

DoIT Service Catalog

Service: Server Hosting

General information: The Server Hosting service provides a secure, reliable physical environment for customers to place their equipment. In addition to a basic hosting tier that provides rack space with environmental stability (HVAC, power, security), there are two additional tiers providing increased levels of service.

Purpose: The State Data Center is an extremely valuable asset for Nevada. The facility provides reliable and secure infrastructure for customers who need their assets to be protected and available. By providing the Server Hosting service, economies of scale become available to the entire state.

Scope: Server Hosting currently services Executive Branch State Agencies, however other branches and jurisdictions within Nevada are eligible to subscribe to the services.

Features: The tiered service level approach allows customers to select a level of service that is appropriate for each specific device. These services range from basic rack space rental all the way through to comprehensive server and operating system support. We have a sophisticated monitoring system available so that customers can receive notification if their system is not performing properly or even to provide warnings if the system is still functional but on a path to service degradation. We have a comprehensive data backup environment that includes the movement of tapes off-site on a daily basis to help protect critical agency data and infrastructure.

Usage: number of customers, capacity issues, days of week, history of up/down time

Value Proposition: Customer agencies who utilize the Server Hosting services are able to fully take advantage of a number of valuable characteristics that would not be easy to accomplish as an individual agency. These include a very secure, highly available facility that has both Uninterruptible Power Supply (UPS) backup and on-site power generation capabilities for extended power outages. The facility is staff seven days a week, 365 days per year so customer agencies can access, and request assistance from on-site computer operations staff at any time. Additionally, based on the service level that is selected, comprehensive system monitoring and data backup and restoration assistance is available. Also, our staff are happy to interface with your contracted hardware support provider in the event of a hardware issue.

Future Plans: Growth projections. Future plans and associated value.

Options and Features		
Options/Choices	Cost	Notes
Non-Server Hosting Basic	See DoIT Rate Model.	Rack space for network and SAN devices.
Server Hosting Basic	See DoIT Rate Model.	Rack space for servers (Windows, Linux, Novell, etc.)
Server Hosting Managed	See DoIT Rate Model.	Basic plus monitoring, patch management, hardware management and anti-virus.
Server Hosting Full	See DoIT Rate Model.	Managed plus data backup and recovery and disaster recovery assistance.

Access: All Computing Services should be requested through the Department of Information Technology Help Desk. The Help Desk can be reached by email at helpdesk@doit.nv.gov, by phone at 775-684-4333, or by fax at 775-684-5867. Customers will be contacted by support staff that will be able to assist with their request. New customers will be provided a template service level agreement for review and amendment to be signed before new services are provisioned.