Please complete this form if you need to request a new server. The Server Request Process provided in Appendix A must be followed to formally schedule the work and prepare service operations for ongoing maintenance.

Email questions to: MarkMongar@creighton.edu

Requested Date: Choose a date
 **DEPARTMENT INFORMATION**Department:
Address:
City:
Contact Name:
Contact Title:
E-mail Address:
Phone Number:

**PRIMARY SUPPORT CONTACT**Contact Name:
Contact Title:
E-mail Address:
Phone Number:

Will the primary support contact be responsible for application support issues?

|  |
| --- |
| [ ] Yes [ ] No |
|  |

If No, please name the application support contact.

Give a brief description of what the system does and list any existing systems that the new system will interact with. (SQL services, file services, web services, ftp/sftp, etc**.**):

Please list any operating system roles required.

Please list any physical requirements for the server. (Serial port, USB dongle, etc.):

**SERVER USAGE**[ ] Production

[ ] Test/Development (Test/Dev Servers are not backed up)

**SERVER REQUEST TYPE (Select all that apply)**

[ ]  Server Details (Complete Section I) - **Required for all server requests**

[ ] Application Server (Complete Section II)

[ ] Web Server (Complete Section III)

[ ] Database Server (Complete Section IV)

[ ] Other (Complete Section V)

**SECTION I – Server Details (Required for all server requests)**Complete this section as part of your request.

|  |
| --- |
| **OPERATING SYSTEM** |
| Operating system for the server. | Select Operating System |
| What are the memory requirements? (GB) |       |
| How many CPU’s are required? |       |
| **SOFTWARE** |
| Are there any additional software installation requirements? |       |
| Will the software be DoIT or vendor installed? |       |
| Who will be the person responsible for software installation and support? |       |
| **STORAGE** |
| What is the OS drive size? (GB) |       |
| What is data drive size? (GB) |       |
| Are there any other data drives needed? |       |
| What types of files are being stored? |       |
| What is the size of the files being stored? |       |
| What is the quantity of files being stored? |       |
| How much storage (GB) is required in the first year? (excluding the system drive) |       |
| Which percentage of growth per year best fits your projections? | [ ] [0%-10%] [ ] [10%-50%] [ ] [+50%] |
| **BACKUP** |  |
| Do you require data backup? | [ ] Yes [ ] No |
| If you require a data backup, how long does that data need to be saved? | [x] Default (60 Days) [ ] Unknown [ ] Other       |
| **DISASTER RECOVERY** |  |
| How much downtime in hours can the server take? |       |
| What is the process to rebuild the server or bring it back online? |       |
| If a rebuild is needed who will be responsible to reinstall the software and will vendor involvement be needed? |       |
| **NETWORK** |
| Will the server require access to the internet? | [ ] Yes [ ] No |
| Is the server located in the DMZ or internal network? Explain. |       |
| Are there load-balance requirements? Explain. |       |
| Will any firewall rules be needed? | [ ] Yes [ ] No |
| List and explain the firewall rules needed.  |       |
| **SYSTEM UPDATES** |  |
| Are there any concerns with automatic update services? | [ ] Yes [ ] NoIf Yes, Please Explain       |
| Who will be the person responsible for application testing after updates have been applied? |       |
| Who will be the person responsible for application updates and testing? |       |
| **ACCESS** |
| What user accounts need access to the server? |       |
| What type of user access is required for users listed above? |       |
| How many users will simultaneously be accessing the system? |       |
| Who needs access? (Select all that apply) | [ ] Creighton Faculty[ ] Creighton Staff (not IT)[ ] Creighton IT Staff[ ] Creighton Students[ ] Vendors[ ] Public |
| Is access required from outside the University network? | [ ] Yes [ ] No |
| Are there any special administrative access requirements?Does the server store compliance/protected/sensitive data? | [ ] Yes [ ] NoIf Yes, Please Explain      [ ] Yes [ ] NoIf Yes, Please Explain       |
| **AVAILABILITY** |
| When will users be accessing the system? *Standard Maintenance Times : Fridays 10pm – 4am* | [x]  M-F 07:00-017:00 CST [ ] M-F 24x7 [ ] 24x7 (with standard maintenance window exception) |
| **FTP REQUIREMENTS** |
| Is File Transfer Protocol (FTP) required? | [ ] Yes [ ] No |
| Is Secure File Transfer Protocol (SFTP) required?**LIFECYCLE**What is the expected lifecycle of the server?What area/resource will be responsible for decommission or OS required upgrade? (Department, not a person) | [ ] Yes [ ] NoChoose an item.      |
| Estimated server refresh date? | Choose a date |
| Estimated date to reclaim services? | Choose a date |
| Who in IT to notify of reclaim. |       |

