

Server Co-location/Hosting Responsibilities Matrix for Departmental Customers and ITS

Service Model		Area of Responsibility									
		Managed Physical IT Environment	Virtual Server Provisioning	Hardware Support	Operating System	High Capacity File Storage delegated rights	Databases	Applications	Remote or physical access to the server	Privileged credentials	System Change Control
Co-locate your equipment in the ITS data centres	Fully Client Managed (IaaS)	ITS	Not applicable	Customer	Customer	Customer/ITS	Customer	Customer	Customer	Customer	Customer
Host your systems on VMware in the ITS data centres	Fully Client Managed (IaaS)	ITS	ITS	ITS	Customer	Customer/ITS	Customer	Customer	Customer	Customer	Customer
	Fully ITS Managed (SaaS)	ITS	ITS	ITS	ITS	ITS	ITS	ITS	ITS	ITS	ITS
Details of Responsibility		Equipment housed in customised machine rooms with power, cooling, and physical security all controlled and regular backups	Creation of the initial virtual server.	Hardware vendor support calls and hardware maintenance	Monitoring, configuration, updates, patching, tuning, antivirus, authentication, integration with other IT services.	Setting up CIFS/SMB shares, user rights administration	Database monitoring, configuration, updates, patching, tuning, export/import, security, interfaces	Application monitoring, configuration, updates, patching, tuning, authentication, interfaces	Provide managed client or vendor access and support	Administrator or root accounts and other accounts with elevated privileges	Change control approvals and documentation, communications plans, systems dependency analysis.

Notes:

IaaS	Infrastructure as a Service
SaaS	Software as a Service
Client self provisioning of virtual servers	In 2016 ITS will be re-evaluating client portal software to enable client self provisioning of virtual servers and management of groups of virtual servers. Production deployment of a solution of this type however, would be dependant on there being a significant client demand for such a service (and we have not seen this to date).
Possible hybrid-cloud virtual server farm in the future	ITS may deploy a hybrid-cloud virtual server hosting environment in the future (i.e. with the ITS virtual server farms physically extending beyond the ITS data centres into a third party external approved data centre provider). Should this proceed we may therefore ask you about the locations your virtual server can be run from based on its criticality and data risk classification.