

Technology Services Data Center: Service Level Description

Introduction

Technology Services Data Center is a campus initiative to consolidate campus server rooms and data centers into high-quality data center facilities. Through use of data centers, the campus can provide higher-quality facilities while reducing overall costs.

This Service Level Description (SLD) describes Technology Services Data Center offerings. TSDC provides a set of standard services for data center co-location. The standard services are provided by the campus and available at no charge to eligible units of the University of Illinois Urbana Campus. Additional (non-standard) services may be offered for a fee. Non-eligible units (not eligible for campus funded services) are permitted to purchase services.

Technology Services Data Center is the primary point of contact for all tenants. TSDC has operational staff managing each of the data center locations.

General Overview

The TSDC SLD documents the following:

- Standard Services
- Additional Services
- Eligible Campus Units
- Shared Data Center -Locations
- Environment
- Security and Access Provisions
- Data Network Provisions
- Disaster Recovery
- Notifications and Tennant Communications
- Operational Support
- Definitions
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Data Center Locations



Advanced Computation Building (ACB)

The Advanced Computation Building houses the campus research cluster and is available at no cost for additional research computing needs. It is located at 1011 W. Springfield Ave., Urbana.



Digital Computer Laboratory (DCL)

This location serves to provide additional redundancy with generator and UPS service at no cost. DCL is located at 1304 W. Springfield Ave., Urbana.



Henry Administration Building (HAB)

This location serves to provide additional redundancy with UPS service at no cost. HAB is located at 506 S. Wright Street., Urbana.

Standard Services

The following services are provided as standard TSDC services.

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| Data Center Coordinator Support and Annual Review Planning Process | Tenants have the support of a data center IT Technical Associate and Data Center Operations Specialist to ensure client's needs are met. |
| UPS and Generator Services | All spaces have availability of centralized UPS. DCL currently only has generator services. Please reference our power policy online at (policy to be written). |
| Data Center Campus Network Service | Standard 1 gigabit Ethernet to campus backbone is available at all TSDC locations. All connections will be available in Lens/Iris and may be managed by the tenant as well as TSDC staff. |
| Video Surveillance Management | TSDC locations are monitored with video surveillance. |
| Standard Racks Supported | Standard racks are 19 or 23 inch mounts with side panels and combination or key locks available upon request. |
| Power Management | TSDC provides dual 20-amp or 30-amp PDUs in each cabinet, fitting C15 or C19 power cables. |
| crash cart availability | A crash cart is available for use at each location. |
| Access and Physical Security Management | All locations are secured 24*7. Access is granted by creating a TDX Ticket. |
| Hardware Installation Support | Hardware installation support is part of the TSDC service and is scheduled as part of the planning process. ACB and DCL have access to a freight elevator. All Locations has a staging area and loading dock. Tenants may elect to have TSDC staff install the equipment for them or install hardware themselves. If installation is done by the tenant, TSDC staff will be present to assist with cable management, guideline adherence, and general assistance. Tenants will need to make an appointment with the facility staff when items are to be delivered to each location. |

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| | General hours of availability are Monday through Friday from 7:30 AM to 4:30 PM. |
| Staging Area | A staging area is available for unpacking hardware for installation to reduce the amount of debris in the data center. In ACB this space is in room 202, in DCL this space is the room outside the data center, and in HAB the room is 61. |
| Fire Detection and Suppression Systems | HAB, and DCL have the Fike fire suppression system. ACB has a water-dry pipe system. ACB and DCL also have VESDA detection. |
| Temperature Controlled Environment | All data centers are temperature controlled. Temperature varies between 68 and 72 degrees depending on location. All locations manage humidity levels via the HVAC systems installed in the spaces. |
| Change Control and Incident Management | The ITIL incident management process is used to notify tenants of events. This is done through change control along with event notices. All tenants are part of the Microsoft Teams Client List. |
| Support and Maintenance | Data Center Infrastructure components and systems are covered under support and maintenance contracts and tested at least annually depending on component. |

Additional Services

Additional services (non-standard) may be available at an additional fee and offered by other units within the University. TSDC doesn't restrict our clients from using additional services provided by other campus entities at the client's expense.

Environment

Through the TSDC funding model, infrastructure will be under support and maintenance provided by the Technology Services Data Center Operations. This will occur at no additional cost and includes power, cooling, access and video surveillance systems, UPS, and Generator.

Change controls and planned outages will occur during the standard change control window and clients will be notified in a timely manner.

In the case of a planned outage for data center infrastructure systems (power, cooling, and networking), tenants will be notified by Microsoft Teams in advance.

Security and Access Provisions

Physical card access to the facility is provided by creating a ticket in TDX. Depending on location, requests could take up to ten business days to add additional clients.

Change Control Process

The TSDC Change Control Process will be defined by site. As servers are racked and additional hardware is installed and/or decommissioned, change controls must be filed. The tenant will be responsible for filing this change while TSDC staff provides approval.

Data Network Provisioning

All TSDC footprints provide the campus network. As needed, requests are made to Networking or AITS depending on the location of the space. TSDC staff will guide incoming departments on the appropriate process during the entrance meeting.

Inventory

Tenants are responsible for maintaining the inventory of their equipment, according to University policies.

Business Continuity Planning

It is the responsibility of each department in TSDC space to report the loss of hardware due to fire, tornado, or other disaster. The TSDC effort will assist with relocating to another shared space. This will occur by priority depending on the critical business needs of the overall campus. For additional departmental details, refer to the [University of Illinois Public Safety Business Continuity Department](#).

Operational Support

Facility conditions are monitored 24 hours a day, 7 days a week. TSDC staff are available to provide physical access in case of emergency. As described in the services section, all data center services are provided, while hardware support and maintenance are not. Tenants are responsible for establishing operating agreements with other shared service providers that they use.

Contact

For more information, please contact the Data Center Operations Team at help@datacenter.illinois.edu.

Want to move forward now? Please fill out this [entrance form](#). If you need to contact the data center team help@datacenter.illinois.edu. An introduction meeting will be scheduled to plan the move and discuss all special requirements. Depending on the request and networking needs, physical space may be allocated in as little as 15 working days of the initial request.