Enterprise Technology Services
Data Center Customer Intake Form

Purpose:

The customer-provided information in this form helps ETS estimate requirements and begin design when a customer is interested in placing equipment into an ETS-managed location and/or using ETS Hosting Services. ETS understands customer needs may change during a project. Please fill out this form to the best of your ability. Please remember to update this form with ETS if your requirements change significantly.

Customer Summary (Please describe, in a couple sentences, what you, as a customer, need from ETS)

General Information

Project or Service Name

Dept/Division

ETS space/power hosting needed ?   ☐ yes ☐ no ☐ unsure

If yes,   ☐ need rack(s) or ☐ need rack units (RUs) or ☐ unsure

Estimated # of devices per rack, or # of RU

A standard rack unit ("U" or "RU") is 1.75 inches high

Location(s) needed:

☐ Anchorage Data Center (ADC), need-by: ☐ Juneau Data Center (JDC)., need-by:

☐ Fairbanks Data Center (FDC), need-by: ☐ Anchorage Atwood Bldg, need-by:

☐ Palmer State Office Bldg, need-by: Other?   ☐ yes ☐ no ☐ unsure

Please list other locations if needed:

New Installation and/or Service?   ☐ yes ☐ no   Permanent/Production? ☐ yes ☐ no

Estimated environment "go-live" date: Main SDM ticket#

Rack Elevation Diagram? ☐ yes ☐ no ☐ in progress   Traffic Flow Diagram?   ☐ yes ☐ no ☐ in progress

State Security Office (SSO) review/security plan*   SDM ticket # for SSO review

☐ yes ☐ no ☐ in-progress ☐ unsure if needed   SSO contact:

Security-related information provided here does not replace any State Security Office requirements

Customer Contact Information (please include name, phone, email, agency/contractor)

Installation Technical Lead:

Installation Technical Backup:

Customer Contact Information (continued)

O&M Technical Lead: [   ]

O&M Technical Backup: [   ]

Agency IT Help Desk if applicable: [   ]

3rd-Party Support Contact(s) if applicable: [   ]

Preferred emergency/after-hours contact: [   ]

O&M as in Operations & Maintenance, typically post-install after a service has gone production.

Comments for General Information and Customer Contacts section:

[   ]

ETS Space/Power /Network Hosting Information

Physical Space

Number of customer racks needed* [   ]   Any special rack/cabinet requirements? ☐ yes ☐ no

Approximate number of customer devices per rack [   ]

Expected customer device type(s)
☐ Standalone physical servers   ☐ Network or datacenter network switch-sets

☐ Storage systems   ☐ Other network equipment including firewalls

☐ Blade server systems   ☐ Other (please describe in comment section)

Space is generally provided in full racks/cabinet increments. If less than one rack/cabinet of space is needed, please include a short explanation and the number of rack units (RUs) needed in the "Physical Space" comment section.

Comments for Physical Space section:

[   ]

Power & Cooling

Max. expected power load per rack [   ] kWH   Min. expected power load per rack [   ] kWH

Avg. expected power load per rack [   ] kWH   Avg. number of devices per rack [   ]

Is UPS supported needed?   ☐ yes ☐ no   Do all devices have dual power supplies? ☐ yes ☐ no

Is generator support needed?   ☐ yes ☐ no   Any special power requirements?   ☐ yes ☐ no

Note: Power draw or "load" is the amount of power consumed, needed here in kilowatt-hours (kWH).

Comments for Power & Cooling section:

Logical Networking

Is network connectivity needed? ☐ yes ☐ no ☐ unsure (if no network is needed, please explain in comments)

If yes, what type of connectivity is requested?

☐ ETS Data Center Network   ☐ ETS DMZ or Extranet

☐ ETS Wide Area Network (WAN)   ☐ Non-State-Network / other / unsure

Will environment(s) contain public-facing services?   Is appropriate IP address space already assigned?
☐ yes ☐ no ☐ unsure   ☐ yes ☐ no ☐ unsure

Comments for Logical Networking section:

Physical Networking

Are fiber optic cabling uplinks and/or cross-connects needed? ☐ yes ☐ no ☐ unsure

If yes:

Multimode fiber connections: 1Gbps to ETS (est. qty) [   ]   10Gbps* to ETS (est. qty) [   ]

Singlemode fiber connections: 1Gbps to ETS (est. qty) [   ]   10Gbps* to ETS (est. qty) [   ]

10Gbps connectivity requires Data Center Manager approval, and customer must supply ETS-side standard 10G transceivers. Most customer physical network connections to ETS use fiber optic cabling between a customer switch-set and an ETS uplink network device/device-pair.

Are copper cabling uplinks and/or cross-connects needed?   ☐ yes ☐ no ☐ unsure

If yes, number of Cat6a/Cat5e copper connections needed for 1Gbps to ETS (est. qty) [   ]

Are other cabling uplinks and or cross-connects needed that aren't listed above? ☐ yes ☐ no ☐ unsure

Please list customer network devices by manufacturer, model & quantity - switches, firewall, load-balancer, etc:

Comments for Physical Networking section:

<u>ETS Server Hosting Information</u> (for ETS-managed Server and Storage Services & misc. device placement)

Customer requests for ETS-managed server and storage services will be directed to the ETS Hosting group for additional review. The availability of a specific option combination depends on current ETS service offerings and Data Center Manager approval.

Location(s) needed:

☐ Anchorage Data Center (ADC)   ☐ Juneau Data Center (JDC)

☐ Fairbanks Data Center (FDC)   Other?   ☐ yes ☐ no (if yes, describe in comments)

Physical server(s) ☐ yes ☐ no   Virtual server(s) ☐ yes ☐ no

Estimated quantity - physical [   ]   Estimated quantity - virtual [   ]

Server type(s) needed – physical   Server type(s) – virtual
☐ bare-metal ☐ ETS template ☐ application hosting   ☐ custom ☐ ETS template ☐ application hosting

If ETS template is requested, what OS & version is preferred? [   ]

What type of network connectivity is requested?
☐ ETS Data Center Network   ☐ ETS DMZ

☐ ETS Wide Area Network (WAN)   ☐ Non-State-Network or Other (explain in comments)

Will environment(s) contain public-facing services?   Is appropriate IP address space already assigned?
☐ yes ☐ no ☐ unsure   ☐ yes ☐ no ☐ unsure

Are storage services needed separate from physical and/or virtual server hosting? ☐ yes ☐ no ☐ unsure

Comments (ETS Server Hosting Information):

[   ]

Final Intake Form Information Section

Please list other ETS SDM tickets related to this project/install, if known:

[   ]

Final comment section for additional notes/comments/information, if needed:

[   ]

Please complete this form and attach it to a new SDM request ticket. Please use ticket request area "Data Center Facilities.Customer Space". If you have questions, please contact the ETS Help Center at (888) 565-8680 option 4.

NOTE: All requests must comply with applicable state policy
More information on ETS at http://doa.alaska.gov/ets
ETS ticketing system access at https://sdm.doa.alaska.gov