

# CAH and Shared Services Transition Plan

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CAH will move seven servers that provide daily operational services such as user authentication and access, central file sharing storage and backup, network address allocation and resolution, Websites, and databases. Every CAH unit uses the above servers to some capacity. CAH is not only moving the above services to CS&T's shared services architecture, CAH is also joining the university's NET domain.

Domains provide user authentication, access, and management to resources such as file shares. CAH has its own CAH domain. In order to join the university's NET domain, reconfiguring every workstation is necessary. Installing a "new" operating system is required in some cases. In the joining process, other updates will also take place to the workstations. With the variety of models and types of workstations, the exact time for each workstation to join the domain will vary greatly.

Phases divide the transition plan, and each phase has goals and a deadline. The overall goal is to continue to provide all services during the transition process with minimal downtime; however, downtime will occur when moving some services. The anticipated total time for the transition is 1.5 to 2 years; however, some phases, in particular, phase 3, may extend beyond deadlines. Other unforeseen university changes may also negatively affect deadlines. Phase 1 and 2 are completed, and phase 3 is finalizing in February 2016.

## Conditions and Caveats

CS&T and CAH have preliminary agreed to the following conditions

- FIEA and WUCF-Radio will not be moving to shared services
- Academic and research (4 – 5) servers will not be immediately moving to shared services; a review will be performed during the last phase to determine needs at that time
- Security cameras will move to CS&T hosting and SPA, SVAD, and MLL will be billed

## Phase 1

Phase 1 includes provisioning servers, configuring, and testing. It will include moving one server and transitioning two support areas' workstations, users, and file shares. Deadline: August 15, 2014. In order, where applicable:

- ✓ Technology Office
- ✓ Supported General Assignment and CAH Classrooms<sup>i</sup>
- ✓ File share server

## Phase 2

Phase 2 includes configuring and testing, moving additional servers, and labs, and transitioning area studies, and all other offices, and centers. SPA will transition to Ovation, a cloud-based server and services, replacing the existing ticketing server<sup>ii</sup>. Start date: August 18, 2014. Deadline: January 9, 2015. In order, where applicable:

- ✓ CAHSA
- ✓ Web server
- ✓ Database server
- ✓ Licensing server
- ✓ Africana Studies
- ✓ Latin American Studies
- ✓ Judaic Studies
- ✓ Women's Studies
- ✓ Supported Labs<sup>i</sup>

## Phase 3

Phase 3 includes moving security cameras, one server and transitioning the remaining supported areas. Start date January 12, 2015. Deadline February 26, 2016. In order:

- ✓ SPA, MLL, and SVAD security cameras
- ✓ CREATE
- ✓ Flying Horse Editions
- ✓ Philosophy
- ✓ History
- ✓ English
- ✓ Dean's Office
- ✓ Writing and Rhetoric
- ✓ Modern Languages and Literatures
- ✓ School of Performing Arts
- ✓ UWC Scheduler and Tracking server
- ✓ School of Visual Arts and Design

## Phase 4

Phase 4 includes moving remaining servers and services, follow-up with supported areas and sweeping for missed workstations and users, shutting down the remaining old servers, and review of current administrative and academic/research needs. Start date: February 29, 2016. In order, where applicable:

1. Follow-up with units for issues and missed workstations
2. Review of current administrative and academic and research needs.

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<sup>i</sup> See CAH Technology Policy for the full list of classrooms and labs. General assignment classrooms have priority.

<sup>ii</sup> Existing SPA ticketing server remained operational through spring 2015.