**SECTION II – APPLICATION SERVER REQUIREMENTS**Complete this section if you are requesting an **Application Server**.

|  |
| --- |
| **APPLICATION SERVER SPECIFICS** |
| Is there a technical specifications document for the application? | [ ] Yes [ ] NoIf yes, attach documentation to the request. |
| **ADDITIONAL INFORMATION/COMMENTS** |
| Please provide any other information or comments that you feel will be helpful in describing your hosting needs. |       |

**SECTION III – WEB SERVER REQUIREMENTS**Complete this section if you are requesting a **Web Server**.

|  |
| --- |
| **WEB SERVER SPECIFICS** |
| Is Secure Socket Layer (SSL) certificates needed? | [ ] Yes [ ] No |
| Will SSL be configured on the server or through the another means? |       |
| Is load balancing required? | [ ] Yes [ ] No |
| What platform is needed? | Choose an item. |
| Are any third-party tools required on the web server?  | [ ] Yes [ ] NoIf Yes, Please Explain       |
| Describe how the web server will be used and indicate whether there are any dependencies with other systems. |       |
| Is there a technical specifications document for the web server? | [ ] Yes [ ] NoIf yes, attach documentation to the request. |
| **ADDITIONAL INFORMATION/COMMENTS** |  |
| Please provide any other information or comments that you feel will be helpful in describing your hosting needs. |       |

**SECTION IV – DATABASE SERVER REQUIREMENTS**Complete this section if you are requesting a **Database Server**.

|  |
| --- |
| **DATABASE SERVER SPECIFICS** |
| What type of access is required? (check all that apply) | [ ] None [ ] Write[ ] Read [ ] Modify |
| How many SQL server licenses are required? |       |
| Please select the platform for the database. | SQL |
| What is the expected volume of transactions per hour? |  |
| What are the database(s) storage requirements (GB)? | Initial       First Year       |
| Can the database(s) exist in the shared SQL environment or a named instance? | [x] Yes [ ] NoIf No, please provide justification for exception       |
| Describe how the database interacts with the application. |       |
| Are any third-party tools required on the database server? | [ ] Yes [ ] NoIf Yes, Please Explain       |
| Are there any non-standard SQL server settings that may need to be accounted for? | [ ] Yes [ ] NoIf Yes, Please Explain       |
| Is there a technical specifications document for the database? | [ ] Yes [ ] NoIf yes, attach documentation to the request. |
| Who is the primary contact for the server/database? |       |
| What department(s) is the database/server supporting? |       |
| Describe any maintenance or backup operations to be performed by DoIT. |       |
| **ADDITIONAL INFORMATION/COMMENTS** |
| Please provide any other information or comments that you feel will be helpful in describing your hosting needs. |       |

**SECTION V – SERVER REQUIREMENTS**Complete this section if you are requesting an ‘**OTHER’ Server**.

|  |
| --- |
| **OTHER SERVER SPECIFICS** |
| Describe how the server will be used and indicate whether there are any dependencies on other systems. |       |
| Is there a technical specifications document for the application? | [ ] Yes [ ] NoIf Yes, attach documentation to the request. |
| **ADDITIONAL INFORMATION/COMMENTS** |
| Please provide any other information or comments that you feel will be helpful in describing your hosting needs. |       |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

Information Security Officer Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

Senior Director - Architecture Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_

Senior Director - Service Operations Date

**Appendix A – Server Request Process**

