

Shared Services Bundle

SERVICE CATEGORY

Service Delivery

SERVICE UNIT

IT Program Management & Planning

DESCRIPTION

To qualify for the Shared Services Bundle and receive the services listed below at no cost you must shut down any and all locations (server rooms, telecom closets, labs and offices) used to host servers (this includes development and test servers). You must make every effort to use UCF IT's Shared Services virtual server architecture, storage and backup services. Only after UCF IT has reviewed your transition plan and is assured the requirements are met will UCF IT offer the Shared Services Bundle.

FUNCTIONALITY LIST

DNS

Microsoft DFS

DHCP

Antimalware software

NET Domain (AD)

WSUS

KMS

Central Exchange Email Archiving (7 years)

Desktop image deployment

SCCM

SCOM

UCF IT will waive VM Server and Physical Server startup costs (only for initial migration to Shared Services)

Casper service suite for Mac*

* Will be available at a yet undetermined future date.

TECHNICAL SPECIFICATIONS

UCF IT reserves the right to at any time inspect any and all customer locations to ensure continued compliance. If UCF IT determines non-compliance, you may be charged retroactively (if applicable) for each of the bundled services consumed at the rate listed in the UCF IT Service Catalog for the entire fiscal year. The Shared Services Bundle will be reviewed prior to each fiscal year and services may be added or removed depending on available technology, resources, funding or customer needs.

INCLUDED SERVICE COMPONENTS - OVERVIEW:

DNS, Microsoft DFS, DHCP, Antimalware Software, Net Domain, WSUS, SCOM, SCCM, KMS, Central Exchange Email Archiving (7 years), Desktop Image Deployment, Casper Service Suite for Macs, Virtual Server Hosting, Physical Server Hosting, Server Storage, and Netbackup.

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

N/A

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

All UCF Administrative, Academic, Research Departments or organizations.

SERVICE AVAILABILITY LOCATIONS

College of Sciences building

SERVICE OWNER

Shared Services

Web Application Hosting Setup

SERVICE CATEGORY

Web Application Hosting

SERVICE UNIT

IT Program Management & Planning

DESCRIPTION

Setup Charge for Web Application Hosting

FUNCTIONALITY LIST

N/A

TECHNICAL SPECIFICATIONS

N/A

INCLUDED SERVICE COMPONENTS - OVERVIEW:

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

ESTIMATED PRICE \$750	PRICE TERMS Per Service	RECURRING One-Time	Nonrecurring Charge (setup)	SIGNED SLA REQUIRED True
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AUTHORIZED CUSTOMERS

Research, Faculty

SERVICE AVAILABILITY LOCATIONS

UCF Campuses

SERVICE OWNER

Shared Services

Web Application Hosting

SERVICE CATEGORY

Web Application Hosting

SERVICE UNIT

IT Program Management & Planning

DESCRIPTION

Provides customers hosting for custom-developed research web applications. Service includes hosting of one (1) application and accompanying database up to 1GB – additional charges may apply for databases larger than 1GB. Test, Quality Assurance, and Production instances are provided for both applications and databases. Application configuration and / or development is not included as part of this service; see other offerings for details on application configuration and development services.

FUNCTIONALITY LIST

N/A

TECHNICAL SPECIFICATIONS

N/A

INCLUDED SERVICE COMPONENTS - OVERVIEW:

OPTIONAL SERVICE COMPONENTS - OVERVIEW:

ESTIMATED PRICE \$90	PRICE TERMS Per Service	RECURRING Monthly	Nonrecurring Charge (setup)	SIGNED SLA REQUIRED True
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AUTHORIZED CUSTOMERS

Research, Faculty

SERVICE AVAILABILITY LOCATIONS

UCF Campuses

SERVICE OWNER

Shared Services