Office of Information Technology

Enterprise Infrastructure

**Request for Virtual Infrastructure Resources**

In 2014, the Office of Information Technology (OIT) received an ELF grant to build a central virtualized infrastructure (VI) for Rutgers University. The equipment was delivered in March of 2015, and is in the final stages of configuration.

Enterprise Infrastructure (EI) is ready to invite customers into the environment. The environment opened in November 2015 is being used to deliver critical university services such as CAS and LDAP. Advanced features and documentation are still ongoing efforts being done in parallel with customer rollouts.

|  |  |
| --- | --- |
| Currently Supported | Expected in Future |
| * Bare Medal X86 VMs * Managed X86 VMs * Linux Management Tools * Window Management Tools * Basic L1-L3 Networking * Custom ACLs and Firewall Rules * L4-7 Load Balancing * Solaris VMs * Basic Network Attached Storage * System Availability Monitoring * System Backup and Restores * HA network failover between Data Centers * Documented On-Boarding Policy | * Solaris Zones * Intrusion Detection * System Health Monitoring * System Performance Monitoring * Log Monitoring * End-User File Restores * Advanced Network Attached Storage * Documented Operational Level Agreement * Documented Change Management Policy * Documented Backup and Recovery Policy * Documented Security Policy * Documented After Hours Support Policy * Automated After Hours Support contact method * Documented Host Naming Policy |

When requesting Future offerings, customers should check the current status and allow sufficient lead time to prototype the feature if needed.

**How to get Access:**

If you are interested in obtaining pricing or are ready to utilize the virtual infrastructure, please fill out the attached form. If your project is complex or you wish assistance, fill out what you can and upon returning the form please indicate that you would like to request consulting for your specific needs. Someone will be in touch to schedule a meeting.  
  
The VI intends to maintain sufficient capacity for normal requests. Large Projects that would deplete those reserves will require procurement, and will be scheduled accordingly.

**How to Fill Out the Form:**

Some Hints in Filling out the Form

1. Please use Microsoft Word on PC. This form uses imbedded windows controls.
2. For x86 Virtual Appliances, please choose the size first, and choose appliance as the OS. (Even though most are based on Linux, these OVA based appliances are not part of the Linux management structure) Also, for the Storage, include a single line with File system shown as OVA.
3. For Linux or Solaris VMs, you can indicate file system layout by including multiple lines per server.
4. For Windows VMs, a file system typically is a Drive Letter.
5. When choosing storage, you should typically choose Bronze. The Bronze storage offering is design for VMware. Higher tiers of storage are intended for enterprise Databases and other specialized high I/O storage. Custom systems engineering is required to use the Gold or Silver tiers of storage.
6. You can choose to backup each files system. If you choose no, there is zero chance of data recovery. Please choose appropriately.
7. You can request NAS storage by indicating NAS in the notes, and include which servers. Please make sure to indicate any IP restrictions for the share in the network communication notes.
8. If requesting a number of servers with the same file system layout, please use the server name “ALL” to indicate that. If a group of servers requires the same layout, use a server name like “WEBFARM” to indicate the group, and please make sure it is clear which servers are part of which group.

**Virtual Infrastructure Project Request Form**

**Project Name:** Click here to enter text.

**Requested Due Date:** Click here to enter a date.

**Do you request an in-person meeting to discuss your project:** No

**Project Description:** (Please provide a short overview of the service you will be running)

Click here to enter text.

**When Complete, please save and email to vi-request@oit.rutgers.edu**

|  |  |
| --- | --- |
| **Primary Technical Contact** | **Primary Billing Contact** |
| **Name:**Click here to enter text.  **Email:**Click here to enter text.  **NetID:**Click here to enter text.  **Campus Phone Number:**Click here to enter text.  **Emergency Phone Number:**Click here to enter text. | **Name:**Click here to enter text.  **Email:**Click here to enter text.  **Campus Phone Number:**Click here to enter text.  **Campus Address:**Click here to enter text. |

**Addition Technical Contacts**

|  |  |  |
| --- | --- | --- |
| **Full Name** | **Email Address** | **NetID** |
| Click here to enter text. | Click here to enter text. | Click here to enter text. |
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**Any Additional Notes for this Request:**

Click here to enter text.

**Network Communications**

The Virtual Infrastructure offers a number of options for secure networking. For modest projects, taking advantage of pre-existing VLANs is the quickest option. For customers with more complex requirements a custom multiple VLAN plan can be constructed and for multiple projects.

By default, our networks allow communications between internal tools, and guest machines.

This form is intended to handle requests with simple Networking Requirements. If your project has complex requirements, a discovery and architecture effort will be needed.

|  |  |
| --- | --- |
|  | **Open VLAN:** This preconfigured VLAN allows ports SSH and RDP from Rutgers address space. All other ports are open to the world if public, or the university if private. Hosts on this network would want to consider host-based firewalls. |
|  | **Custom FW VLAN:** This preconfigured VLAN allows no outside communication by default. Customer will supply the list of access rules they would like configured for their hosts. |
|  | **Existing Private Custom VLAN:** Customer has a pre-existing VLAN solution in the VI, and would like these servers integrated into that system. Please include new communication details below. |
|  | **New Custom Solution:** Customer requires a custom solution for this project. Customer will meet with EI to architect a custom solution. |
|  | **Require Assistance:** Customer requires assistance choosing the correct solution for this project. You can leave most questions below blank. |

**Address Space:** Choose an item.

**Do you require a Private (192.168.\*.\*) back-end network for your servers:** No

**Do you require load balancing:** No

**If management access to your servers is to be restricted, please include the IP addresses from which management access is required:**

Click here to enter text.

**Please describe the network communications of your service below:**

**Please attach a diagram or table if needed.**

Click here to enter text.

**Server Inventory**

Please attach additional Pages as needed

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Server Name | Size | OS | Managed by | VLAN  If using single VLAN leave blank) | Notes  (Network, Software Versions, accounts, permissions) |
| Click here to enter text. | Choose an item. | Choose an item. | Choose an item. | Click here to enter text. | Click here to enter text. |
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**File System Layout**

Please attach additional Pages as needed: (Bronze storage is the default choice and should only be changed if needed)

If all servers require the same layout, you can use the Server Name “ALL”

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Server Name | File System | Size (GB) | Storage Tier | Include in NetBackup | Notes |
| Click here to enter text. | Click here to enter text. | Click here to enter text. | Bronze | Choose an item. | Click here to enter text. |
| Click here to enter text. | Click here to enter text. | Click here to enter text. | Bronze | Choose an item. | Click here to enter text. |
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