

HITS Hosting Architectural Service Tier Design Standards

Platinum

Gold

Silver

Bronze

Resiliency and Availability

RTO 4Hrs / RPO No Data Loss / Up-Time 99.999%

RTO 24-48Hrs / RPO 0-24Hrs / Up-Time 99.70%

RTO 7-30 Days / RPO 1 – 7 Days / Up-Time 99%

RTO >1 Month / RPO >1Month Risk of Data Loss / Up-Time 98%

Environment Requirements (Physical or Virtual)

- Geo-Cluster / Load balanced prod. environment
- QA Required - Design features to match prod.
- Development Required - Design features not required to match production
- Staging or fourth environment is optional

- Geo-Cluster / Load balanced prod. environment
- QA Required – Design features to match prod.
- Development Required - Design features not required to match production
- Staging environment is optional

- Production with Dev/Test infrastructure recommended
- Design features are not required to match production

- Production single server infrastructure is acceptable

Physical Infrastructure

- Prepositioned servers across two datacenters with redundant load balancing or clustered configuration
- Data redundancy between data centers accomplished via back-end storage mirroring or application-based replication
- Servers can be deployed either standalone or SAN attached
- Custom configuration for data recovery (additional charges may apply)

- Prepositioned servers across two datacenters with redundant load balancing or clustered configuration
- Data redundancy between data centers accomplished via back-end storage mirroring or application-based replication
- Servers can be deployed either standalone or SAN attached
- Custom configuration for data recovery (additional charges may apply)

- Servers provisioned at only one data center. Servers can be deployed either standalone or SAN / NAS attached
- Clustering within the site is optional

- Servers provisioned at only one data center. Servers can be deployed either standalone or SAN / NAS attached

Virtual Infrastructure

- Prepositioned servers across two data centers either in Tier-2 ESX Clusters with Application / Database cluster configuration or in Tier-3 ESX Clusters with redundant (Load balancing / Round-robin) configuration.
- Data redundancy between data centers accomplished via back-end storage mirroring or application-based replication
- Custom configuration for data recovery (additional charges may apply).

- Prepositioned servers across two data centers either in Tier-2 ESX Clusters with Application / Database cluster configuration or in Tier-3 ESX Clusters with redundant (Load balancing / Round-robin) configuration.
- Data redundancy between data centers accomplished via back-end storage mirroring or application-based replication

- Virtual server provisioned at only one data center in a single cluster

- Virtual server provisioned at only one data center in a single cluster

Storage Requirements

- Enterprise Tier-2 SAN storage with data mirrored across datacenter or Tier-3 SAN storage / local storage in both datacenter with application-controlled data replicated across datacenter.

- Enterprise Tier-2 SAN storage with data mirrored across datacenter or Tier-3 SAN storage / local storage in both datacenter with application-controlled data replicated across datacenter.

- Enterprise Tier-3 SAN storage or local storage in one site with no data replication to the other site or Tier-3 NAS storage.

- Enterprise Tier-3 SAN storage or local storage in one site with no data replication to the other site or Tier-3 NAS storage.

Backup

- TSM backup is included
- Database recovery logs at 1 hour intervals, database backups on a 14 day rotation; daily Filesystem backups on 60 day rotation
- Optionally snap technology can be used to produce a clean recovery point for the backup (additional charges may apply) or to meet recovery point objectives.

- TSM backup is included
- Database recovery logs at 1 hour intervals, database backups on a 14 day rotation; daily Filesystem backups on 60 day rotation

- TSM backup is included
- Database recovery logs at 1 hour intervals, database backups on a 14 day rotation; daily Filesystem backups on 60 day rotation

- TSM backup is included
- Nightly Backups with 60 day rotation
- There will only be backup for disaster recovery of the entire Bronze NAS infrastructure

Monitoring

- Alerts setup in Enterprise Monitoring to monitor health and performance and for immediate escalation. Additional alerts for OS team monitoring.

- Alerts setup in Enterprise Monitoring to monitor health and performance and for immediate escalation. Additional alerts for OS team monitoring.

- Limited alerts setup in Non-Enterprise Monitoring
- Additional alerts for OS team monitoring

- Limited alerts setup in Non-Enterprise Monitoring
- Additional alerts for OS team monitoring

Hours of Operation

7x24x365

7x24x365

6am-7pm, 6days/wk, maintenance by agreement

7am-5:30pm Mon-Fri

Hours of Support

7x24x365

7x24x365

7am – 7pm Mon-Sat

8am - 5pm Mon-Fri

Vendor Support

24 X 7 with 4 hour response time

24 X 7 with 4 hour response time

10 x 6, next business day response

8 x 5, next business day response