

# Virtual Server Windows 2016 - 1 vCPU up to 4GB

## **SERVICE CATEGORY**

Server Hosting - Virtual

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly support of a VMware virtual server running a supported Windows server operating system (2016). Configuration changes will be handled as requested.

## **FUNCTIONALITY LIST**

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via RemoteDesktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## **TECHNICAL SPECIFICATIONS**

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 60GB C:\ drive, 6GB P:\ (Pagefile) drive, up to 4GB of RAM, and access to 1 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$130	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 350	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Virtual Server Windows 2016 - 2 vCPU up to 8GB

## **SERVICE CATEGORY**

Server Hosting - Virtual

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly support and administration of a VMware virtual server running a supported Windows server operating system (2016). Configuration changes will be handled as requested.

## **FUNCTIONALITY LIST**

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via RemoteDesktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## **TECHNICAL SPECIFICATIONS**

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 60GB C:\ drive, 12GB P:\ (Pagefile) drive, up to 8GB of RAM, and access to 1 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$130	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 350	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Virtual Server Windows 2016 - 4 vCPU up to 16GB

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides monthly support and administration of a VMware virtual server running a supported Windows server operating system (2016). Configuration changes will be handled as requested.

## FUNCTIONALITY LIST

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via Remote Desktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## TECHNICAL SPECIFICATIONS

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 60GB C:\ drive, 6GB P:\ (Pagefile) drive, up to 4GB of RAM, and access to 1 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$130	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 350	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Cloud Based Desktop BackUp

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Customers will be provided one (1) user license of CrashPlan ProE, that can be installed on up to four enterprise network connected workstations. Initial assistance will be provided to install and configure the software if needed based on customer needs. Customers will be able to manage backups on devices, including the selection of local data to back up and on-demand file restores.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

<b>ESTIMATED PRICE</b> \$200	<b>PRICE TERMS</b> Per Min, Per User	<b>RECURRING</b> Yearly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

UCF Faculty & Staff

## SERVICE AVAILABILITY LOCATIONS

UCF Campuses

**SERVICE OWNER**

Shared Services



# Microsoft Premier Support Services

## **SERVICE CATEGORY**

Consulting

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

The College/Department IT staff will be able to work directly with a Microsoft support engineer on an hourly basis. Each college or department may designate one person to have the ability to call in directly to Microsoft Premier Support to open cases.

Support will be available at two levels: level B and level C.

Level B (active) - College/Department IT staff should be available and willing to work through the case by phone with Microsoft engineers until the case is resolved.

Level C (passive) - College/Department IT staff can work with Microsoft engineers either by phone or by email to resolve issues.

Chargeback will be incurred for each case at the posted rate along with a \$50 administrative fee.

## **FUNCTIONALITY LIST**

N/A

## **TECHNICAL SPECIFICATIONS**

N/A

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

N/A

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

N/A

<b>ESTIMATED PRICE</b> \$232	<b>PRICE TERMS</b> Per Hour	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> False
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**AUTHORIZED CUSTOMERS**

UCF Faculty and Staff

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

IT Infrastructure

# Microsoft Premier Support Services Administrative Fee

## SERVICE CATEGORY

Consulting

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This is an administrative fee per case to work directly with a Microsoft support engineer. The service for Microsoft Premier Support Services will be an additional price.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$50	<b>PRICE TERMS</b> Per Call	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> False
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## AUTHORIZED CUSTOMERS

Faculty and Staff

## SERVICE AVAILABILITY LOCATIONS

All UCF Campuses and Research Park

**SERVICE OWNER**

IT Infrastructure

# **SQL Server Database Hosting - Shared Services Bundle**

## **SERVICE CATEGORY**

Database Services

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

UCF IT will provide users of this service with one SQL server database. These servers will be hosted in UCF IT data center and the software on them will be maintained by the Enterprise Systems and Operations (ESO) unit within UCF IT.

Each database owner will be given rights to perform a broad range of administrative and programming activities in their own database(s). However, since this is a shared-server environment, users will be restricted from making certain changes to the server environment that could be detrimental to other users of the same server. In general, service users will be fully able to create and manage objects and administrator security within their database, but server-wide functions, such as administration of disk space and server-wide security will be provided by ESO.

It is the goal of UCF IT to provide SQL server database hosting to as many units as possible to help reduce costs in administration, backups and help increase the security of information.

The charge is based on a database of size  $\leq$  1GB. There is a \$10 per month additional charge for every 1GB over that.

## **FUNCTIONALITY LIST**

SQL database can be accessed and managed via RemoteApp farm at [remoteapp.net.ucf.edu](http://remoteapp.net.ucf.edu). Access will be provided to database owner NIDs.

## **TECHNICAL SPECIFICATIONS**

The service will run on a SQL cluster.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

This service includes the ability to use single signon and the ability to use your university NID. In addition the service includes high availabililty. The service will

provide a service account in the NET domain to authenticate to the database. In addition, backups and office site storage for the databases will be included. This service does not include or support running: Reporting Services, Integration Services, or any application which does not support running with Windows Authentication. This service does not include any support for applications or components of an application. Additional support can be purchased through the System Administration support.

**OPTIONAL SERVICE COMPONENTS - OVERVIEW:**  
SQL Database Additional 1GB - Shared Services Bundle

<b>ESTIMATED PRICE</b> \$25	<b>PRICE TERMS</b> Per Database	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

UCF Faculty & Staff

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

IT Infrastructure

# SQL Database Additional 1GB - Shared Services Bundle

## SERVICE CATEGORY

Database Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service requires the hosting of a database on UCF IT's SQL cluster. By default, a database can be 1GB in size or less. This service is for additional GB of database size on larger databases.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

The service will run on a SQL cluster. Each 1GB purchased will account for an additional 1GB in database size. Backup and log retention is included in this service, but not factored into the 1GB calculation. Only database file size is calculated towards the 1GB consumed.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$10	<b>PRICE TERMS</b> Per GB	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

UCF Faculty & Staff

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

IT Infrastructure



# SQL Server Database Hosting - No Shared Services Bundle

## **SERVICE CATEGORY**

Database Services

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

UCF IT will provide users of this service with one SQL server database. These servers will be hosted in UCF IT data center and the software on them will be maintained by the Enterprise Systems and Operations (ESO) unit within UCF IT.

Each database owner will be given rights to perform a broad range of administrative and programming activities in their own database(s). However, since this is a shared-server environment, users will be restricted from making certain changes to the server environment that could be detrimental to other users of the same server. In general, service users will be fully able to create and manage objects and administrator security within their database, but server-wide functions, such as administration of disk space and server-wide security will be provided by ESO.

It is the goal of UCF IT to provide SQL server database hosting to as many units as possible to help reduce costs in administration, backups and help increase the security of information.

The charge is based on a database of size  $\leq$  1GB. There is an additional charge for every 1GB over that.

## **FUNCTIONALITY LIST**

SQL database can be accessed and managed via RemoteApp farm at [remoteapp.net.ucf.edu](http://remoteapp.net.ucf.edu). Access will be provided to database owner NIDs.

## **TECHNICAL SPECIFICATIONS**

The service will run on a SQL cluster.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

This service includes the ability to use single signon and the ability to use your university NID. In addition the service includes high availabililty. The service will

provide a service account in the NET domain to authenticate to the database. In addition, backups and office site storage for the databases will be included. This service does not include or support running: Reporting Services, Integration Services, or any application which does not support running with Windows Authentication. This service does not include any support for applications or components of an application. Additional support can be purchased through the System Administration support.

**OPTIONAL SERVICE COMPONENTS - OVERVIEW:**  
SQL Database Additional 1GB - No Shared Services Bundle

<b>ESTIMATED PRICE</b> \$50	<b>PRICE TERMS</b> Per Database	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

UCF Faculty & Staff

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

IT Infrastructure

# SQL Database Additional 1GB - No Shared Services Bundle

## SERVICE CATEGORY

Database Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service requires the hosting of a database on UCF IT's SQL cluster. By default, a database can be 1GB in size or less. This service is for additional GB of database size on larger databases.

## FUNCTIONALITY LIST

## TECHNICAL SPECIFICATIONS

The service will run on a SQL cluster. Each 1GB purchased will account for an additional 1GB in database size. Backup and log retention is included in this service, but not factored into the 1GB calculation. Only database file size is calculated towards the 1GB consumed.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

<b>ESTIMATED PRICE</b> \$20	<b>PRICE TERMS</b> Per GB	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b>	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

UCF Faculty & Staff

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

IT Infrastructure

# Cognos RDS Virtual Desktop

## **SERVICE CATEGORY**

Desktop

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides access to a VMware virtual desktop to be used to access the Cognos RDS system hosted by Institutional Research.

UCF IT provides the virtual machines used for access. UCF IT will maintain the virtual machine as it relates to the operating system; patches and security.

UCF IT does not provide support for Cognos RDS system hosted by Institutional Research (IR). Support for the system will be provided by IR.

## **FUNCTIONALITY LIST**

The customer will be provided with access to the RDS desktop environment via the UCF IT virtual desktop web page. The customer will login to the NET domain via the desktop and access RDS from there.

## **TECHNICAL SPECIFICATIONS**

Desktop will be a virtual machine running Microsoft Windows 7 on top of VMware vSphere and VMware View desktop infrastructure.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

UCF IT will provide access to a virtual machine for the purpose of accessing Cognos RDS. UCF IT will maintain a pool of VMware virtual desktops for this purpose.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

None

<b>ESTIMATED PRICE</b> \$50	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

Those approved by Institutional Research

**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

IT Infrastructure

# Windows 7 Desktop

## **SERVICE CATEGORY**

Desktop

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides access to a VMware Windows 7 virtual desktop.

Computer object will be placed into customer OU and customer will be expected to maintain patches and security.

