

General Guidelines for hosting Servers procured from Project Funding

Preamble:

It has been observed that Project Incharges (PI), after having procured computer servers, generally find it hard to locate a suitable place to host them. The institute's Computer Center (CC) assumes responsibility for hosting these machines in the Project Data Center (PDC, formerly DC1) and provides the necessary infrastructure.

General Guidelines:

To streamline the server hosting process and prevent unnecessary delays, users seeking the services of the hosting facilities in CC- PDC must adhere to the following guidelines:

1. Rack servers are inherently space-friendly. For optimal rack space management, CC shall host only the rack servers, preferably of 1U/2U size.
2. A prior space approval about hosting has to be obtained from the Advisor - CC Systems before the procurement itself (via email).
3. The number of rack servers that can be hosted per PI is subject to limitations set by CC.

Hosting Duration:

- The hosting privileges are granted for a limited duration, which is determined based on the project's completion timeline or until the Data Center's available rack space is about to run out.
- Hosting privileges will automatically expire upon project completion or when CC determines that space is no longer available for new users.
- PIs are responsible for coordinating server migration or decommissioning with CC if hosting privileges are revoked due to space constraints.
- Extension of hosting duration may be considered on a case-by-case basis and must be requested in advance from the Advisor CC Systems, providing a valid justification.

CC's responsibility:

1. Provisioning rack space and power supply to host the machines.
2. Providing network connectivity, including static IP addresses.
3. Maintaining 24/7 comfort cooling in the PDC.

User's responsibility:

1. Since the PDC also hosts several other systems and critical infrastructure, the systems should be physically accessed only when absolutely necessary.

2. Users are solely responsible for powering on/shutting down the server(s) and maintaining/upgrading the hardware and software installed on these server(s). CC shall not volunteer their services in this regard.
3. With prior information, the PI or someone from their group can physically access their hosted server(s).
4. On request from the PI, if a third-party vendor visits the facility for system maintenance, the PI or someone from their group should accompany the service personnel physically and oversee the work for the entire duration. Such visits should be communicated to CC-Systems in ERP at least a day before.

For new server hosting requests: Please fill out the [Request Form](#)

Standard Operating Procedure for maintenance activities:

1. The CC expects any maintenance calls related to PDC to be notified by the EU to the CC at least 96 hours (4 days) in advance.
2. The CC will confirm the same if no concerns are raised by the end users within 24 hours.
3. Upon receiving confirmation from the CC, the maintenance schedule shall be executed.
4. The CC will send a couple of reminder emails to the users.
5. The users shall respond on time to such emails for an effective server hosting experience.