

OPERATIONAL AND HOSTING SERVICES

1.3 Server Hosting

DTI provides hosting services for customer client/server environments. Managed Hosting includes DTI management of all aspects of the system including data storage. Co-located Hosting typically includes only the premise-based features of the DTI datacenter, such as physical security, continuous power/cooling, network access, and may include data storage and DTI's virtual environment.

- Managed Hosting – Highly reliable and secure hosting platform
- Co-located Hosting and Virtual Co-located hosting– Reliable environment for customer-managed systems
- Storage as a Service – DTI-Managed and Co-located Data Storage – Enterprise-class data storage service for DTI-Managed and available for co-located servers

List of services

1. Server Hosting – Managed Hosting
2. Server Hosting – Co-located Hosting
3. Server Hosting – Virtual Co-located Hosting for State Organizations Only
4. Server Hosting – Storage as a Service, DTI-Managed and Co-located servers

1. Server Hosting – Managed Hosting

Service Description – DTI will house servers for customer systems within the DTI William Penn Data Center. The “Managed Hosting” service includes DTI performing all aspects of server management. For more details please see the [*Data Center Provisioning and Support](#) document.

Features / Benefits / Costs – Hosted servers will benefit from the various features of the William Penn Data Center. These rich features cannot typically be duplicated in a customer premise setting; therefore, customers will benefit from greater availability, performance, reliability, and security. The costs will depend on the specifics of the system architecture. Customer systems targeted for this service require a recommended Business Case that will document the estimated costs. See [*iTIC Tools](#) and [*iTIC](#) for more information about the Business Case process. **Please Note:** DTI-Managed servers must use the Storage as a Service as stated in Service 1.3.3.

How to request services – As noted above, a recommended Business Case is required. To complete a Business Case, contact [*Your IRM](#) or your [*Customer Relationship Specialist](#). Support requests for existing Managed Hosting customers should go to the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.

Applicable policy / standards – Numerous policies and standards will apply to Managed Hosting servers as documented at the DTI web site under [DTI Enterprise Standards and Policies](#). New requests will be reviewed for compliance during the Business Case process.

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OPERATIONAL AND HOSTING SERVICES**2. Server Hosting – Co-located Hosting**

Service Description – DTI will house servers for customer systems within the DTI William Penn Data Center. The “Co-located Hosting” service includes only the basic physical aspects of server housing. The customer is required to provide for, or arrange for, all other aspects of server management. For more details please see the *[Data Center Provisioning and Support](#) document.

Features / Benefits / Costs – Co-located servers will benefit from the various features of the William Penn Data Center. These rich features cannot typically be duplicated in a customer premise setting; therefore, customers will benefit from greater availability, reliability, and security. The costs will depend on the specifics of the system architecture. Customer systems targeted for this service require a recommended Business Case that will document the estimated costs. See *[ITIC Tools](#) and *[ITIC](#) for more information about the Business Case process.

Please Note: New co-located servers are strongly encouraged to use Storage as a Service (1.3.3. Server Hosting – Storage as a Service). In addition, upgrades to storage subsystems for existing co-located servers should be evaluated by DTI for relocation to the Storage as a Service prior to the customer initiating any upgrades.

How to request services – As noted above, a recommended Business Case is required. To complete a Business Case, contact *[Your IRM](#) or your *[Customer Relationship Specialist](#). Support requests for existing Co-located Hosting customers should go to the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.

Applicable policy / standards – Numerous policies and standards and some forms will apply to Co-located Hosting servers as documented at the DTI web site under [DTI Enterprise Standards and Policies](#) and *[DTI Forms](#), under Co-Locate Forms. New requests will be reviewed for compliance during the Business Case process.

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OPERATIONAL AND HOSTING SERVICES**3. Server Hosting – Virtual Co-located Hosting for State Organizations Only**

Service Description – DTI provides an infrastructure for hosting servers using virtualization technologies that allow State organizations to leverage DTI’s core facilities and technical expertise when they have a need to deploy a new server or servers within their organization.

Features / Benefits / Costs – By consolidating multiple organizations onto hardware residing at DTI managed data centers, co-located servers benefit from the various features such as availability, reliability, and security. The State maximizes its hardware and software investment dollars which provide a significant cost saving over time. Customer system(s) targeted for this service require a business case that has received a “recommended” or “pending technical review” (PTR) determination from the *[ITIC](#); that will document the estimated costs. See *[ITIC Tools](#) and *[ITIC](#) for more information about the Business Case process.

Features include:

- DTI provides a bare metal virtual server to any State organization that wishes to have complete administrative control of their server. The Administrative user must be previously authorized and use approved software tools for access.
- Admin users do not have to travel to DTI; they are able to connect to the server’s console over the State’s network.
- Admin Users have the ability to insert CD-ROMs or DVD-ROMs media into their PC’s drive but have it read by the server for the purposes of installing software or copying files.
- Admin Users have the ability to power on, power off, and reset the server.
- Admin Users have the ability to request file level restores of files on the server. Admin users do not have the ability to restore the files themselves, *[DTI Service Desk](#) must be called to request file restores.
- Leverage DTI Data Center’s benefits; electrical power provision, including backup power generator, connectivity with redundancy, cooling (facility maintenance contracts), security, 24x7x265 attendant service, and fire protection.

Costing for this service is located at: [Cost Allocation](#)

How to request services – As noted in Features/Benefits/Costing, a recommended or PTR business case is required. To complete a business case, contact *[Your IRM](#) and or your *[Customer Relationship Specialist](#) (CRS). The CRS will set up evaluation meeting with the organizations subject matter expert (SME) to collect business and technical information. Support request for existing co-located hosting customers should go to the *[DTI Service Desk](#) at (302)739-9560.

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Applicable policy / standards – Numerous policies and standards and some forms will apply to Co-located Hosting servers as documented at the DTI web site under [DTI Enterprise Standards and Policies](#) and *[DTI Forms](#), under Co-Locate Forms. New requests will be reviewed for compliance during the Business Case process.

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4. Server Hosting – Storage as a Service

Service Description – DTI provides enterprise-class data storage service for customers' with DTI-managed servers or Co-located servers, whether new or being upgraded. This is a mandatory service for DTI-managed servers; it is strongly recommended for Co-located servers.

Features / Benefits / Costs – The storage subsystems that provide the services are enterprise-class configurations providing superior reliability, availability, and performance. These features cannot typically be duplicated in a customer co-located storage subsystem. Servers must connect via fiber channel. Backups of customer data are not part of this service; however, the backup options are addressed in the "Server Hosting – Co-located Hosting" service description. Downtime will be managed according to the *[DTI Change Control Policy](#) with the appropriate notifications for outages. Requests under 5 TB can usually be satisfied within two weeks; larger requests may take up to a month.

Costing for this service is located at: [Cost Allocation](#)

How to request services – Service request should go through your agency's *[Your IRM](#) so they may contact the applicable *[Customer Relationship Specialist](#). A business case may be needed but that will be determined by the CRS. It is necessary for the customer to be prepared to state how much storage is required to their IRM when initiating the request. Support requests for existing Co-located Hosting customers should go to the DTI Service Desk at 302-739-9560 or DTI_ServiceDesk@state.de.us.

Applicable policy / standards – Numerous policies and standards and some forms will apply to Co-located Hosting servers as documented at the DTI web site under [DTI Enterprise Standards and Policies](#) and *[DTI Forms](#), under Co-Locate Forms. New requests will be reviewed for compliance during the Business Case process.

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