CoLo SERVER MIGRATION SUPPORT AGREEMENT

I understand that by moving this physical or virtual server to the IS Library Data Center that I am still responsible for the support and administration of the server and its services which includes, and is not limited to, patching of installed software applications and operation system, hardware monitoring and replacement, system/application security, disaster recovery (backup/restoration) and user support. Information Services reserves the right to remove any compromised or insecure system that is harmful to the network.

Data Center Operations staff will perform a daily visual checking of physical equipment in the Data Center for any alarm lights or audible alerts of hardware or software failure. In the event of an alert, the Data Center Operations staff will contact you or your designated backup administrator for resolution.

To initiate a system restart or mount media such as a CD-ROM, using the documentation and media provided by you, or by your vendor, contact Data Center Operations at extension 22552 (330-672-2552). Operations will perform these tasks ONLY after verification of server ownership listed on the following documentation, AND upon confirmation of the Confirmation Password which is requested in the detail section below.

Network Services will monitor switches where all Co-Lo servers are attached and will dispatch 24/7 to repair or replace switches, as needed. For other network issues contact Network Services at noc@kent.edu and reference the server name and IP.

Server Support monitors and supports the physical vm-hardware environment that your server resides on, whereas you, the owner, are responsible for the support of your server from the installation of the Operation System onward. Information Services does not support your hardware and software configurations, applications or services running on the server.

I agree that any power or network additions, modifications and/or elimination of equipment residing on the network be performed by the Operations or Network Support staff only. Any anomalies must be reported to the Operator (22552/330-672-2552) on duty or emailed to DCO_Operations@kent.edu.

If this is an existing server, that has been running outside the Data Center environment, , I agree to allow security to scan this server, prior to the move, for any virus, malware, Trojans and/or security breach factors.

Signature

Date

Printed Name

KSU IS Operations – CoLo Server Migration Support Agreement November 1, 2014
DATA CENTER COLO SERVER MIGRATION OWNER/EQUIPMENT REQUEST INFORMATION

The following is a general guideline for transporting your physical server to the IS Library Data Center (retain for your records):

1. Please contact security at Security@kent.edu to arrange a date/time for the security scan prior to relocating physical equipment or migrating from a physical to virtual server.
2. Contact DCO 22552 (330-672-2552) to setup an appointment (date/time) for the move.
3. Inform clients/customers of the outage (approximately 4 hours).
4. Perform a full backup/verify of the server prior to shutting down your server.
5. Configure the server to allow power-down without logging in.
6. Reduce the display resolution on your server to 1024x768 at 60 hz.
7. Shutdown the server 30 minutes prior to transporting it.
8. After server has cooled down, pack it in an appropriate box with adequate padding/packing material.
9. Transport the server with care to the loading dock at the Library rear entrance.
10. Call Data Center Operations at 22552 (330-672-2552) who will make arrangement to meet you with a cart to bring it into the Data Center.

Please allow approximately 4 hours for installation/troubleshooting, if needed and bring with you the following when you transport the server:
1. Server
2. Power cables
3. Adequate power strip, if needed. A Power strip exclusively for your server.
4. Other required cables/rails/mounting equipment/etc.

SUPPORT AFTER PHYSICAL INSTALLATIONS:
The Data Center has been converted to a lights-out environment. In order for you to service your server, please contact Data Center Operations at 22552 (330-672-2552) a minimum of 15-20 minutes prior (or earlier) to arrange for an Operator to meet you in the Data Center to allow access.

FIREWALL PORT RULES:
Web Server - By default we will allow these ports:
1- ssl - 443
2- http-video - 80
3- http-audio - 80
4- web-browsing - 80
5- web-crawler - 80

File Server - By Default we will allow these ports:
1- ms-ds-smb [tcp,139], [tcp,udp,445]
2- netbios-dg [138-udp]
3- netbios-ss [tcp-139]
4- netbios-ns [udp,137]
5- msrpc [tcp,udp 135]
6- rpc [tcp,udp 135]
INFORMATION SERVICES
DATA CENTER COLO SERVER MIGRATION OWNER/EQUIPMENT REQUEST INFORMATION

Section 1: Request Type

New Installation: ____________________________
Removal (section 12): ____________________________
Change: Permanent ____________________________
Change: Temporary ____________________________
Request Date: ____________________________
Requested Completion Date: ____________________________

Section 2: Requestor Information

Primary Contact #1
Requestor’s Name: ____________________________
Office Phone: ____________________________
Mobile Phone: ____________________________
Email address: ____________________________
Instructions: ____________________________

