



Solaris/Linux Server Support

The Office of Information Technology (OIT) offers several support options for Solaris SPARC and Linux servers configured to run as part of the University's Glue environment. Services are available on an annual contractual basis or ad-hoc for an hourly fee.

Service Benefits

There are many reasons why individuals or departments might wish to choose **Solaris/Linux Server Support**. Benefits include:

- Removing the need for departments to maintain their own Solaris or Linux server infrastructure
- Ready access to technical resources and capabilities that some departments may not otherwise be able to afford.
- Increased time and resources available to local IT staff to devote to department-specific support issues
- A secure computing environment, patched and maintained per vendor recommendations.
- Access to hundreds of applications, including Matlab, Mathematica, OpenOffice, SPSS, and much more.
- Operating system licensure (Solaris and Linux licenses are included as part of this service)
- Around-the-clock monitoring of the server and critical applications

Service Description

Solaris/Linux Server Support is available in two tiers: *standard*, which provides service during University business hours, and *comprehensive*, which includes both business and after-hours support. Below is a list of services provided by both support tiers.

1. Initial hardware installation/configuration into the Glue environment. Operating system support is limited to Solaris SPARC 9 and 10 and Red Hat Enterprise Linux 4 and 5.
2. Real-time monitoring tailored to the service(s) provided by the machine
3. Rapid response to service degradation and unexpected outages (see below for response time service levels)
4. 99.8% uptime (does not include service outages associated with scheduled maintenance or circumstances beyond the control of OIT)
5. Server operating system (OS) version upgrades installed on a timely basis.
6. Vendor-recommended OS patches applied twice annually (Glue-wide, not just to customers contracting for support)
7. Critical security updates applied as needed (Glue-wide, not just to customers contracting for support)
8. Installation and maintenance of OIT-supported backup client software. (The cost of the backup service is in addition to the support agreement.) **OIT backups are a requirement for all Solaris/Linux Server Support agreements.**

9. Assistance with obtaining hardware specifications and price quotes for computers and peripherals, e.g., additional memory, hard disks, and processors.
10. Consultation on account management, security, and general system administration.
11. Installation of new or replacement server hardware.
12. Print queue configuration. (Installation/configuration of the printer itself is not included.)
13. Priority over competing ad-hoc requests.

To minimize disruption of services, upgrades and routine maintenance on hardware covered by 24x7 agreements will be scheduled between 6am and 8am or between 5pm and 7pm, Monday through Friday. For 9x5 agreements, work requiring service outages will be scheduled in conjunction with the customer at a convenient time during normal University business hours. Customers with 9x5 agreements wishing to schedule maintenance or upgrades during non-business hours (subject to availability of staff) may do so at the after-hours rate (see below). A minimum block of two hours is required.

Service Pricing

Below is a table comparing the differences between the two service tiers:

	STANDARD	COMPREHENSIVE
Hours	Monday through Friday, 8am-5pm	24x7, except for weather-related emergencies
Emergency Response (max)	One hour	One hour during business hours, four hours otherwise
Scheduled Maintenance	Anytime within business hours (as above), per the customer	Anytime between 6am to 7pm, Monday through Friday, per the customer
Annual Rate	\$1,500	\$3,000
Pro-Rated Monthly Charge	\$150	\$300

The initial billing period starts on the first day of the first full month in which service begins. The full contract rate must be paid at that time. The billing period ends on June 30, the last day of the fiscal year. Subsequent billing periods begin on July 1 and extend through June 30. The annual rate is assessed on agreements beginning in July, August, and September. The pro-rated monthly charge applies to contracts that begin in all other months.

Either party may terminate a support agreement with or without cause; however, a minimum of 30 days advance notice is required.

OIT provides a separately chargeable [backup service](#), which includes off-site storage of tapes. The cost of this service is \$0.23 per GB backed up per month. ***This service is required.*** Customers will receive a single, itemized invoice each month that includes storage and backup services, and the total amount of the bill will vary depending on the amount of data backed up that month.

Solaris/Linux Server Support agreements apply to server hardware only. Installation and troubleshooting of peripheral equipment, such as printers, external disk drives, etc., are not included. OIT does provide limited ad-hoc support for peripherals during University business hours at its standard rate of \$60 per hour. Work may also be scheduled during non-business hours (subject to availability of staff) at OIT's after-hours rate of \$120 per hour. A minimum block of two hours is required for after-hours support.

Customer Requirements

Before entering into a support agreement, customers must meet the following conditions:

1. Obtain hardware certified by the manufacturer to run the desired operating system.
2. For the duration of the support agreement, maintain a hardware-support contract for the server with a reputable vendor, preferably the manufacturer. The customer will provide OIT with all necessary vendor contact information.
3. Ensure that the server is remotely accessible.
4. Contract with OIT for centralized backup services
5. Ensure that OIT support personnel have physical access to the server hardware during the hours services will be provided.

Also, because OIT support for Solaris SPARC and Linux is limited to the Glue environment; the server *must* be installed and configured to run in Glue.

If you have any questions or are interested in learning more about **Solaris/Linux Server Support**, contact the OIT Helpdesk (x51500).