## **FUNCTIONALITY LIST**

The customer will be provided with access to the Windows 7 desktop environment via the UCF IT virtual desktop web page. The customer will login to the NET domain via the desktop and access resources from there.

## **TECHNICAL SPECIFICATIONS**

Desktop will be a virtual machine running Microsoft Windows 7 on top of VMware vSphere and VMware View desktop infrastructure.

Desktop will be managed by customer and must follow Information Security Office standards and guidelines:

<http://www.cst.ucf.edu/about/information-security-office/computer-security-standards-and-guidelines/>

<https://collaboration.ucf.edu/sites/projects/infosec/standards/Documents/101-102%20Systems%20Configuration%20Standards.pdf>

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

UCF IT will maintain a pool of VMware virtual desktops for this purpose.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

N/A

<b>ESTIMATED PRICE</b> \$50	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations

**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

IT Infrastructure



# Windows 8 Desktop

## **SERVICE CATEGORY**

Desktop

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides access to a VMware Windows 8.1 virtual desktop.

Computer object will be placed into customer OU and customer will be expected to maintain patches and security.

## **FUNCTIONALITY LIST**

The customer will be provided with access to the Windows 8.1 desktop environment via the UCF IT virtual desktop web page. The customer will login to the NET domain via the desktop and access resources from there.

## **TECHNICAL SPECIFICATIONS**

Desktop will be a virtual machine running Microsoft Windows 8.1 on top of VMware vSphere and VMware View desktop infrastructure.

Desktop will be managed by customer and must follow Information Security Office standards and guidelines:

<http://www.cst.ucf.edu/about/information-security-office/computer-security-standards-and-guidelines/>

<https://collaboration.ucf.edu/sites/projects/infosec/standards/Documents/101-102%20Systems%20Configuration%20Standards.pdf>

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

UCF IT will maintain a pool of VMware virtual desktops for this purpose.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

N/A

<b>ESTIMATED PRICE</b> \$50	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations

**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

IT Infrastructure

# Windows 10 Desktop

## SERVICE CATEGORY

Desktop

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides access to a VMware Windows 10 virtual desktop.

Computer object will be placed into customer OU and customer will be expected to maintain patches and security.

## FUNCTIONALITY LIST

The customer will be provided with access to the Windows 10 desktop environment via the UCF IT virtual desktop web page. The customer will login to the NET domain via the desktop and access resources from there.

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

UCF IT will maintain a pool of VMware virtual desktops for this purpose.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$50	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments and organizations

**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

IT Infrastructure

# Microsoft Key Management Service (KMS)

## SERVICE CATEGORY

Licensing

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

KMS is a activation service that allows units to access systems automatically without the need to have product keys.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$0	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations.

## SERVICE AVAILABILITY LOCATIONS

All

**SERVICE OWNER**

IT Infrastructure

# DNS Services

## **SERVICE CATEGORY**

Microsoft Network Services

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

The Domain Name System (DNS) translates Internet domain names into a numeric TCP/IP address. DNS makes using TCP/IP-based applications much more user-friendly by enabling users to specify network locations by name rather than TCP/IP number. There are multiple DNS servers throughout the university environment supporting department level functions.

## **FUNCTIONALITY LIST**

Manage enterprise Windows-based DNS services and administer DNS databases. Provide escalated level of support for departmental DNS administrators. Assist with UCF IT Windows-based DNS administration (UCF1, UCF2, UCF3). Diagnose DNS problems and offer assistance with security breach incidents. Provide after-hours support for university DNS services.

## **TECHNICAL SPECIFICATIONS**

UCF1 - Dell 2950

UCF2 - Dell 2950

UCF3 - Virtual Machine

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

The DNS Services component includes the following: design, configure, maintain and administer enterprise-level DNS resolution services for all of the UCF locations; provide escalated support services for departmental DNS administrators and manage Remedy ticket queue in support of Service Desk.

The DNS Services component does not include: campus network support; wireless network support; external campus network support; university affiliate network support; IP address management; firewall services; ResNet network support; virtual

private network services and project management and consulting, all of which is covered separately.

**OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

N/A

<b>ESTIMATED PRICE</b> \$0	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> False
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**AUTHORIZED CUSTOMERS**

All UCF administrative, academic, research departments and University business partners and affiliates.

**SERVICE AVAILABILITY LOCATIONS**

Supports all UCF locations

**SERVICE OWNER**

IT Infrastructure



# DHCP

## SERVICE CATEGORY

Microsoft Network Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

The DHCP service allows a block of IP addresses to be automatically assigned to network devices connected to a specified IP subnet.

## FUNCTIONALITY LIST

UCF IT will create a DHCP scope for the customer's IP subnet on the UCF DHCP cluster. Customers can manage DHCP leases and MAC reservations via the DHCP management web tools at <https://my.net.ucf.edu>.

DHCP can provide dynamic leases or reservation-only leases where static entries are defined.

## TECHNICAL SPECIFICATIONS

All DHCP scopes will be hosted on UCF's highly-available DHCP failover cluster. Network Services will apply an IP Helper on the router to direct all clients to the DHCP servers.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$0	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations.

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

IT Infrastructure

# Distributed File System

## SERVICE CATEGORY

Microsoft Network Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Provides a virtual distributed name space to provide location transparency and redundancy to a backend file share.

## FUNCTIONALITY LIST

DFS namespace provides the ability to load balance between file shares. A namespace also hides the name of the backend server hosting the share. Each unit will receive a namespace published to the domain. Each unit will be delegated control to create folders and targets within the published DFS namespace.

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$0	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations.

## SERVICE AVAILABILITY LOCATIONS

All

**SERVICE OWNER**

IT Infrastructure

# Active Directory Domain Services - NET Domain

## **SERVICE CATEGORY**

Directory Services

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

Active Directory (AD) service is the University authentication directory that supports enterprise systems. It also provides IT mechanisms for centralizing desktop and server management as well as domain administration tools. This service allows for a single user name to access enterprise systems such as: administrative and academic computers, ePortfolio, eCommunity, WebCourses, SharePoint, and several other university systems. UCF IT will continue to add applications and services such as Microsoft Exchange and unified communications to the domain. Active Directory service also provides financial benefits to campus units including reducing extraneous resources, centralized account provisioning, improving security, and reducing the need for departmental servers. Price is per domain user.

## **FUNCTIONALITY LIST**

Allows logon and access to services that are provided by the NET domain. Getting an AD account in the NET domain is the first building block in getting access to tiered services that are provided exclusively via domain access. IT staff will be given the ability to manage user accounts through a web-based Intranet portal.

## **TECHNICAL SPECIFICATIONS**

Grants the customer the ability to log on to the Active Directory NET domain via a domain-joined workstation or a VPN connection for non-domain computers. IT staff will be given one Organization Unit to manage network resources. UCF IT does not provide desktop support or perform the migration. A domain trust is provided that will be removed twelve months from the start date or at the end of the migration, whichever comes first.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Logon and authentication to the Active Directory NET domain. If a domain-joined computer is used to access the NET domain, group policies are assigned to the

workstation and user account that provide (among other things) Operating System patching services on a regular interval that keep domain-joined systems up-to-date.

**OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

File Storage

Network Printing

SharePoint Services

<b>ESTIMATED PRICE</b> \$2.25	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments, organizations, faculty and staff

**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

IT Infrastructure

# Windows Server - System Administration for Physical Servers

## **SERVICE CATEGORY**

Server Hosting - Physical

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly system support that includes the following services: DHCP and DNS administration, Operating System patching, monitoring via Systems Center Operations Manager and Dell OpenManage, Antivirus updates and scans, hardware maintenance and interaction with the vendor in the case of component failure, configuration changes and updates as needed/warranted. Blocks of time may be purchased at a discounted rate.

## **FUNCTIONALITY LIST**

A Windows Server can provide the following functionality: web hosting, file serving and storage, Telnet, development and testing, application hosting, database hosting, SFTP, or fax hosting.

## **TECHNICAL SPECIFICATIONS**

Equipment should be a standard 1U, 2U or 4U server that conforms to an industry standard rack and not a floor-standing server. The preference for physical hosting is 2U. Please contact UCF IT so that we may discuss and review your equipment requirements prior to purchasing to confirm that it not only meets your immediate needs but that it will also provide room for expansion and growth for five years following the purchase.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included: Monthly support of Windows Servers and the services that are exclusive to the OS and the server's ongoing physical functionality, including monitoring and patching of hardware and OS-level components. Not included: application/website administration, external storage, backup services, third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Backup services. Additional external storage via iSCSI or SAN.

<b>ESTIMATED PRICE</b> \$180	<b>PRICE TERMS</b> Per Hour	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments or organizations.

**SERVICE AVAILABILITY LOCATIONS**

CSB 107

**SERVICE OWNER**

Computer Operations



# Virtual Server Creation/Configuration

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

UCF IT will provision a VMware virtual server with Windows Server, Linux or Unix and 40GB of disk space, as well as provide customer with remote access to server. Backup charges are separate.

## FUNCTIONALITY LIST

Customer will be given remote access to virtual server to install and configure any needed applications while staying with UCF IT guidelines.

## TECHNICAL SPECIFICATIONS

Virtual server will be housed on a VMWare vSphere 5.0 production cluster maintained by UCF IT. Server will be provisioned from a standard template provided by UCF IT. Virtual server will run on top of one of 4 Dell R910 servers running ESX 4.1 with 32x2.26GHz processors and 512GB of RAM each. 40GB disk space will be hosted on UCF IT's storage.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

Provision a VMWare virtual server, set up Netbackup, give customer access to server. Backup charges are separate.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

<b>ESTIMATED PRICE</b> \$350	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b>	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# **Virtual Server Windows 2008 - 1 vCPU up to 4GB**

## **SERVICE CATEGORY**

Server Hosting - Virtual

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly support and administration of a VMware virtual server running a supported Windows server operating system (2008, 2008 R2). Configuration changes will be handled as requested.