Secondary Contact #2
Requestor’s Name: ____________________________
Office Phone: ____________________________
Mobile Phone: ____________________________
Email address: ____________________________
Instructions: ____________________________

Section 3: Equipment/Server Name Information

Server Name: ____________________________
Full DNS Name: ____________________________
Equipment Alias: ____________________________
Additional Alias: ____________________________
Application Vendor: ____________________________
Application Owner: ____________________________
Hardware Vendor: ____________________________
Hardware Owner: ____________________________

Section 4: New/Change Virtual Server/Equipment Request

CPU Changes: ____________________________
Hard Drive Changes: ____________________________
RAM Changes: ____________________________
Project/Index No.: ____________________________
Server Change Complete by date: ____________________________
Physical to Virtual Name: ____________________________
**SECTION 5: NEW/CHANGE PHYSICAL SERVER/EQUIPMENT REQUEST**

Type: Appliance/Switch/Server/Other: __________________________________________________

Manufacturer: _________________________________ Model: _________________________________

Serial Number: _________________________________ KSU Audit Tag No.:_____________________

Operating System: _________________________________

**SECTION 6: APPLICATION / SERVICES**

(Example: File Server, WebServer, DataBase Server, Other)

Application/Service: ____________________________ Version:_________ Support Owner:_________

Application/Service: ____________________________ Version:_________ Support Owner:_________

Application/Service: ____________________________ Version:_________ Support Owner:_________

Application/Service: ____________________________ Version:_________ Support Owner:_________

**SECTION 7: TECHNICAL INFORMATION (PROVIDE WHERE APPLICABLE)**

CPU number:___________________________________ Ram/Memory GB:_______________________

Hard Drives/Number/Size/Type:__________________________

Rack Mountable Y/N:__________________________ Provide Rails Tower:_______________________

Known Rack U’s:__________________________ Height (inches):_____________________________

Width (inches):__________________________ Depth (inches):_____________________________

Weight (pounds):__________________________

Electric Power Requirements:__________________________ Number of Power Supplies:__________

(110v only, 120v, 208 Single Phase, 208V 2Phase, Either 120V or 208v, unknown)

**SECTION 8: NETWORK CONNECTION INFORMATION (PROVIDE WHERE APPLICABLE)**

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Choose Public, Private or Management connection, then Copper or Fiber, Multimode or Singlemode, Full, Half Duplex

Nic#1 MAC Address:__________________________ 1GB, 10 GB, Other:______ SWITCH_________PORT______

Nic#2 MAC Address:__________________________ 1GB, 10 GB, Other:______ SWITCH_________PORT______

Nic#3 MAC Address:__________________________ 1GB, 10 GB, Other:______ SWITCH_________PORT______

Nic#4 MAC Address:__________________________ 1GB, 10 GB, Other:______ SWITCH_________PORT______

Page 4/5 Please return to DCO_Operations@kent.edu. Thank you
**SECTION 9: EQUIPMENT MONITORING**

*Note: Not all options are available for Colo Servers:*

| Connectivity: ______________________________ | CPU: ________________________________ |
| Disk: ________________________________ | FTP: ________________________________ |
| HTTP: ________________________________ | Services: ________________________________ |

Additional Items to Be Monitored: ___________________________________________________________

**SECTION 10: SECURITY**

Virus Protection & Patch Deployment: To be administered by owner.

See page 2 of this agreement for default firewall rules.

Additional Firewall Information: ___________________________________________________________

**SECTION 11: RELOCATION (INTERNAL TECHNICAL INFORMATION)**

Item Name: ________________________________ Support Owner: ________________________________

Existing Location: 
Data Center: __________________ RACK______ R/U______ SWITCH_______ PORT_______

Proposed New Location: 
Data Center: __________________ RACK______ R/U______ SWITCH_______ PORT_______

**SECTION 12: REMOVAL/DECOMMISSION**

Item Name: ________________________________ Support Owner: ________________________________

Existing Location: Data Center: __________________ RACK______ R/U________

To be returned to Customer: Y/N__________________ Server: Drives Wipe Date_______________

To be decommissioned by SSE:__________________ Server Drives Wipe/Destroy Date:___________

RET3 Destruction Y/N:__________________ Destruction Date:_____________________

**SECTION 13: SPECIAL INSTRUCTIONS/COMMENTS**

Comments/Special Instructions: ___________________________________________________________

_____________________________________________________________________________________

_____________________________________________________________________________________

_____________________________________________________________________________________

**SECTION 14: INTERNAL NOTES FOR TECHNICIANS**

Comments: __________________________________________________________

_____________________________________________________________________________________

_____________________________________________________________________________________

_____________________________________________________________________________________

Discuss with Client about natting.