

Novell/Wintel Support Group

The Office of Information Technology (OIT) offers comprehensive fileserver support services (FSS) to the University community. The FSS agreement provides two tiers of service for NetWare, and Windows 2000/2003 server platforms: 9x5 (weekdays only) and 24x7 (weekdays plus service after-hours and weekends). Both tiers are pre-billed annually. The initial billing period starts on the first day of the first full month in which service begins and ends on June 30, the end of the fiscal year. Subsequent billing periods begin on July 1 and extend through June 30. Fees are based on the service tier (9x5 or 24x7). The following chart displays the annual FSS fee structure:

Annual Charges	9 x 5 SUPPORT		24 x 7 SUPPORT	
	Annual	Monthly	Annual	Monthly
Per Server Fee	\$2,500	\$250	\$5,000	\$500
Machine-Room Hosting	Call for details		Call for details	

The annual rate is assessed on all service agreements that begin in July, August, and September.

As shown above, OIT can also host your fileserver in its machine room. In addition to freeing up space in your environment, machine room hosting provides around-the-clock physical security for your server and takes care of all of its backup power requirements. If you would like more information on machine-room hosting, please contact Chris Cavanaugh (x5-3080) or cav@umd.edu.

Services Provided

Below is a complete list of services included in the FSS package. If the initial period of service is less than six months, not all of these items may apply during the first year.

1. Guaranteed 99.8% server uptime (does not include service outages associated with scheduled maintenance).
2. Real-time server monitoring with rapid emergency response (see below).
3. Server operating system (OS) version upgrades installed on a timely basis.
4. Vendor-recommended OS patches, hotfixes, and service/support packs applied on a timely basis.
5. Server-based anti-virus software installed and virus definition files kept current.
6. Server-based UPS software installed and maintained.
7. OIT-supported server-based backup software installed and maintained. The backup service itself is not included in the FSS agreement and will be billed separately.
8. Assistance with obtaining specifications and price quotes for a new server and peripheral equipment, such as additional memory, hard disks, and processors.
9. Installation of new or replacement hardware.

10. Initial merging of server accounts and related resources into a centrally administered directory services database.
11. Consultation regarding account management and fileserver security

Response Time

9x5 and 24x7 FSS agreements both guarantee one-hour response to server outages between the hours of 8:00am and 5:00 pm, Monday through Friday when the University is open for business. The 24x7 support agreement also includes four-hour response to server outages that occur outside of University business hours. The only periods not covered by the 24x7 agreement are during weather-related emergencies.

Server Maintenance

To minimize disruption of services, whenever possible upgrades and routine maintenance on servers covered by 24x7 agreements will be scheduled during times outside of normal business hours. 9x5 agreements do not cover any services outside of these hours; thus, all maintenance for servers covered by 9x5 agreements will be scheduled during normal University business hours. Customers with 9x5 agreements may, however, schedule after-hours maintenance or upgrades (subject to availability of OIT resources) at an hourly rate of \$120 and with a minimum block of four hours (minimum one-time charge of \$480). The hourly rate for work scheduled during holidays is \$180 (minimum one-time charge of \$720).

Service Comparison

The following table compares services included under the FSS agreement with those that are not. OIT generally can provide supplemental support for an additional fee. Please [contact us](#) for information.

SERVICES PROVIDED	SERVICES NOT PROVIDED
Server operating system support (upgrades, patches, hotfixes, etc.)	Account maintenance and filesystem management
Server utilities (backup, antivirus, UPS, etc.)	Workstation support
Server-side printing setup	Support for printers and desktop printing
Web-server software configuration and routine maintenance	Server-based applications (database, calendaring, web site support, etc.)

Customer Requirements

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

1. Obtain server hardware certified by the manufacturer to run the desired operating system.
2. For the duration of the FSS agreement, maintain a hardware-support contract for the server with a reputable vendor, preferably the server manufacturer.
3. Obtain a hardware-based, remote-access network card for the fileserver (24x7 only).
4. Purchase annual maintenance for the server operating system.
5. Contract with OIT for centralized backup services.

6. Ensure that OIT technicians have physical access to the server during the hours service will be provided.

If you are interested in learning more about fileserver support services, or if you have any questions about these support packages provided by OIT, please contact the Novell/Wintel Support Group by email at server-group@umd.edu.