## **FUNCTIONALITY LIST**

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via RemoteDesktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## **TECHNICAL SPECIFICATIONS**

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB C:\ drive, 6GB P:\ (Pagefile) drive, up to 4GB of RAM, and access to 1 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$130	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 350	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# **Virtual Server Windows 2008 - 2 vCPU up to 8GB**

## **SERVICE CATEGORY**

Server Hosting - Virtual

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly support and administration of a VMware virtual server running a supported Windows server operating system (2008, 2008 R2). Configuration changes will be handled as requested.

## **FUNCTIONALITY LIST**

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via RemoteDesktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## **TECHNICAL SPECIFICATIONS**

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB C:\ drive, 12GB P:\ (Pagefile) drive, up to 8GB of RAM, and access to 2 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$260	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 350	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# **Virtual Server Windows 2008 - 3 vCPU up to 12GB**

## **SERVICE CATEGORY**

Server Hosting - Virtual

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly support and administration of a VMware virtual server running a supported Windows server operating system (2008, 2008 R2). Configuration changes will be handled as requested.

## **FUNCTIONALITY LIST**

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via RemoteDesktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## **TECHNICAL SPECIFICATIONS**

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB C:\ drive, 14GB P:\ (Pagefile) drive, up to 12GB of RAM, and access to 3 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$390	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 350	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure



# **Virtual Server Windows 2008 - 4 vCPU up to 16GB**

## **SERVICE CATEGORY**

Server Hosting - Virtual

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly support and administration of a VMware virtual server running a supported Windows server operating system (2008, 2008 R2). Configuration changes will be handled as requested.

## **FUNCTIONALITY LIST**

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via RemoteDesktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## **TECHNICAL SPECIFICATIONS**

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB C:\ drive, 20GB P:\ (Pagefile) drive, up to 16GB of RAM, and access to 4 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$520	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 350	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Virtual Server Linux - 1 vCPU up to 4GB

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides monthly support and administration of a VMware virtual server running a supported Linux server operating system. Configuration changes will be handled as requested.

## FUNCTIONALITY LIST

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## TECHNICAL SPECIFICATIONS

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB drive, up to 4GB of RAM, and access to 1 vCPU. Disk space will be hosted on UCF IT's NetApp storage array.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

ESTIMATED PRICE	PRICE TERMS	RECURRING	Nonrecurring Charge (setup)	SIGNED SLA REQUIRED
\$130	Per Service	Monthly	350	True

**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Virtual Server Linux - 2 vCPU up to 8GB

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides monthly support and administration of a VMware virtual server running a supported Linux server operating system. Configuration changes will be handled as requested.

## FUNCTIONALITY LIST

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## TECHNICAL SPECIFICATIONS

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB drive, up to 8GB of RAM, and access to 2 vCPU. Disk space will be hosted on UCF IT's NetApp storage array.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$260	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 350	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Virtual Server Linux - 3 vCPU up to 12GB

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides monthly support and administration of a VMware virtual server running a supported Linux server operating system. Configuration changes will be handled as requested.

## FUNCTIONALITY LIST

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## TECHNICAL SPECIFICATIONS

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB drive, up to 12GB of RAM, and access to 3 vCPU. Disk space will be hosted on UCF IT's NetApp storage array.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

ESTIMATED PRICE	PRICE TERMS	RECURRING	Nonrecurring Charge (setup)	SIGNED SLA REQUIRED
\$390	Per Service	Monthly	350	True

**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure



# Virtual Server Linux - 4 vCPU up to 16GB

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides monthly support and administration of a VMware virtual server running a supported Linux server operating system. Configuration changes will be handled as requested.

## FUNCTIONALITY LIST

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## TECHNICAL SPECIFICATIONS

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB drive, up to 16GB of RAM, and access to 4 vCPU. Disk space will be hosted on UCF IT's NetApp storage array.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

ESTIMATED PRICE	PRICE TERMS	RECURRING	Nonrecurring Charge (setup)	SIGNED SLA REQUIRED
\$520	Per Service	Monthly	350	True

**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Virtual Server Unix - 1 vCPU up to 4GB

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides monthly support and administration of a VMware virtual server running a supported Unix server operating system. Configuration changes will be handled as requested.

## FUNCTIONALITY LIST

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## TECHNICAL SPECIFICATIONS

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB drive, up to 4GB of RAM, and access to 1 vCPU. Disk space will be hosted on UCF IT's NetApp storage array.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

ESTIMATED PRICE	PRICE TERMS	RECURRING	Nonrecurring Charge (setup)	SIGNED SLA REQUIRED
\$130	Per Service	Monthly	350	True

**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Virtual Server Unix - 2 vCPU up to 8GB

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides monthly support and administration of a VMware virtual server running a supported Unix server operating system. Configuration changes will be handled as requested.

## FUNCTIONALITY LIST

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## TECHNICAL SPECIFICATIONS

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB drive, up to 8GB of RAM, and access to 2 vCPU. Disk space will be hosted on UCF IT's NetApp storage array.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

ESTIMATED PRICE	PRICE TERMS	RECURRING	Nonrecurring Charge (setup)	SIGNED SLA REQUIRED
\$260	Per Service	Monthly	350	True

**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Virtual Server Unix - 3 vCPU up to 12GB

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides monthly support and administration of a VMware virtual server running a supported Unix server operating system. Configuration changes will be handled as requested.

## FUNCTIONALITY LIST

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## TECHNICAL SPECIFICATIONS

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB drive, up to 12GB of RAM, and access to 3 vCPU. Disk space will be hosted on UCF IT's NetApp storage array.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$390	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 350	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure



# Virtual Server Unix - 4 vCPU up to 16GB

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides monthly support and administration of a VMware virtual server running a supported Unix server operating system. Configuration changes will be handled as requested.

## FUNCTIONALITY LIST

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## TECHNICAL SPECIFICATIONS

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB drive, up to 16GB of RAM, and access to 4 vCPU. Disk space will be hosted on UCF IT's NetApp storage array.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$520	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 350	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Virtual Server - vCPU Upgrade

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Provision an additional vCPU to a hosted virtual machine for additional processing capacity

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$250	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations

## SERVICE AVAILABILITY LOCATIONS

College of Sciences Building

## SERVICE OWNER

IT Infrastructure

# Virtual Server - Additional 2GB RAM

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

2GB of additional memory for a hosted UCF IT virtual machine beyond catalog allocated amount of memory.

## FUNCTIONALITY LIST

Provide additional 2GB of memory for hosted virtual machine

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$75	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations

## SERVICE AVAILABILITY LOCATIONS

College of Sciences Building

## SERVICE OWNER

IT Infrastructure

# Virtual Server - Additional 2 GB RAM Setup

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Provision 2GB of additional memory to a UCF IT hosted virtual machine.

## FUNCTIONALITY LIST

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$0	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations

## SERVICE AVAILABILITY LOCATIONS

College of Sciences Building

## SERVICE OWNER

IT Infrastructure



# Minitab Central Licensing Server

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Customers who own existing Minitab licensing or purchasing Minitab Licenses may use this service to provide keys to their clients. Each client will check in with the service to provide the proper keys.

## FUNCTIONALITY LIST

Provides licensing keys to Minitab clients

## TECHNICAL SPECIFICATIONS

Clients will need to point to the Minitab licensing server.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$50	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments and organizations.

## SERVICE AVAILABILITY LOCATIONS

College of Sciences Building

## SERVICE OWNER

IT Infrastructure

# Virtual Server Windows 2012 - 1 vCPU up to 4GB

## **SERVICE CATEGORY**

Server Hosting - Virtual

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly support and administration of a VMware virtual server running a supported Windows server operating system (2012). Configuration changes will be handled as requested.

## **FUNCTIONALITY LIST**

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via RemoteDesktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## **TECHNICAL SPECIFICATIONS**

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 60GB C:\ drive, 6GB P:\ (Pagefile) drive, up to 4GB of RAM, and access to 1 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$130	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 350	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Virtual Server Windows 2012 - 2 vCPU up to 8GB

## **SERVICE CATEGORY**

Server Hosting - Virtual

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly support and administration of a VMware virtual server running a supported Windows server operating system (2012). Configuration changes will be handled as requested.

## **FUNCTIONALITY LIST**

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via RemoteDesktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## **TECHNICAL SPECIFICATIONS**

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 60GB C:\ drive, 12GB P:\ (Pagefile) drive, up to 8GB of RAM, and access to 2 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$260	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 350	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# **Virtual Server Windows 2012 - 3 vCPU up to 12GB**

## **SERVICE CATEGORY**

Server Hosting - Virtual

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly support and administration of a VMware virtual server running a supported Windows server operating system (2012). Configuration changes will be handled as requested.

## **FUNCTIONALITY LIST**

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via RemoteDesktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## **TECHNICAL SPECIFICATIONS**

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 60GB C:\ drive, 14GB P:\ (Pagefile) drive, up to 12GB of RAM, and access to 3 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$390	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 350	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure



# **Virtual Server Windows 2012 - 4 vCPU up to 16GB**

## **SERVICE CATEGORY**

Server Hosting - Virtual

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly support and administration of a VMware virtual server running a supported Windows server operating system (2012). Configuration changes will be handled as requested.

## **FUNCTIONALITY LIST**

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via RemoteDesktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## **TECHNICAL SPECIFICATIONS**

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 60GB C:\ drive, 20GB P:\ (Pagefile) drive, up to 16GB of RAM, and access to 4 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$520	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 350	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Virtual Server Windows 2008 - 6vCPU up to 24GB

## **SERVICE CATEGORY**

Server Hosting - Virtual

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly support and administration of a VMware virtual server running a supported Windows server operating system (2008, 2008 R2). Configuration changes will be handled as requested.

