

**La Trobe University
Information Technology Services**

Option 2: Managed Service – no applications

Costs

- \$500 per single rack-mount system per month
- Plus \$250 for each additional system per month up to a maximum of 3 systems (for example, 1 rack with console, network ports, power supply and 3 systems = \$1000)
- Beyond 3 systems the cost will be by negotiation
- Plus \$35 per network point per month
- Plus \$100 per system per month for backup control, services and tapes for up to three systems
- Plus \$1500 fee for system build and configuration
- Plus \$1200 fee for initial backup tape purchase

So, for one server the cost will be \$2,700 setup and \$635 per month.

This service is available for the following hardware and support versions of the named operating systems. It does not include installation, configuration or management of any application.

Operating System	Hardware
RedHat Linux Advanced Server or Enterprise ES	IBM Intel Server/ HP Proliant Server
Windows 2000/2003	IBM Intel Server/ HP Proliant Server
HP Tru64 Unix	HP Alpha
Apple OS/X	Macintosh Xserver

Services

- House systems only in an environmentally controlled (humidity, temperature, air-flow, electricity, fire control, physically secure) machine room
- Terminal access given to client via a secure method such as ssh, terminal services or secureweb
- Access to the machine room 9-5 Mon-Fri
- Change backup tapes only
- No monitoring of the system or handling of faults
- A standard firewall is in place for the machine room but only general blocks are in place. If specific blocking of ports is required this can be done at \$100/hour (can be up to 5 hours work).
- Internet connectivity is given at AARNet rates plus 20% (in early 2004 this is \$27/gigabyte all inclusive).
- Build and configure hardware and base OS according to requirements of the system service together with ITS required utilities (eg ssh, SOPHOS, etc)
- Configure and maintain system backups
- Backup schedule and rotation, archiving will be negotiated at extra cost if outside ITS standard procedures
- Maintain Operating System and Firmware patches and updates
- Any rebuild or emergency situation will be costed at hourly rate if special attendance is required.

- A hardware failure will be reported to the maintenance provider and owner as soon as the fault is apparent. Fault recovery will then depend on outside maintenance contractors.
- Limited out of hours support beyond that noted above may be provided by negotiation. Typically an important period (usually up to 3-4 days) can be covered with remote monitoring and support, but this needs to be agreed well in advance with on-call and on-site costs covered.

Information correct at April 2004