

Operations Change Request

Request for change at the server level

Type	Description	Cost	Response Time (Days=Business Days)	Completed	Notes
					# days = business days
Standard virtual Microsoft server	Adding a ISP standard Microsoft VMWare server to the network normally used for applications and web servers		1 Week	3 weeks	
Non-standard virtual Microsoft server	Adding a non-standard Microsoft VMWare server to the network. Normally used for data analysis.		1 Week	8 weeks	A meeting between the requestor and the ITOPS Server Architect team must take place to verify requirements and resources.
Standard virtual Linux server	Adding a ISP standard Linux VMWare server to the network normally used for applications and web servers		1 Week	3 weeks	
Non-standard virtual Linux server	Adding a non-standard Linux VMWare server to the network. Normally used for data analysis.		1 Week	8 weeks	A meeting between the requestor and the ITOPS Server Architect team must take place to verify requirements and resources.
File/Directory Permissions	Adding or changing file and/or directory permissions				
PBS access	Provide access to the PBS system		1 Day	1 week	
Tier 1 disk storage	Fast disk available for data storage	\$8000 /TB	1 Week	4 weeks	
Tier 2 disk storage		\$6000/TB for the first year.	1 Week	4 weeks	
Tier 3 disk storage	Archive Storage	\$1,000	1 Week	4 weeks	
Tape backup	Backing up user data to tape.	Tape quarterly is \$400 per tape (1TB tapes) per year			
Off-site tape storage	Sending tapes off-site to Iron Mountain	\$2,800 per year - minimum contract cost			
Individual File Restore	Individual file restore		1 Day	2 Days	
Directory Level File Restore	Restore of entire directory				depends on size and number of files

Request for change at the application level

Type	Description	Cost	Response Time	Completed	Notes
BioPerl			1 Day	TBD with Customer	Requires meeting with requestor
Python packages			1 Day	TBD with Customer	Requires meeting with requestor

PacBio			1 Day	TBD with Customer	Requires meeting with requestor
Request for change at the network level					
Type	Description		Response Time	Completed	Notes
Network Drop Request					Contact the Trouble Desk at x1068
Edge Switch Port Provisioning	Enabling or disabling a switch port, assigning appropriate vlan and testing connectivity to suport a new, moving or changing device		2 Days	4 Weeks	
New wireless network to a building	Adding new or additional wireless access points to a NCI-F building		1 Day	2 Weeks	Additional weeks may be required if network hardware needs to be procured.
DNS	Creating IP to Name Mappings		2 Days	3 Days	Additional time may be needed for non-ncif domains.
DHCP	Creating a Reservation		2 Days	3 Days	
Static IP Address	Assigning an IP address to a device that does not support DHCP or requires a true static for other reasons		2 Days	3 Days	
Scientific VLAN Creation	Vlans that are created as Compensating Controls, allowing the participating devices exemption from certain FDCC compliance mandates		3 days	5 Weeks	These Vlans vary in complexity as well as scope of devices; requires meeting with requestor and DMS.
Standard firewall exception	Adding a ISP standard server port exception to the NCI-F firewall.		1.5 Days	3 Days once it is signed off by the ISCO	this is contingent upon security approval and whether the request is to allow NIH to access the resource or the Internet
Non-standard firewall exception	Adding a ISP non-standard server port exception to the NCI-F firewall.		3 Days	4 Weeks	These requests are taken on a case by case basis
New Contruction/Renovation Networking	In the event of new construction or renovations NTG evaluates the perspective new or renovated area and provides device/connectivity recommendations and plans the implementation		1 Week	TBD with Customer	
End device locating	Locate active end devices on the network		1 Day	3 Days	