



OFFICE OF THE SENIOR VICE PRESIDENT –
BUSINESS AND FINANCE

OFFICE OF THE PRESIDENT
1111 Franklin Street
Oakland, California 94607-5200

July 8, 2005

DIVISION AND DEPARTMENT HEADS

Re: Relocation of Departmental Servers to the UCOP Data Center

The UCOP Space Management policy, adopted March 31, 2005, provides clear guidelines for ensuring that UCOP makes appropriate and cost-effective use of its owned and leased building space. To this end, the policy calls for the relocation of departmental servers to specially equipped facilities (i.e., the UCOP Data Center) so that offices and cubicles now housing servers may be assigned to employees.

Achieving greater security for servers and the data they contain is an equally important outcome of server relocation. Recent UCOP internal audits have recommended strategies to optimize and secure the UCOP computing environment. According to standard industry practices, servers should be housed in secure, environmentally controlled facilities that minimize the risks of unauthorized access to data and/or damage to systems due to fluctuations in temperature, humidity or power.

Over the past year, IR&C has worked with Facilities Administration to conduct major improvements to the Data Center including upgrading the network and firewalls, installing state-of-the-art server racks and adding consoles for systems access. The Data Center will be available to all UCOP departments for housing servers.

To address goals of reduced facilities costs and enhanced security for the UCOP computing environment, we recommend that all servers be moved to the Data Center by the end of the calendar year. IR&C will work closely with departments to ensure a smooth transition that meets the needs of departmental personnel for server access. Details about server collocation are described in the attached document. Please contact Jon Giacomi in Facilities Administration if you have questions about the Space Management policy or Fernan Gabato in IR&C if you have questions about server collocation. Thank you for supporting this initiative.

Kristine Hafner
Associate Vice President
Information Resources and Communications

Michael Bocchicchio
Assistant Vice President
Facilities Administration

Relocating Departmental Servers to the UCOP Data Center

Benefits of the UCOP Data Center Environment

By relocating their servers to the Data Center, UCOP departments will no longer have to manage the physical environment required for server operations. The Data Center offers

- All essential environmental controls—an uninterruptible power supply; controlled humidity, heating, ventilation, and air conditioning
- Locked facilities with card key access control
- Network connectivity up to GB/sec. to the server (two connections per server)
- A dual power source, depending on the capability of the server
- 24x7 monitoring of server up/down time and departmental alerts
- 24x7 onsite staffing support

Where to Begin?

In order to begin the planning process, departments should contact Fernan Gabato, IR&C Data Center Manager, before the end of September 2005. Fernan will schedule a meeting with the appropriate IR&C and department staff to review equipment configurations and access needs, to determine access levels for departmental staff, and to schedule the move. Griselda Balanza, Relocation Manager, Facilities Management, will arrange for the physical move of the equipment to the Data Center. All servers should be transitioned to the Data Center by the end of December.

Contacts

Fernan Gabato - UCOP Data Center Manager

Tel: 987-0367; fernand.gabato@ucop.edu

Griselda Balanza - Facilities Management Relocation Manager

Tel: 987-9293; Griselda.Balanza@ucop.edu

Access to Servers by Departmental Staff

IR&C will provide remote console access protocols and procedures and train departmental personnel as necessary. In order to ensure a very secure server environment and to balance physical security needs with departmental personnel requirements for access to their servers, three levels of access are available:

- (1) Authorized personnel may access their departmental server(s) via consoles set up in remote locations, such as their desks, using tools such as "PC Anywhere". They can also access departmental servers via Internet protocols, allowing them to perform most essential tasks, including system administration and software installation.
- (2) For full systems access to the server, authorized personnel may call the computer room to enter the facility and operate consoles stationed in a separate location from the locked server room.
- (3) When physical access to the server is necessary, access will be provided under the supervision of Data Center staff.

Collocation Costs

In light of the enhanced security and cost benefits to be derived from server collocation, Information Resources and Communications and Facilities Management are committed to covering the costs associated with the relocation of departmental servers to the UCOP Data Center.