

Southern Connecticut State University
Office of Information Technology

Application Hosting Service

A. Overview

Application hosting is a service provided by the Systems and Infrastructure Group of OIT. OIT supplies the infrastructure and network capacity necessary to host your applications, while optional backup service provide on-site and off-site storage, isolating you from potential disasters. The Application Hosting Service offers departments and individuals access to the same enterprise-level operation environment that used to deliver mission-critical university applications and services.

B. Terms and Conditions

OIT may host applications for departments or individuals based on the following terms and conditions:

1. The requesting department or individual must submit a “Request for Application Hosting” form no later than 180 days prior to the expected production implementation date.
2. The request form must include a “functional owner”, who will be the primary contact person from the requesting administrative or academic office. The “functional owner” will also have administrative and project responsibility for the application. The request form should also include a backup for the “functional owner”, who will be contacted in case the “functional owner” cannot be reached.
3. The request will be analyzed by appropriate OIT members and will either be approved or rejected within 30 days of receipt. If approved, a project plan will be developed in conjunction with the requestor and/or the functional owner. The request will examined based on the following criteria:

- Operating environment (see “Data Center Operating Environment“ for current supported environment)
- Hardware requirements
- Reputation of the vendor
- Licensing and its limitation
- Availability of the technical support and training
- Documentation
- Application dependencies
- Client requirements
- Backup requirements
- Database requirements

- Security features
 - Other factors that might affect the installation and operation of the application
4. All funding for hardware, software, and all related components must be in place and available prior to submitting the “Request for Application Hosting” form. The requestor is responsible for allocating all funds. A consultation with the OIT Systems and Infrastructure Group is required to verify these requirements. In many cases, a separate server and additional storage will be required.
 5. Full lifecycle information must be included in the request, including:
 - Anticipated lifecycle of the application.
 - Plans for maintaining, updating, and supporting the application during its life cycle.
 - Continuation or extension of the application or service beyond the anticipated lifecycle will require a new request and approval.
 6. OIT does not provide training and user support services.
 7. An operation review will be conducted annually by the OIT. During the review, the requestor will be asked to provide verifications of software licensing and technical support services. Any changes that might affect the operation of the application will be examined.

C. Cost

In general, OIT will provide the technical services free of charge. However, a fee may be assessed if

1. The application requires additional hardware and storage during the course of lifecycle. In this case, the additional cost will be directly billed to the department/school.
2. The application requires additional work beyond the regular maintenance activities. In this case, the additional effort will be billed at current rate (see “Rates and Costs of Services”). The regular maintenance activities include:
 - Off-site weekly backup of operating system files.
 - Provisioning of your operating system at the most current supported levels
 - OIT management of hardware acquisition and installation
 - Application of security patches as required
3. OIT provides off-site disaster recovery backup for your application. There is no guarantee that disaster recovery backups will be able to recover all data stored on the system. For backup of your data, a separate fee will be assessed – see “Rates and Costs of Services”.

D. Lifecycle

IT must maintain an up-to-date secured operation environment. An application will be removed if it is no longer supported by the operation environment. All hardware must follow university's lifecycle policy currently set at 5 years.

E. Security

OIT reserves the right to audit the security of any system/application residing in its facilities, through periodic security scans. If a scan shows medium or high-risk vulnerabilities, you will have five working days to rectify the situation as recommended or to show the vulnerability to be a false positive.

If your system/application becomes compromised, OIT will immediately remove it from the network and notify you. Your system/application will not be allowed back on the network until you have resolved the situation and OIT has certified the resolution.

F. Upgrade

Request for upgrade must be submitted no later than 60 days prior to the expected production date. Your request will be analyzed and will either be approved or rejected by OIT within 15 days of receipt. The same terms and conditions applied. If approved, the original project plan will be amended to include new requirements. Note that if additional hardware and software are required, it may postpone the implementation.