
DATA CENTER SERVICE CATALOG



KING SAUD UNIVERSITY

DEANSHIP OF ETRANSACTIONS & COMMUNICATION

جامعة الملك سعود
عمادة التعاملات الإلكترونية والإتصالات

VERSION 1.1

INTERNAL USE ONLY

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ACCEPTABLE USE POLICY



Service name	Hosting servers and storage devices
Purpose	Hosting the servers in Data Center in a safe environment and full control of temperature, humidity and sources of electric power
Scope	All colleges and deans and departments of the university.
Policy Description	<ul style="list-style-type: none">• Complying with the specifications laid down for the servers by the information center.• Abide by the terms of hosting servers set by the management of the information center.• provide the necessary information for energy needs, network, maintenance, data archiving and monitoring required for servers.• agreed in advance on the Recovery process for server.• inform the Information Center for any changes required on servers hosted.

1.

2.

Service name	Installation of operating systems and databases
Purpose	Preparation and installation of various operating systems and database systems for projects on the servers, and follow-up work properly resolve all the problems that arise
Scope	All colleges and deans and departments of the university.
Policy Description	<ul style="list-style-type: none">• Filling out a form requesting system installation.• The form should be signed by the Director of your site.• Complying with all the terms of Data Center management regarding installation of systems and databases.• Receipt of a user ID and password manually.• Beneficiary bears the responsibility to maintain the password and not be disclosed to any other person.

3.

Service name	Providing virtual servers
Purpose	Providing virtual servers. Preparing & installing operating systems and databases for projects. Follow-up work properly and resolve all the problems that arise.
Scope	All colleges and deans and departments of the university.
Policy Description	<ul style="list-style-type: none"> The applicant should be an university employee. A letter to the Data Center requesting a virtual server for a specific project. Discussing the Data Center engineers to specify the best specifications that suit the project. Complying with all the terms of Data Center regarding systems installation.

4.

Service name	Providing shared folders on servers
Purpose	Providing Shared folders service to enable those who want to find a safe place to put the appropriate files between the joint technical management staff or department making it easy to transfer data without the need to use mobile media.
Scope	All colleges and deans and departments of the university.
Policy Description	<ul style="list-style-type: none"> The applicant should be an university employee. A Shared folder request form should be filled. Complying with all the terms of Data Center regarding systems installation.

5.

Service name	Providing Consulting and standards for servers and storage devices
Purpose	Providing technical advice and information about servers, storage devices and computer devices.
Scope	All colleges and deans and departments of the university.
Policy Description	<ul style="list-style-type: none"> filling request technical advice form

6.

Service name	Providing E-Mail service to all University members
Purpose	Create New E-Mail
Scope	All university staff.
Policy Description	<ul style="list-style-type: none"> • If the user is KSU employee: <ol style="list-style-type: none"> 1- Enter website for mail creation Mailreg.ksu.edu.sa 2- Enter Employee ID And National ID / Iqama 3- Fill the informations 4- Select Alias from the suggested 5- Password sent to external Mail and Mobile • If the User is on contract: <ol style="list-style-type: none"> 1- Enter website for mail creation Mailcon.ksu.edu.sa 2- Enter username and password for the one in response of the user 3- Fill the information 4- Select Alias from the suggested 5- Password sent to the one in response e-mail.

7.

Service name	E-Mail Capacity
Purpose	increasing email capacity
Scope	All E-Mail account holders
Policy Description	<p>E-Mil Capacity Policy:</p> <ul style="list-style-type: none"> • At 80% of space usage the user gets notification indicating that his storage is about to reach the limit. • If the user did not react to the notification and reached 90%, he will not be able to send e-mails. • If the user reached 100% of the assigned storage his e-mail will stop sending and receiving. <p>To increase email capacity:</p> <ul style="list-style-type: none"> • For the user to be able to increase his E-Mail capacity he have to fill request on the CC website (itsupport.ksu.edu.sa) • The highest storage to be granted to users via CC is 5GB. • If the user want more storage space on his email he should write a letter signed by his manager to ETC Dean.



