Northwestern University Information Technology
DATA CENTER SERVICES AND ANNUAL FEES
SERVER HOSTING WITH CONSOLIDATED STORAGE

**Space Fees**
Includes: Space inside an equipment rack, console switch, networking, HVAC, UPS, and housing in a secure location.

| Location: | ✔ Evanston Data Center |

✔ Dell PowerEdge Model 1850
*ITCS provides vendor quote for ordering new server.*
*Customer pays for rack mountable Dell or Sun server.*

<table>
<thead>
<tr>
<th>Equip. Rack “U” Space</th>
<th>Space Cost Per 1 ¾”</th>
<th>Qty.</th>
<th>Annual Space Fee</th>
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<tbody>
<tr>
<td></td>
<td>$41</td>
<td>2</td>
<td>$82</td>
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**Storage Service**
Disk space leased annually.

✔ Storage purchased in 100GB increments

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<tr>
<th>Rate Per 100 GB</th>
<th>Qty. In 100 GB</th>
<th>Annual Storage Fee</th>
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<tr>
<td>$512</td>
<td>x</td>
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**Data Backup / Restore Fees**

- **Daily**
  - Daily incremental backups performed; six per week stored on site at the Datacenter.
  - One full backup performed once per week with media stored off site in a secure media vault.
  - Restore back to previous day typically within 48 hours of a request. Restore back to 21 days possible.

- **Weekly**
  - One full backup performed weekly with media stored off site in a secure media vault.
  - No incremental backups performed. Restore back to 7 days.

**Technical Support Fees**
Includes: Server operating system upgrades and patches, virus definition updates, plus hardware troubleshooting and component replacement. Initial response to system failure during coverage period is 1 to 2 hours. After response to failure time-to-repair is variable depending on cause. Rate is based on Operating System type with Windows rate 25% less than Linux/Solaris.

- **Level 1:** Technical support during business hours
  - Monday through Friday 8 a.m. to 6 p.m. server monitoring and support.
  - Customer requests for service will be handled between these hours only.

- **Level 2:** Technical support during extended business hours
  - Monday through Friday 6 a.m. to 10 p.m. server monitoring and support.
  - Customer requests for service will be handled between these hours only.

- **Level 3:** Technical support during extended business hours w/ Sunday upgrades
  - Monday through Friday 6 a.m. to 10 p.m. server monitoring and support.
  - Customer requests for service will be handled between these hours only.
  - Sunday 12 a.m. to 12 noon used for O/S and firmware patches only.

- **Level 4:** Technical support for critical systems 24 (hours per day) x 7 (days per week)
  - Requires redundant hardware; contact IT Computing Services at 7-2753 for details

**FY 2007 TOTAL:**

Call for quote

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