## **FUNCTIONALITY LIST**

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via RemoteDesktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## **TECHNICAL SPECIFICATIONS**

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB C:\ drive, 36GB P:\ (Pagefile) drive, up to 24GB of RAM, and access to 6 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$780	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b>	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# **Virtual Server Windows 2008 - 8vCPU up to 32GB**

## **SERVICE CATEGORY**

Server Hosting - Virtual

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly support and administration of a VMware virtual server running a supported Windows server operating system (2008, 2008 R2). Configuration changes will be handled as requested.

## **FUNCTIONALITY LIST**

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via RemoteDesktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## **TECHNICAL SPECIFICATIONS**

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB C:\ drive, 48GB P:\ (Pagefile) drive, up to 32GB of RAM, and access to 8 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$1040	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b>	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# **Virtual Server Windows 2012 - 6 vCPU up to 24GB**

## **SERVICE CATEGORY**

Server Hosting - Virtual

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly support and administration of a VMware virtual server running a supported Windows server operating system (2012). Configuration changes will be handled as requested.

## **FUNCTIONALITY LIST**

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via RemoteDesktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## **TECHNICAL SPECIFICATIONS**

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 60GB C:\ drive, 36GB P:\ (Pagefile) drive, up to 24GB of RAM, and access to 6 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$780	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b>	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure



# **Virtual Server Windows 2012 - 8 vCPU up to 32GB**

## **SERVICE CATEGORY**

Server Hosting - Virtual

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly support and administration of a VMware virtual server running a supported Windows server operating system (2012). Configuration changes will be handled as requested.

## **FUNCTIONALITY LIST**

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via RemoteDesktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## **TECHNICAL SPECIFICATIONS**

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 60GB C:\ drive, 48GB P:\ (Pagefile) drive, up to 32GB of RAM, and access to 8 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$1040	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b>	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Virtual Server - VM OS Refresh

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Each VM will be re-imaged once per year at no cost. Additional re-image requests will be charged at the current Virtual Server Creation/Configuration rate. The VM that was refreshed will be retained up to 30 days before the customer is charged for them in addition to the newly rebuilt VMs.

## FUNCTIONALITY LIST

VM will be deleted and re-deployed with new OS install.

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$0	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

Faculty & Staff

## SERVICE AVAILABILITY LOCATIONS

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# **Virtual Server Windows 2008 - 5 vCPU up to 20GB**

## **SERVICE CATEGORY**

Server Hosting - Virtual

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly support and administration of a VMware virtual server running a supported Windows server operating system (2008, 2008 R2). Configuration changes will be handled as requested.

## **FUNCTIONALITY LIST**

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via RemoteDesktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## **TECHNICAL SPECIFICATIONS**

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB C:\ drive, 20GB P:\ (Pagefile) drive, up to 16GB of RAM, and access to 4 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$650	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 350	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# **Virtual Server Windows 2012 - 5 vCPU up to 20GB**

## **SERVICE CATEGORY**

Server Hosting - Virtual

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This service provides monthly support and administration of a VMware virtual server running a supported Windows server operating system (2012). Configuration changes will be handled as requested.

## **FUNCTIONALITY LIST**

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. Customer will also be provided access via RemoteDesktop connection. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## **TECHNICAL SPECIFICATIONS**

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 60GB C:\ drive, 20GB P:\ (Pagefile) drive, up to 16GB of RAM, and access to 4 vCPU. Server will be provisioned from a standard template provided by UCF IT. Disk space will be hosted on UCF IT's NetApp storage array.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

Included is the support of the hosted Windows server, the services that are exclusive to the OS, and the server's ongoing functionality. Also included is the monitoring and patching of hardware and OS-level components. This does not include application/website administration, external storage, backup services, and third-party application/operating system troubleshooting.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

<b>ESTIMATED PRICE</b> \$650	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 350	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments aCollege of Sciences Building nd organizations

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure



# Virtual Server Linux - 8 vCPU up to 32GB

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides monthly support and administration of a VMware virtual server running a supported Linux server operating system. Configuration changes will be handled as requested.

## FUNCTIONALITY LIST

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## TECHNICAL SPECIFICATIONS

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB drive, up to 32GB of RAM, and access to 8 vCPU. Disk space will be hosted on UCF IT's NetApp storage array.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

ESTIMATED PRICE	PRICE TERMS	RECURRING	Nonrecurring Charge (setup)	SIGNED SLA REQUIRED
\$1040	Per Service	Monthly	350	True

**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Virtual Server Linux - 6 vCPU up to 24GB

## SERVICE CATEGORY

Server Hosting - Virtual

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides monthly support and administration of a VMware virtual server running a supported Linux server operating system. Configuration changes will be handled as requested.

## FUNCTIONALITY LIST

VM will be hosted in UCF IT datacenter. Customer will be provided access to manage VM power operations and attach media via the vSphere client in the UCF IT RemoteApp farm. VM will reside on a secure network with no internet access. Any external access to VM must be requested through Network Services.

## TECHNICAL SPECIFICATIONS

Virtual server will be housed on a VMware vSphere production cluster maintained by UCF IT. Standard configuration of a VM includes 40GB drive, up to 24GB of RAM, and access to 6 vCPU. Disk space will be hosted on UCF IT's NetApp storage array.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

Virtual Server - vCPU Upgrade (42.10.10.018)

Virtual Server - Additional 2GB RAM (42.10.10.019)

ESTIMATED PRICE	PRICE TERMS	RECURRING	Nonrecurring Charge (setup)	SIGNED SLA REQUIRED
\$780	Per Service	Monthly	350	True

**AUTHORIZED CUSTOMERS**

All UCF departments and organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Application Packages for Virtual Applications

## SERVICE CATEGORY

Support

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service allows departments to request App-V applications. UCF IT will provide App-V packages as is and give them to colleges to deploy in their environment. This services does not include ongoing support to colleges.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

App-V packages will be provided in versions 4.2, 4.5 or 4.6. Microsoft Application Virtualization (MS App-V) platform allows applications to be deployed in real-time to any client from a virtual application server. It removes the need for local installation of the applications. Instead, only the App-v client needs to be installed on the client machines. All application data is permanently stored on the virtual application server. Whichever software is needed is either streamed or locally cached from the application server on demand and run locally.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$0	<b>PRICE TERMS</b> Per Installation	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

UCF departments only

**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

IT Infrastructure

# IT Management and Strategic Services

## SERVICE CATEGORY

Support

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Provide strategic direction for business units related to information technology resources to achieve the mission, vision and goals of the business unit.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$85	<b>PRICE TERMS</b> Per Hour	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

Faculty & Staff

## SERVICE AVAILABILITY LOCATIONS

All

**SERVICE OWNER**

IT Infrastructure



# IT Systems Administration

## SERVICE CATEGORY

Support

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$75	<b>PRICE TERMS</b> Per Hour	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

Faculty & Staff

## SERVICE AVAILABILITY LOCATIONS

All

## SERVICE OWNER

IT Infrastructure

# IT Systems Engineering

## SERVICE CATEGORY

Support

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$110	<b>PRICE TERMS</b> Per Hour	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

Faculty & Staff

## SERVICE AVAILABILITY LOCATIONS

All

## SERVICE OWNER

IT Infrastructure

# IT Support I

## SERVICE CATEGORY

Support

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

ESTIMATED PRICE	PRICE TERMS	RECURRING	Nonrecurring Charge (setup)	SIGNED SLA REQUIRED
\$30	Per Hour	Monthly	0	True

## AUTHORIZED CUSTOMERS

Faculty & Staff

## SERVICE AVAILABILITY LOCATIONS

All

## SERVICE OWNER

IT Infrastructure

# IT Support II

## SERVICE CATEGORY

Support

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Provides second tier support and troubleshooting for end-user desktops and applications. May assist or escalate to System Administrator(s) to provide domain, server, and server-based application support. With some assistance from Systems Administrator(s) , identifies and remediates root cause of user issue(s) and provides user education on best practices to prevent future incidents.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$45	<b>PRICE TERMS</b> Per Hour	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

Faculty & Staff

## SERVICE AVAILABILITY LOCATIONS

All

**SERVICE OWNER**

IT Infrastructure

# IT Systems Architecture and Design

## SERVICE CATEGORY

Support

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$150	<b>PRICE TERMS</b> Per Hour	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

Faculty & Staff

## SERVICE AVAILABILITY LOCATIONS

All

## SERVICE OWNER

IT Infrastructure

# Microsoft System Center Configuration Manager (SCCM)

## **SERVICE CATEGORY**

Microsoft Management Tools

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

SCCM will provide delegated access and management of client collections, comprised of workstations and servers in Active Directory. Administrators will have the ability to deploy settings, operating systems, and applications to installed clients through the SCCM application.

## **FUNCTIONALITY LIST**

SCCM includes the following functionality:

Endpoint protection (Antimalware)

Windows operating system deployment

Application delivery

Software updates management

Power management

Client health and monitoring

Asset intelligence

Compliance and settings management

Inventory

## **TECHNICAL SPECIFICATIONS**

N/A

**INCLUDED SERVICE COMPONENTS - OVERVIEW:**

N/A

**OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

N/A

<b>ESTIMATED PRICE</b> \$0	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments or organizations.

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

IT Infrastructure



# System Center Operations Manager (SCOM)

## SERVICE CATEGORY

Microsoft Management Tools

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Customers will be provided with access to the SCOM console to view alerts and information for their server inventory.

## FUNCTIONALITY LIST

Access to the SCOM console via [remoteapp.net.ucf.edu](http://remoteapp.net.ucf.edu)

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$0	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations.

