

## OPERATIONAL AND HOSTING SERVICES

### 1.3 Server Hosting

DTI provides hosting services for customer client/server environments. Managed Hosting includes DTI management of all aspects of the system. Co-located Hosting typically includes only the premise based features of the DTI datacenter, such as physical security, continuous power/cooling, and network access.

- Managed Hosting – Highly reliable and secure hosting platform
- Co-located hosting – Reliable environment for customer-managed systems

#### List of services

1. Server Hosting – Managed Hosting
2. Server Hosting – Co-located hosting

#### 1. Server Hosting – Managed Hosting

**Service Description** – DTI will house servers for customer systems within the DTI William Penn Data Center. The “Managed Hosting” service includes DTI performing all aspects of server management. For more details please see the [\\*Data Center Provisioning and Support](#) document.

**Features / Benefits / Costs** – Hosted servers will benefit from the various features of the William Penn Data Center. These rich features cannot typically be duplicated in a customer premise setting, therefore customers will benefit from greater availability, reliability, and security. The costs will depend on the specifics of the system architecture. Customer systems targeted for this service require a recommended Business Case that will document the estimated costs. See [\\*ITIC Tools](#) and [\\*ITIC](#) for more information about the Business Case process.

**How to request services** – As noted above, a recommended Business Case is required. To complete a Business Case, contact [\\*Your IRM](#) or your [\\*Customer Relationship Specialist](#). Support requests for existing Managed Hosting customers should go to the DTI Service Desk at 302-739-9560 or [DTI\\_ServiceDesk@state.de.us](mailto:DTI_ServiceDesk@state.de.us).

**Applicable policy / standards** – Numerous policies and standards will apply to Managed Hosting servers as documented at the DTI web site under [DTI Enterprise Standards and Policies](#). New requests will be reviewed for compliance during the Business Case process.

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**OPERATIONAL AND HOSTING SERVICES****2. Server Hosting – Co-located Hosting**

**Service Description** – DTI will house servers for customer systems within the DTI William Penn Data Center. The “Co-located Hosting” service includes only the basic physical aspects of server housing. The customer is required to provide for, or arrange for, all other aspects of server management. For more details please see the [\\*Data Center Provisioning and Support](#) document.

**Features / Benefits / Costs** – Hosted servers will benefit from the various features of the William Penn Data Center. These rich features cannot typically be duplicated in a customer premise setting, therefore customers will benefit from greater availability, reliability, and security. The costs will depend on the specifics of the system architecture. Customer systems targeted for this service require a recommended Business Case that will document the estimated costs. See [\\*ITIC Tools](#) and [\\*ITIC](#) for more information about the Business Case process.

**How to request services** – As noted above, a recommended Business Case is required. To complete a Business Case, contact [\\*Your IRM](#) or your [\\*Customer Relationship Specialist](#). Support requests for existing Co-located Hosting customers should go to the DTI Service Desk at 302-739-9560 or [DTI\\_ServiceDesk@state.de.us](mailto:DTI_ServiceDesk@state.de.us).

**Applicable policy / standards** – Numerous policies and standards and some forms will apply to Co-located Hosting servers as documented at the DTI web site under [DTI Enterprise Standards and Policies](#) and [\\*DTI Forms](#), under Co-Locate Forms. New requests will be reviewed for compliance during the Business Case process.

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