20 seconds</th>
<th>30 Minutes - The SOC will either resolve the issue or page on call staff to resolve the issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emails</td>
<td>20 minutes</td>
<td>30 Minutes - Emails with CRITICAL in the subject line</td>
</tr>
<tr>
<td>Web Request</td>
<td>20 minutes</td>
<td>30 Minutes - Web requests made via the “report an issue” form with CRITICAL in the “short description” field</td>
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</tbody>
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Note: Non-critical support or service requests will be responded to within standard business hours and response times. *averages are calculated on a monthly basis

Maintenance and Patch Windows

Regularly Scheduled Maintenance
A monthly maintenance window will be utilized when needed for minor/moderate service impacting Infrastructure maintenance. If a maintenance window is scheduled to be utilized, impacted customers will be notified at least 5 business days in advance.
First Sunday of Month: 12am – 4am

Regularly Scheduled Server Security Patching
Two patch windows are available to provide flexibility to customer applications. Security patches will be applied and the server will be optionally rebooted following application. Notifications will be sent out at least 5 business days in advance if changes in this schedule occur.
First Sunday following Second Tuesday of Month: 12am – 4am
Second Sunday following Second Tuesday of Month: 12am – 4am

Emergency Maintenance and Security Patching
Emergency maintenance is any maintenance that needs to be implemented immediately to prevent a services outage. Emergency Security Patching is any security patching involving mitigating an active exploit deemed too critical to wait for the monthly patch cycle. WashU IT will use the standard communication plan prior to any emergency maintenance or emergency security patching to alert impacted customers.

Roles and Responsibilities

The following roles and responsibilities between WashU IT and the customer are called out to highlight the important partnership that must exist between WashU IT as the service provider and WashU departments as the consumers of existing services and systems. Both parties play an important role in ensuring the overall health of services.

WashU IT Responsibilities
• Provide qualified support personnel to support WashU IT services and systems.
• Document specific features and warranties of each service provided by WashU IT.
• Produce metrics that demonstrate each service is healthy.
• Provide customers with appropriate communication and governance channels to effect change to WashU IT services and systems in a way that furthers the University’s mission without posing significant risks.

Customer Responsibilities
• Provide an ongoing point of contact within their department with which WashU IT can interface to ensure support and service requests are addressed in a timely manner.
• Make support and service requests as outlined in this document.
• Use WashU IT established communication and governance channels to request changes to existing services and systems.

Service Reporting & Metrics
WashU IT will provide the customer with a quarterly report that documents key support and service metrics. Customers may request additional metrics and reporting schedules by contacting their CRM representative.
These metrics, specific to the Shared Infrastructure Service, will be available:

Financial Analysis
The financial outcome of the Integrated Infrastructure services is still under review since the financial effort to date has focused on the “common good” services such as networking and the Basic IT Bundle. The common good services are expected to be provided in a “public school” model and will be funded by the schools and departments regardless of their participation in consumption. The Integrated infrastructure service is expected to be funded in a “toll” model meaning participation will be elective by the schools and departments. The medical school commissioned study suggests multi-million dollars in annual cost reduction along with significant reduction in risk. Specifics will be quantified through the upcoming pre-implementation discovery efforts.