## SERVICE AVAILABILITY LOCATIONS

All

**SERVICE OWNER**

IT Infrastructure

# Multidomain SAN SSL Certificate - 2 Years

## SERVICE CATEGORY

SSL Certificate

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Provide a 2048-bit key based certificate from our InCommon service to UCF departments. The certificate is a multidomain SAN UCC SSL certificate for up to 5 domains. The certificate is valid for 2 years. Certificate requests with server domain name (from the csr request), csr file, dept account number should be sent to: [ucfdg-cst-certs@ucf.edu](mailto:ucfdg-cst-certs@ucf.edu). Certificate expiration warnings will be forwarded to the customers 30 days before the certificate expires by the operations manager or their designee. Normal turnaround is 3 business days for the request to be processed.

Only sha-2 certificates will be accepted and processed.

## FUNCTIONALITY LIST

Provide a 2048-bit key based commercial SSL certificate from our InCommon Service to UCF departments.

## TECHNICAL SPECIFICATIONS

A 2048-bit key based csr file, departmental contact and billing information for the service.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$45	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> False
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**AUTHORIZED CUSTOMERS**

All UCF departments, faculty and staff.

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

Computer Operations

# Multidomain SAN SSL Certificate - 3 Years

## SERVICE CATEGORY

SSL Certificate

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Provide a 2048-bit key based certificate from our InCommon service to UCF departments. The certificate is a multidomain SAN UCC SSL certificate for up to 5 domains. The certificate is valid for 3 years. Certificate requests with server domain name (from the csr request), csr file, dept account number should be sent to: ucfdg-cst-certs@ucf.edu. Certificate expiration warnings will be forwarded to the customers 30 days before the certificate expires by the operations manager or their designee. Normal turnaround is 3 business days for the request to be processed.

Only sha-2 certificates will be accepted and processed.

## FUNCTIONALITY LIST

Provide a 2048-bit key based commercial SSL certificate from our InCommon Service to UCF departments.

## TECHNICAL SPECIFICATIONS

A 2048-bit key based csr file, departmental contact and billing information for the service.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

ESTIMATED PRICE	PRICE TERMS	RECURRING	Nonrecurring Charge (setup)	SIGNED SLA REQUIRED
\$60	Per Service	One-Time	0	False

**AUTHORIZED CUSTOMERS**

All UCF departments, faculty and staff.

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

Computer Operations

# DNA Fusion Card Access System- (Remote)

## SERVICE CATEGORY

Support

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Access to a Remote Desktop Services RemoteApp web site with the DNA Fusion door access software installed for the purpose of administrating the campus card locking system.

## FUNCTIONALITY LIST

Customer will be provided with access to a web page to launch the DNA Fusion application. Customer will be able to launch and login to the DNA Fusion application, and control door access for their area.

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

UCF IT will allow access to our Remote Desktop Services RemoteApp farm for use with administrating door access via the DNA Fusion application. UCF IT will maintain the Remote Desktop Services RemoteApp farm for the purpose of accessing the DNA Fusion software.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$50	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## **AUTHORIZED CUSTOMERS**

Those approved by Office of Security Management

## **SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

## **SERVICE OWNER**

IT Infrastructure



# DNA Fusion Card Access System VDI for Macs

## SERVICE CATEGORY

Support

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Access to a VMWare virtual desktop with the DNA Fusion door access software installed for the purpose of administrating the campus card locking system. Intended for use by Mac users. PC users should use the RemoteApp version of DNA.

## FUNCTIONALITY LIST

Customer will be provided with access to the desktop environment via the UCF IT VDI web page. Customer will be able to login to a desktop, launch and login to the DNA Fusion application, and control door access for their area.

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

UCF IT will allow access to a virtual desktop for use with administrating door access via the DNA Fusion application. UCF IT will maintain a pool of VMWARE desktops for the sole purpose of accessing the DNA Fusion software.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$50	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

Those approved by Office of Security Management.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Tier 2 Storage

## SERVICE CATEGORY

Server Storage

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

UCF IT will provide customers Tier 2 High Performance storage on a per GB basis for expansion of virtual disks or other means of storage.

The high performance storage class is our standard class of storage for all VM requests from shared services customers.

## FUNCTIONALITY LIST

Storage presented for the OS and additional filesystem needs.

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

ESTIMATED PRICE	PRICE TERMS	RECURRING	Nonrecurring Charge (setup)	SIGNED SLA REQUIRED
\$0.15	Per GB	Monthly	0	True

## AUTHORIZED CUSTOMERS

All UCF departments or organizations.

## SERVICE AVAILABILITY LOCATIONS

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Tier 3 Storage

## SERVICE CATEGORY

Server Storage

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

UCF IT will provide customers Tier 3 storage on a per GB basis for expansion of virtual disks or other means of storage.

## FUNCTIONALITY LIST

Tier 3 storage is intended for non-volatile data with low I/O usage, including file system archives with limited needs for reads and writes. This storage is meant for archival data that is not accessed often. Backup services are NOT available for tier 3 storage.

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$0.1	<b>PRICE TERMS</b> Per GB	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations.

## SERVICE AVAILABILITY LOCATIONS

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Netbackup Backup Service

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Backup Service covers data backup to disk and tape, and processing restore requests. UCF IT uses de-duplication technology to backup data on a regular basis. Once a month, all backup data is written to tape and sent off-site. The monthly charge will be based on actual backup volume. Incremental backups on the de-duplication appliances expire after 30 days.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

Supported client Operating System (OS): Windows, Mac, Linux, Solaris, Netware

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

Backup service consists of backup to tape and processing restore requests.

Backup schedule: once a month full backup (usually taken on a Saturday), incremental daily backups all other days of the month.

Retention: Unless otherwise requested, daily incremental backups are retained for one month and monthly full backups are retained for one year.

Archiving/offsite: The monthly full backups are copied to tape. One tape copy is retained onsite, one tape copy is sent to Iron Mountain. The daily incremental backups are retained only on UCF IT's Quantum Dxi appliances.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

none

ESTIMATED	PRICE	RECURRING	Nonrecurring	SIGNED SLA
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<b>PRICE</b> \$0.3	<b>TERMS</b> Per GB	Monthly	<b>Charge (setup)</b> 0	<b>REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments or organizations

**SERVICE AVAILABILITY LOCATIONS**

All UCF campuses and Research Park

**SERVICE OWNER**

Storage Services



# Data Restore

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service covers UCF IT staff intervention for up to eight (8) restore requests per month, where tape mounts are required by using backup images on disk or up to eight (8) tape mounts per month.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

Restoring data

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$0	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations

## SERVICE AVAILABILITY LOCATIONS

All UCF campuses and Research Park

## SERVICE OWNER

## Storage Services

# Data Restore - Extra Tape Mounting

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides restorations performed by UCF IT staff during normal business hours that include additional tape mounts beyond the eight (8) allocated per month from the regular Data Restore service.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

Restoring data during normal business hours in excess of the budgeted tape restoration per month

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

none

<b>ESTIMATED PRICE</b> \$180	<b>PRICE TERMS</b> Per Hour	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations.

## SERVICE AVAILABILITY LOCATIONS

All UCF Campuses and Research Park

**SERVICE OWNER**

Storage Services

# Windows Software Update Services (WSUS)

## SERVICE CATEGORY

Microsoft Management Tools

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Provides monthly Microsoft Windows updates with MSRC rating of "Critical" or classification of "Security" to devices running supported versions of Microsoft Windows OS. Also includes updates for other Microsoft products including Forefront Antimalware, Office, and more.

UCF IT does not approve updates classified as "Important", "Moderate", or "Low" since these issues are generally mitigated by not granting users local administrator access. Customers may make requests for any additional updates to be approved through the Service Desk.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$0	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments or organizations.

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

IT Infrastructure

# Microsoft Forefront Endpoint Protection

## SERVICE CATEGORY

Microsoft Management Tools

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Forefront Endpoint Protection provides anti-malware and anti-virus client protection for Windows and Mac OS. Client reporting and definition updating is managed via the SCCM console.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$0	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations.

## SERVICE AVAILABILITY LOCATIONS

All

**SERVICE OWNER**

IT Infrastructure



# Security Camera Service HD

## SERVICE CATEGORY

Security Camera

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides storage and application to view live and historical HD camera images, with 30 days of retention and no backups of images. All cameras must be Axis branded. Customers are required to maintain their own Milestone licenses for each camera. Customers may also optionally purchase camera maintenance from Signature Systems.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

All cameras must be Axis branded.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

Security Camera Service HD - One additional week of archive storage

ESTIMATED PRICE	PRICE TERMS	RECURRING	Nonrecurring Charge (setup)	SIGNED SLA REQUIRED
\$25	Per Service	Monthly	0	True

## AUTHORIZED CUSTOMERS

All UCF departments, direct service organizations, and private vendors/companies that provide support services to the University.

## SERVICE AVAILABILITY LOCATIONS

All UCF Campuses and Research Park

**SERVICE OWNER**

IT Infrastructure

# Security Camera Service Basic-1 additional week archive storage

## SERVICE CATEGORY

Security Camera

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides added storage to view historical camera images beyond the default 14 day retention period. The service adds seven days of retention with no backups of images for a single camera. Storage amount will vary based on camera resolution, motion sensing settings, and codecs used.

This service requires Security Camera Service Basic.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$5	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b>	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments, direct service organizations, and private vendors/companies that provide support services to the University.

**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

IT Infrastructure

# Security Camera Service Basic

## SERVICE CATEGORY

Security Camera

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides storage and application to view live and historical camera images, with 30 days of retention and no backups of images. All cameras must be Axis branded. Customers are required to maintain their own Milestone licenses for each camera. Customers may also optionally purchase camera maintenance from Signature Systems.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

All cameras must be Axis branded and record at VGA standard definition 640x480.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

Security Camera Service Basic - One additional week of archive storage

<b>ESTIMATED PRICE</b> \$15	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments, direct service organizations, and private vendors/companies that provide support services to the University.