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Service name	Support and manage operating systems
Purpose	Repair damage Software installation, as well as keep up with new versions and to maintain the stability and continuity of the systems. Maintenance of Active Directory services for staff and students and provide (Web Services) and the LDAP authentications for other applications
Scope	All points of the university
Policy Description	Devices must be connected to domain or being added. The presence of software licenses

8.

9.

Service name	Provide e-mail to university students.
Purpose	The Department of systems provides e-mail service to university students and solving their e-mail problems.
Scope	All university students
Policy Description	Must be the beneficiary of the service one of the university students.

10.

Service name	Facilitate single sign-on and identification
Purpose	providing each member of the staff of the university with a user name and password to be able to use all available services through single sign-on credentials with same user ID and password in order to facilitate the process of entering into all electronic services provided by the university and to provide the necessary technical support for this service.
Scope	All university staff.
Policy Description	<ul style="list-style-type: none"> - The applicant should be a university employee. - Members who use the administrative systems at the university they have to change their passwords every 90 days. - Do not give or allow others to use their own identification numbers. - Deanship should be notified as soon as doubt in knowing their



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identities by others.

11.

Service name	Update Service systems and software
Purpose	The Department of Systems provides centralized software updates and service systems to all devices include personal devices and servers at the university.
Scope	All university staff.
Policy Description	<ul style="list-style-type: none">• You must be a member of the local area network.• Apply the Information form of DC Department Center.• Do not remove the agent from the system.• Can accept the updates manually• The server administrator responsible about testing updates and its compatibility with own systems, DC is not responsible about any damage resulting from applying new updates.• Identify policy updates will be applied according to the DC polices.

12.

Service name	Provide Software Licenses
Purpose	Managing licenses agreements from Microsoft Campus and Symantec anti-virus as well as individual licenses for other programs such as SAS and SPSS. Also, urging employees of the university for the use of least-cost licenses and enable faculty members to use the licensed software on their personal computer
Scope	All university staff.
Policy Description	<ul style="list-style-type: none">• make sure that all software used in all devices licensed.• Emphasis on the presence of supervisors in colleges and departments responsible for hardware and licensed software.• remove any programs that are not properly licensed or get their licenses.• Do not allow the installation of any unlicensed software.• Provide funds for the purchase of the crisis or renewal of licenses.• Record all software licenses used in the deanship at the University.



13.

Service name	Provide Mainframe Services
Purpose	<ul style="list-style-type: none"> Supporting the historical data of the university. Helping the users who need to work on the mainframe.
Scope	All university staff.
Policy Description	<ul style="list-style-type: none"> The applicant should be an university employee. The applicant should keep his user ID & password. <ul style="list-style-type: none"> Dealing with data confidentially.

14.

Service name	Backup and Replication services
Purpose	<ul style="list-style-type: none"> Protecting KSU's data against accidental loss of user data, database corruption, hardware failures, and even natural disasters. A data backup and recovery plan. Make sure that backups are successfully performed and that backup tapes are saved in a remote site. Do a random test restoration from the tapes saved remotely to ensure safty.
Scope	all servers inside the Data Center.
Policy Description	<ul style="list-style-type: none"> All protected servers must be inside the data center. Backup with short term retention saved on the online disk storage which can be recovered fast. Backup with long term retention saved on the magnetic tapes which can be saved for long period and transferred to the remote secure location for archiving and Disaster recovery.

15.

Service name	Monitoring and auditing services
Purpose	<ul style="list-style-type: none"> Enable Data Center Operators to monitor services, devices, and operations for many computers in a single console. Operators can gain rapid insight into the state of the IT environment and the IT services running across different systems and workloads by using numerous views that show state, health, and performance



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	<p>information, as well as alerts generated for availability, performance, configuration and security situations.</p> <ul style="list-style-type: none">• Operations manager introduce auditing and create audit reports for the critical systems.• Operations manager generate alerts and warning messages to the admin of the server via Email or SMS which help the administrators to diagnose and fix the problem before any impact.
Scope	Critical servers and services hosted inside the data center.
Policy Description	<ul style="list-style-type: none">• All Monitored servers must be inside the data center.• The client should have internet explorer in his PC to be able to use SCOM console.• All Audit logs are saved for six months.• All alerts and warning are sent instantly and automatically to the concerned administrators.