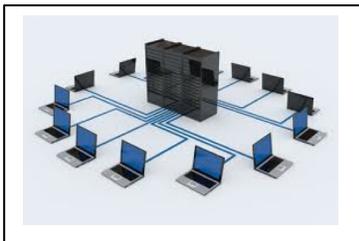


SERVER INFRASTRUCTURE



Information Services supports servers and hosted systems for all administrative and academic software applications. Campus servers are located in our two data centers. The production systems that support administrative and academic applications are housed in the primary data center in Bill Hall. Development and testing systems are located in Shain Library's data center.

The two data centers contain systems that are used for normal academic and administrative business, as well as for backup systems, to reduce the risk of service interruptions. Both data centers contain similar up-to-date equipment, Cisco UCS blade servers and NetApp data storage systems. The Cisco servers in both data centers use reliable virtual server software, which provides efficient system management and flexibility. The server workload can be shifted from one virtual server to another during maintenance to prevent service interruptions. Additional servers can be added when there is a need for more processing capacity during course registration and other peak times. Library data center test and development servers can easily be changed to production servers capable of running systems if the Bill Hall data center were to go offline.

Information Services also supports a number of externally hosted "cloud" systems, including Google Apps for Education, the Blackboard Door Access system, ConnQuest student activity software and several medical systems. Externally hosted systems provide secure and reliable services that reduce hardware costs and staff workload. These systems must meet IS standards for operations. The IS staff provides coordination, log-in, integration with other software programs, network connectivity and firewall protection. External systems provide services that are as efficient and effective as the on-campus services.

THREE THINGS YOU SHOULD KNOW ABOUT SERVER INFRASTRUCTURE:

- Servers are frequently backed up to disk storage to reduce the risk of data loss. Major servers are also backed up to tape stored at Iron Mountain, an off-site, secure data storage company.
- Postini, a Google company, retains all faculty and staff email for 30 days, and longer if necessary for personnel issues.
- IS manages both onsite and cloud-based systems. Cloud systems meet our guidelines to ensure their compliance with data security and maintenance.

*For more information, contact John Schaeffer,
Manager of Servers and Network Systems, Technical Support,
at x2340 or jsch@conncoll.edu.*