## SERVICE AVAILABILITY LOCATIONS

All UCF Campuses and Research Park

**SERVICE OWNER**

IT Infrastructure

# Security Camera Service HD-1 additional week of archive storage

## SERVICE CATEGORY

Security Camera

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides added storage to view historical camera images beyond the default 14 day retention period. The service adds seven days of retention with no backups of images for a single camera. Storage amount will vary based on camera resolution, motion sensing, and codecs used. This service requires Security Camera Service HD.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$15	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b>	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments, direct service organizations, and private vendors/companies that provide support services to the University.

## SERVICE AVAILABILITY LOCATIONS

All UCF Campuses and Research Park

**SERVICE OWNER**

IT Infrastructure



# Enterprise Password Management Tool License

## SERVICE CATEGORY

Password Management Tool

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

License to utilize main campus Privileged Account Manager (Secret Server) instance for housing information technology resource privileged accounts and their passwords.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$65	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments and organizations

## SERVICE AVAILABILITY LOCATIONS

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Enterprise Password Management Tool License Maintenance

## SERVICE CATEGORY

Password Management Tool

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Annual maintenance cost for Privileged Account Manager (Secret Server) per user license.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$100	<b>PRICE TERMS</b> Per Min, Per User	<b>RECURRING</b> Yearly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations

## SERVICE AVAILABILITY LOCATIONS

College of Sciences building

**SERVICE OWNER**

IT Infrastructure

# Cloud Service Setup Fee

## SERVICE CATEGORY

Cloud Based Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Any necessary charges to establish a new service in a cloud providers data center.

## FUNCTIONALITY LIST

Any necessary charges to establish a new service in a cloud providers data center.

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$0	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b>	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments and organizations

## SERVICE AVAILABILITY LOCATIONS

College of Sciences Building

## SERVICE OWNER

IT Infrastructure

# SaaS Cloud Service in AWS

## SERVICE CATEGORY

Cloud Based Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Complete packaged solution consisting of infrastructure and software hosted in a cloud providers data center and accessed via the Internet for services provided.

## FUNCTIONALITY LIST

Potential mixture of Iaas, Saas, PaaS or other X as a Service into a packaged solution for units to consume from Shread Services.

## TECHNICAL SPECIFICATIONS

Cloud based service offering from Amazon Web Services (AWS)

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$0	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Yearly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments and organizations

## SERVICE AVAILABILITY LOCATIONS

Campus

## SERVICE OWNER

IT Infrastructure

# Mobile Device Management License

## SERVICE CATEGORY

Mobile Device Management

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

License and first year of annual maintenance to utilize cloud based Mobile Device Management application (Air-Watch) instance for managing university owned devices containing or accessing university data.

## FUNCTIONALITY LIST

## TECHNICAL SPECIFICATIONS

### INCLUDED SERVICE COMPONENTS - OVERVIEW:

### OPTIONAL SERVICE COMPONENTS - OVERVIEW:

<b>ESTIMATED PRICE</b> \$100	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Yearly	<b>Nonrecurring Charge (setup)</b>	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments and organizations

## SERVICE AVAILABILITY LOCATIONS

College of Sciences Building

## SERVICE OWNER



IT Infrastructure

# Mobile Device Management Maintenance

## SERVICE CATEGORY

Mobile Device Management

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

ongoing annual maintenance to utilize cloud based Mobile Device Management application (Air-Watch) instance for managing university owned devices containing or accessing university data.

## FUNCTIONALITY LIST

## TECHNICAL SPECIFICATIONS

### INCLUDED SERVICE COMPONENTS - OVERVIEW:

### OPTIONAL SERVICE COMPONENTS - OVERVIEW:

<b>ESTIMATED PRICE</b> \$36	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Yearly	<b>Nonrecurring Charge (setup)</b>	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments and organizations

## SERVICE AVAILABILITY LOCATIONS

College of Sciences Building

**SERVICE OWNER**

IT Infrastructure

# Iron Mountain Off-Site Storage (1-20)

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides a secure off-site storage for many types of media for disaster recovery. Computer Services will provide off-site storage for a department to send between 1 to 20 tapes per year to Iron Mountain. The sum of stored tapes plus those in rotation (in and out monthly) should not be greater than 20.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

UCF IT Computer Operations staff will assist in the department's media storage process. This includes sending/receiving media for off-site storage and requesting media when needed.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$50	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations

## SERVICE AVAILABILITY LOCATIONS

All UCF Campuses and Research Park

**SERVICE OWNER**

Computer Operations

# Iron Mountain Off-Site Storage (21-40)

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides a secure off-site storage for many types of media for disaster recovery. Computer Services will provide off-site storage for a department to send between 21 to 40 tapes per year to Iron Mountain. The sum of stored tapes plus those in rotation (in and out monthly) should not be greater than 40.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

UCF IT Computer Operations staff will assist in the department's media storage process. This includes sending/receiving media for off-site storage and requesting media when needed.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$90	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations

**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

Computer Operations

# **Iron Mountain Off-Site Storage (41-60)**

## **SERVICE CATEGORY**

BackUp Services

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

Provides a secure off-site storage for many types of media for disaster recovery. Computer Services will provide off-site storage for a department to send between 41-60 tapes per year to Iron Mountain. The sum of stored tapes plus those in rotation (in and out monthly) should not be greater than 60.

## **FUNCTIONALITY LIST**

N/A

## **TECHNICAL SPECIFICATIONS**

N/A

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

UCF IT Computer Operations staff assist in the department's media storage process. This includes sending/receiving media for off-site storage and requesting media when needed.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

None



<b>ESTIMATED PRICE</b> \$112.5	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments or organizations.

**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

Computer Operations

# Iron Mountain Off-Site Storage (61-80)

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides a secure off-site storage for many types of media for disaster recovery. Computer Services will provide off-site storage for a department between 61 to 80 tapes per year to Iron Mountain. The sum of stored tapes plus those in rotation (in and out monthly) should not be greater than 80.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

UCF IT Computer Operations staff will assist in the department's media storage process. This includes sending/receiving media for off-site storage and requesting media when needed.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$132.5	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments or organizations

**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

Computer Operations

# Iron Mountain Off-Site Storage (81-100)

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides a secure off-site storage for many types of media for disaster recovery. Computer Services will provide off-site storage for a department to send between 81 to 100 tapes per year to Iron Mountain. The sum of stored tapes plus those in rotation (in and out monthly) should not be greater than 100.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

UCF IT Computer Operations staff will assist in the department's media storage process. This includes sending/receiving media for off-site storage and requesting media when needed.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$152.5	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations

**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

Computer Operations

# Iron Mountain Off-Site Storage (101 to 120)

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides a secure off-site storage for many types of media for disaster recovery. Computer Services will provide off-site storage for a department to send between 101 to 120 tapes per year to Iron Mountain. The sum of stored tapes plus those in rotation (in and out monthly) should not be greater than 120.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

UCF IT Computer Operations staff will assist in the department's media storage process. This includes sending/receiving media for off-site storage and requesting media when needed.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$170	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments or organizations

**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

Computer Operations

# Iron Mountain Off-Site Storage (121-140)

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides a secure off-site storage for many types of media for disaster recovery. Computer Services will provide off-site storage for a department to send between 121 to 140 tapes per year to Iron Mountain. The sum of stored tapes plus those in rotation (in and out monthly) should not be greater than 140.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

UCF IT Computer Operations staff will assist in the department's media storage process. This includes sending/receiving media for off-site storage and requesting media when needed.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$197.5	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations



**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

Computer Operations

# Iron Mountain Off-Site Storage (141-160)

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides a secure off-site storage for many types of media for disaster recovery. Computer Services will provide off-site storage for a department to send between 141 to 160 tapes per year to Iron Mountain. The sum of stored tapes plus those in rotation (in and out monthly) should not be greater than 160.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

UCF IT Computer Operations staff will assist in the department's media storage process. This includes sending/receiving media for off-site storage and requesting media when needed.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$215	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations

**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

Computer Operations

# Iron Mountain Off-Site Storage (161-180)

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides a secure off-site storage for many types of media for disaster recovery. Computer Services will provide off-site storage for a department to send between 161-180 tapes per year to Iron Mountain. The sum of stored tapes plus those in rotation (in and out monthly) should not be greater than 180.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

UCF IT Computer Operations staff will assist in the department's media storage process. This includes sending/receiving media for off-site storage and requesting media when needed.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$233	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations

**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

Computer Operations

# Iron Mountain Off-Site Storage (181-200)

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides a secure off-site storage for many types of media for disaster recovery. Computer Services will provide off-site storage for a department to send between 181 to 200 tapes per year to Iron Mountain. The sum of stored tapes plus those in rotation (in and out monthly) should not be greater than 200.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

UCF IT Computer Operations staff will assist in the department's media storage process. This includes sending/receiving media for off-site storage and requesting media when needed.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$252.5	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations

**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

Computer Operations

# Iron Mountain Off-Site Storage (201-220)

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides a secure off-site storage for many types of media for disaster recovery. Computer Services will provide off-site storage for a department to send between 201 to 220 tapes per year to Iron Mountain. The sum of stored tapes plus those in rotation (in and out monthly) should not be greater than 220.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

UCF IT Computer Operations staff will assist in the department's media storage process. This includes sending/receiving media for off-site storage and requesting media when needed.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$270	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations



**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

Computer Operations

# Iron Mountain Off-Site Hard Drive Storage

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides a secure off-site storage for many types of media for disaster recovery. Computer Services will provide off-site storage for a department to send hard drives to Iron Mountain. The container holds up to 2 hard drives, up to 4 rotations per month.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

UCF IT Computer Operations staff will assist in the department's media storage process. This includes sending/receiving media for off-site storage and requesting media when needed.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$30	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations

**SERVICE AVAILABILITY LOCATIONS**

All UCF Campuses and Research Park

**SERVICE OWNER**

Computer Operations

# Iron Mountain Extended Term Tape Storage

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides a secure off-site storage for many types of media for disaster recovery. Computer Services will provide off-site storage for tapes that require extended periods of storage time.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

UCF IT Computer Operations staff will assist in the department's media storage process. This includes sending/receiving media for off-site storage and requesting media when needed.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$12	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF department or organizations

## SERVICE AVAILABILITY LOCATIONS

All UCF Campuses and Research Park

**SERVICE OWNER**

Computer Operations

# Scantron Custom Scanning - Test Scoring Set Up

## SERVICE CATEGORY

Scanning Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Setup fee is for programing the scanner by using ScanTools and/or Design Expert so that the inSight 150 scanner can read the data on the bubble-in forms. The custom forms are designed by the customer and Scantron. UCF IT can create custom bubble-in forms that are to be used for academic purposes only.

