

## Operations Change Request

Request for change at the server level

Type	Description	Cost	Response Time	Completed	Notes
Standard virtual Microsoft server	Adding a ISP standard Microsoft VMWare server to the network normally used for applications and web servers		1 week	4 weeks	
Non-standard virtual Microsoft server	Adding a non-standard Microsoft VMWare server to the network. Normally used for data analysis.		1 weeks	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 weeks	4 weeks	
Non-standard virtual Linux server	Adding a non-standard Linux VMWare server to the network. Normally used for data analysis.		1 weeks	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				
Tier 1 disk storage	Fast disk available for data storage				
Tier 2 disk storage		\$2,500/TB for the first year. \$800/TB for subsequent years.			
Tier 3 disk storage					
Tape backup	Backing up user data to tape.				
Off-site tape storage	Sending tapes off-site to Iron Mountain				
Individual File Restore	Individual file restore				
Directory Level File Restore	Restore of entire directory				

Request for change at the application level

Type	Description	Cost	Response Time	Completed	Notes
Rapache					
Eclipse					

BioPerl					
PHP					
X11					
Python packages					
PacBio					

## Request for change at the network level

Type	Description		Response Time	Completed	Notes
Network Drop Move/Add or Change	Enabling or disabling a switch port, assigning appropriate vlan and testing connectivity to suport a new, moving or changing device		1 weeks	4 weeks	
New wireless network to a building	Adding new or additional wireless access points to a NCI-F building		1 weeks	4 weeks	Additional weeks may be required if network hardware needs to be procured.
DNS	Creating IP to Name Mappings		1.5 Days	3 Days	
DHCP	Creating a Reservation		1.5 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		1.5 Days	3 Days	
Scientific VLAN	Vlans that are created as Compensating Controls, allowing the participating devices exemption from certain FDCC compliance mandates		3 Days	4-8 Weeks	These Vlans vary in complexity as well as scope of devices.
DMZ	Any public facing server/device must be connected to a DMZ, providing protection to the internal NCI-F network in the event the device is compromised. This will require IP address assignment, switch port modification, etc				This is a near-future service
Service degradation troubleshooting	Root Cause Analysis performed to determine why a customer is perceiving a degradation in network perform		3 Days	n/a	Estimating the time it takes to troubleshoot these types of issues is generally difficult if not impossible
Standard firewall exception	Adding a ISP standard server port exception to the NCI-F firewall.		1.5 Days	2 Weeks	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 Construction/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				

Infrastructure Augmentation	New devices, applications, additional personnel, etc require evaluation of the current infrastructure capabilities and potential augmentation (adding, upgrading and or reconfiguring devices) to support the new requirements				
End device locating	Locate active end devices on the network		1.5 Days	3 Days	
Tier 4 Troubleshooting/Engineering support	Troubleshoot network issues at the highest level, engage vendor resources as needed.				These requests are taken on a case by case basis