The forms are to be ink compatible with one cropped off corner for easy sorting.

## FUNCTIONALITY LIST

User must specify in writing their intentions on what they want done including how the data is collected and any data analysis. If a new form is designed, this will also need specifications and list of requirements.

## TECHNICAL SPECIFICATIONS

The inSight 150 scanner is an OMR ink compatible scanner that reads both sides of the bubble in form at the same time. The form is custom and precise in its creation.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

Scanning in the bubble-in forms and collecting the data for analysis.

<b>ESTIMATED PRICE</b> \$100	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b>	<b>SIGNED SLA REQUIRED</b> False
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**AUTHORIZED CUSTOMERS**

UCF Faculty & Staff

**SERVICE AVAILABILITY LOCATIONS**

All UCF Departments & Organizations

**SERVICE OWNER**

Computer Operations

# Scantron Custom Scanning - Test Scoring

## **SERVICE CATEGORY**

Scanning Services

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

This is to scan or read in bubble-in forms that have been previously set up by Test Scoring. The forms are to be ink compatible with one cropped corner for easy sorting.

## **FUNCTIONALITY LIST**

User must specify in writing their intentions on what they want done including how the data is collected and any data analysis. If a new form is designed, this will also need specifications and list of requirements.

## **TECHNICAL SPECIFICATIONS**

The inSight 150 scanner is an OMR ink compatible scanner that reads both sides of the bubble in form at the same time. The form is custom and precise in its creation.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

User must specify in writing their intentions on what they want done including how the data is collected and any data analysis. If a new form is designed, this will also need specifications and list of requirements.

The data can be sent as an email, usb drive or by CD.

All forms and data must be picked up at the end of the contract. UCF IT does not keep or store any forms.

## **OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

Simple statistical analysis like frequency counts, means, standard deviations, cross tabulations can be added. This will require programming in SPSS.



<b>ESTIMATED PRICE</b> \$50	<b>PRICE TERMS</b> Per Hour	<b>RECURRING</b>	<b>Nonrecurring Charge (setup)</b>	<b>SIGNED SLA REQUIRED</b> False
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**AUTHORIZED CUSTOMERS**

UCF Faculty and Staff

**SERVICE AVAILABILITY LOCATIONS**

All UCF Departments and Organizations

**SERVICE OWNER**

Computer Operations

# Physical Server Hosting

## SERVICE CATEGORY

Server Hosting - Physical

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides hosting for a qualified physical server in the UCF IT hosting space. Servers or storage devices must be rack mountable and not a floor-standing server. 2U and 4U servers are preferable. Clients with a 1U server will be charged based on 2U of mounting space.

Please contact UCF IT prior to purchasing any equipment to confirm that it meets our data center hardware standards.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

A qualified server or storage device will be housed in a cabinet in the UCF IT data center. The preferred server size is 2U.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

Monthly charge for a 1 to 2U server with up to two 1Gbit/sec network connections, 2 standard 110V power connections, and remote kvm access.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$95	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations.

**SERVICE AVAILABILITY LOCATIONS**

CSB 107

**SERVICE OWNER**

Computer Operations

# Physical Server Racking and Cabling

## SERVICE CATEGORY

Server Hosting - Physical

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

UCF IT will install hardware into the assigned rack space, connect network, power and kvm cables, as well as document and set up network access for the assigned VLAN.

Please contact UCF IT prior to purchasing any equipment to confirm that it meets our data center hardware standards and to confirm that it not only meets your immediate needs but that it will also provide room for expansion and growth for five years following the purchase.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

Initial cost to rack and cable a physical server by UCF IT staff.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

none

<b>ESTIMATED PRICE</b> \$240	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations

## SERVICE AVAILABILITY LOCATIONS

CSB 107

**SERVICE OWNER**

Computer Operations

# Physical Server Software Installation

## SERVICE CATEGORY

Server Hosting - Physical

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Windows Server 2012 R2 installation on a physical server by CST staff.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

Initial cost to install and configure a qualified Operating System (OS) per UCF IT checklists.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$99.64	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations.

## SERVICE AVAILABILITY LOCATIONS

CSB 107

## SERVICE OWNER

## Computer Operations

# Physical Peripheral Hosting

## SERVICE CATEGORY

Server Hosting - Physical

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Provide physical server hosting for a peripheral attached to a qualified server in the UCF IT hosting space.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

Monthly charge for a peripheral device in the server hosting space.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

none

<b>ESTIMATED PRICE</b> \$99.64	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations.

## SERVICE AVAILABILITY LOCATIONS

CSB 107

## SERVICE OWNER



## Computer Operations

# Network Interface Card (NIC) Connection - Additional - Setup Fee

## SERVICE CATEGORY

Server Hosting - Physical

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service is the set up fee for an additional network connection beyond the standard 2 port activations for a physically hosted server/appliance in CSB 107.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

Server/device must have an open ethernet NIC port. The customer will configure the NIC to use the assigned address on the configured VLAN.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

ESTIMATED PRICE	PRICE TERMS	RECURRING	Nonrecurring Charge (setup)	SIGNED SLA REQUIRED
\$80	Per Service	One-Time	0	True

## AUTHORIZED CUSTOMERS

All UCF departments or organizations who are customers in the CSB 107 physical server hosting space.

## SERVICE AVAILABILITY LOCATIONS

CSB 107

**SERVICE OWNER**

Computer Operations

# Network Interface Card (NIC) Connection - monthly charge

## SERVICE CATEGORY

Server Hosting - Physical

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Additional network connection beyond the standard 2 port activations for a physically hosted server/appliance in CSB 107.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

Available network port on the server/appliance. Customer administrator support to configure the network address.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$9	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations who are customers in the CSB 107 physical server hosting space.

## SERVICE AVAILABILITY LOCATIONS

CSB 107

**SERVICE OWNER**

Computer Operations

# Physical Server Software Install- Windows Server 2012 R2

## SERVICE CATEGORY

Server Hosting - Physical

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Windows Server 2012 R2 installation on a physical server by CST staff.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

Initial cost to install and configure a qualified Operating System (OS) per UCF IT checklists.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$99.64	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations.

## SERVICE AVAILABILITY LOCATIONS

CSB 107

**SERVICE OWNER**

Computer Operations

# Standard SSL Certificate - 1 year

## **SERVICE CATEGORY**

SSL Certificate

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

Provide a 2048-bit key based certificate from our InCommon service to UCF departments. The certificate is a standard commercial SSL certificate. The certificate is valid for 1 year.

Certificate requests with server domain name (from the csr request), csr file, dept account number should be sent to: [ucfdg-cst-certs@ucf.edu](mailto:ucfdg-cst-certs@ucf.edu).

Certificate expiration warnings will be forwarded to the customers 30 days before the certificate expires by the operations manager or their designee.

Normal turnaround is 3 business days for the request to be processed.

Only sha-2 certificates will be accepted and processed.

## **FUNCTIONALITY LIST**

Provide a 2048-bit key based commercial SSL certificate from our InCommon Service to UCF departments.

## **TECHNICAL SPECIFICATIONS**

A 2048-bit key based csr file, departmental contact and billing information for the service.



**INCLUDED SERVICE COMPONENTS - OVERVIEW:**

N/A

**OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

N/A

<b>ESTIMATED PRICE</b> \$30	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> False
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**AUTHORIZED CUSTOMERS**

All UCF departments, faculty and staff.

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

Computer Operations

# Standard SSL Certificate - 2 years

## **SERVICE CATEGORY**

SSL Certificate

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

Provide a 2048-bit key based certificate from our InCommon service to UCF departments. The certificate is a standard commercial SSL certificate. The certificate is valid for 2 years.

Certificate requests with server domain name (from the csr request), csr file, dept. account number should be sent to: [ucfdg-cst-certs@ucf.edu](mailto:ucfdg-cst-certs@ucf.edu).

Certificate expiration warnings will be forwarded to the customers 30 days before the certificate expires by the operations manager or their designee.

Normal turnaround is 3 business days for the request to be processed.

Only sha-2 certificates will be accepted and processed.

## **FUNCTIONALITY LIST**

Provide a 2048-bit key based commercial SSL certificate from our InCommon Service to UCF departments.

## **TECHNICAL SPECIFICATIONS**

A 2048-bit key based csr file, departmental contact and billing information for the service.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

N/A

**OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

N/A

<b>ESTIMATED PRICE</b> \$45	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> False
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**AUTHORIZED CUSTOMERS**

All UCF departments, faculty and staff.

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

Computer Operations

# Standard SSL Certificate - 3 years

## **SERVICE CATEGORY**

SSL Certificate

## **SERVICE UNIT**

UCF IT Enterprise Systems and Operations

## **DESCRIPTION**

Provide a 2048-bit key based certificate from our InCommon service to UCF departments. The certificate is a standard commercial SSL certificate. The certificate is valid for 3 years.

Certificate requests with server domain name (from the csr request), csr file, dept account number should be sent to: [ucfdg-cst-certs@ucf.edu](mailto:ucfdg-cst-certs@ucf.edu).

Certificate expiration warnings will be forwarded to the customers 30 days before the certificate expires by the operations manager or their designee.

Normal turnaround is 3 business days for the request to be processed.

Only sha-2 certificates will be accepted and processed.

## **FUNCTIONALITY LIST**

Provide a 2048-bit key based commercial SSL certificate from our InCommon Service to UCF departments.

## **TECHNICAL SPECIFICATIONS**

A 2048-bit key based csr file, departmental contact and billing information for the service.

## **INCLUDED SERVICE COMPONENTS - OVERVIEW:**

N/A

**OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

N/A

<b>ESTIMATED PRICE</b> \$60	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> False
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**AUTHORIZED CUSTOMERS**

All UCF departments, faculty and staff.

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

Computer Operations

# Unlimited wildcard SSL Certificate - 1 Year

## SERVICE CATEGORY

SSL Certificate

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Provide a 2048-bit key based certificate from our InCommon service to UCF departments. The certificate is a single domain with unlimited subdomains wildcard SSL certificate. The certificate is valid for 1 year. Some restrictions apply. Prior approval from UCF IT required.

Certificate requests with server domain name (from the csr request), csr file, dept account number should be sent to: [ucfdg-cst-certs@ucf.edu](mailto:ucfdg-cst-certs@ucf.edu). Certificate expiration warnings will be forwarded to the customers 30 days before the certificate expires by the operations manager or their designee.

Normal turnaround is 3 business days for the request to be processed.

Only sha-2 certificates will be accepted and processed.

## FUNCTIONALITY LIST

Provide a 2048-bit key based commercial SSL certificate from our InCommon Service to UCF departments.

## TECHNICAL SPECIFICATIONS

A 2048-bit key based csr file, departmental contact and billing information for the service.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$100	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> False
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**AUTHORIZED CUSTOMERS**

All UCF departments, faculty and staff.

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

Computer Operations

# Unlimited wildcard SSL Certificate - 2 Years

## SERVICE CATEGORY

SSL Certificate

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Provide a 2048-bit key based certificate from our InCommon service to UCF departments. The certificate is a single domain with unlimited subdomains wildcard SSL certificate. The certificate is valid for 2 years. Some restrictions apply. Prior approval from UCF IT required.

Certificate requests with server domain name (from the csr request), csr file, dept account number should be sent to: [ucfdg-cst-certs@ucf.edu](mailto:ucfdg-cst-certs@ucf.edu). Certificate expiration warnings will be forwarded to the customers 30 days before the certificate expires by the operations manager or their designee. Normal turnaround is 3 business days for the request to be processed.

Only sha-2 certificates will be accepted and processed.

## FUNCTIONALITY LIST

Provide a 2048-bit key based commercial SSL certificate from our InCommon Service to UCF departments.

## TECHNICAL SPECIFICATIONS

A 2048-bit key based csr file, departmental contact and billing information for the service.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A



<b>ESTIMATED PRICE</b> \$125	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> False
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**AUTHORIZED CUSTOMERS**

All UCF departments, faculty and staff.

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

Computer Operations

# Unlimited wildcard SSL Certificate - 3 Year

## SERVICE CATEGORY

SSL Certificate

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Provide a 2048-bit key based certificate from our InCommon service to UCF departments. The certificate is a single domain with unlimited subdomains wildcard SSL certificate. The certificate is valid for 3 years. Some restrictions apply. Prior approval from UCF IT required. Certificate requests with server domain name (from the csr request), csr file, dept account number should be sent to: [ucfdg-cst-certs@ucf.edu](mailto:ucfdg-cst-certs@ucf.edu). Certificate expiration warnings will be forwarded to the customers 30 days before the certificate expires by the operations manager or their designee. Normal turnaround is 3 business days for the request to be processed.

Only sha-2 certificates will be accepted and processed.

## FUNCTIONALITY LIST

Provide a 2048-bit key based commercial SSL certificate from our InCommon Service to UCF departments.

## TECHNICAL SPECIFICATIONS

A 2048-bit key based csr file, departmental contact and billing information for the service.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b>	<b>PRICE TERMS</b>	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b>	<b>SIGNED SLA REQUIRED</b>
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\$150	Per Service		0	False
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**AUTHORIZED CUSTOMERS**

All UCF departments, faculty and staff.

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

Computer Operations

# Multidomain SAN SSL Certificate - 1 Year

## SERVICE CATEGORY

SSL Certificate

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Provide a 2048-bit key based certificate from our InCommon service to UCF departments. The certificate is a multidomain SAN UCC SSL certificate for up to 5 domains. The certificate is valid for 1 year. Certificate requests with server domain name (from the csr request), csr file, dept account number should be sent to: ucfdg-cst-certs@ucf.edu. Certificate expiration warnings will be forwarded to the customers 30 days before the certificate expires by the operations manager or their designee. Normal turnaround is 3 business days for the request to be processed.

Only sha-2 certificates will be accepted and processed.

## FUNCTIONALITY LIST

Provide a 2048-bit key based commercial SSL certificate from our InCommon Service to UCF departments.

## TECHNICAL SPECIFICATIONS

A 2048-bit key based csr file, departmental contact and billing information for the service.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$30	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> False
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**AUTHORIZED CUSTOMERS**

All UCF departments, faculty and staff.

**SERVICE AVAILABILITY LOCATIONS**

All

**SERVICE OWNER**

Computer Operations

# Data Restore - After Hours

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service allows customers to request their data be restored outside of normal business hours for an additional charge. Normal business hours are Monday - Friday 8:00 am - 5:00 pm. not including holidays.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

Service is performed by UCF IT Unix and Storage when restore is requested outside of normal business hours.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

Restoring data after business hours

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

none

<b>ESTIMATED PRICE</b> \$180	<b>PRICE TERMS</b> Per Hour	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations

## SERVICE AVAILABILITY LOCATIONS

All UCF campuses and Research Park

**SERVICE OWNER**

Storage Services

# Data Restore - Emergency Support

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service is available for emergencies between normal data backups.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

UCF IT System Administration staff are required to assist in the department's restore issue.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$180	<b>PRICE TERMS</b> Per Hour	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations

## SERVICE AVAILABILITY LOCATIONS

All UCF campuses and Research Park

## SERVICE OWNER



## Storage Services

# Netbackup Administration

## SERVICE CATEGORY

BackUp Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

Monthly administrative charge for Netbackup services. Includes backup and restore requests.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

N/A

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

<b>ESTIMATED PRICE</b> \$90	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations

## SERVICE AVAILABILITY LOCATIONS

All

**SERVICE OWNER**

Storage Services

# Oracle DBA Support (Non-ERP)

## SERVICE CATEGORY

Database Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides database administrator (DBA) support for an Oracle database running on Oracle Solaris. Support includes database monitoring and tuning as needed.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

N/A

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

Monthly cost to provide database administrator (DBA) support for an Oracle database.

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$180	<b>PRICE TERMS</b> Per Service	<b>RECURRING</b> Monthly	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations.

## SERVICE AVAILABILITY LOCATIONS

College of Sciences Building

## SERVICE OWNER

Enterprise Application Support

# Oracle Database Creation (Non-ERP)

## SERVICE CATEGORY

Database Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides database administrator (DBA) support to create an Oracle database, add to Symantec NetBackup, and configure database maintenance scripts. Database creation includes properly sizing both memory and disk storage needs.

## FUNCTIONALITY LIST

N/A

## TECHNICAL SPECIFICATIONS

Oracle Database Enterprise Edition release(s) available: 11.2 (11.2.0.3)

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

One time cost for an Oracle Database Administrator (DBA) to create a new database instance

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$1440	<b>PRICE TERMS</b> Per Database	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations.

## SERVICE AVAILABILITY LOCATIONS

College of Sciences Building

**SERVICE OWNER**

Enterprise Application Support

# Oracle Client Installation (Non-ERP)

## SERVICE CATEGORY

Database Services

## SERVICE UNIT

UCF IT Enterprise Systems and Operations

## DESCRIPTION

This service provides DBA support to install Oracle client software on a departmental workstation.

## FUNCTIONALITY LIST

ODBC client included as part of installation

## TECHNICAL SPECIFICATIONS

Client release 11.2.0.3 on Microsoft Windows 7.

## INCLUDED SERVICE COMPONENTS - OVERVIEW:

One time cost for an Oracle database administrator (DBA) to install the client software on a properly maintained workstation

## OPTIONAL SERVICE COMPONENTS - OVERVIEW:

None

<b>ESTIMATED PRICE</b> \$720	<b>PRICE TERMS</b> Per Installation	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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## AUTHORIZED CUSTOMERS

All UCF departments or organizations.

## SERVICE AVAILABILITY LOCATIONS

College of Sciences Building



**SERVICE OWNER**

Enterprise Application Support

# Oracle Database Space (Non-ERP)

**SERVICE CATEGORY**

Database Services

**SERVICE UNIT**

UCF IT Enterprise Systems and Operations

**DESCRIPTION**

Use SAN space for a database.

**FUNCTIONALITY LIST**

N/A

**TECHNICAL SPECIFICATIONS**

N/A

**INCLUDED SERVICE COMPONENTS - OVERVIEW:**

One time cost to consume disk space for an Oracle database.

**OPTIONAL SERVICE COMPONENTS - OVERVIEW:**

None

<b>ESTIMATED PRICE</b> \$24.91	<b>PRICE TERMS</b> Per GB	<b>RECURRING</b> One-Time	<b>Nonrecurring Charge (setup)</b> 0	<b>SIGNED SLA REQUIRED</b> True
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**AUTHORIZED CUSTOMERS**

All UCF departments or organizations.

**SERVICE AVAILABILITY LOCATIONS**

College of Sciences Building

**SERVICE OWNER**

Enterprise Application Support

