RACAA – RACSA
Annual Summer Meeting
Brasstown Valley Resort
6321 Highway 76
Young Harris, Georgia 30582
July 10 – 12, 2011

Topic: Banner Hosting Service Options

Background:

ITS provides Banner hosting services to eight campuses; housing and maintaining the hardware, operating system, and application software for Banner in the Athens data center. When the service was initially defined and implemented, the decision was made to provide a basic level of services for each campus that was hosted, with a primary focus on cost efficiency. Campuses using this service pay only the Banner license fee for the service; in other words, they do not pay for the additional ITS services (database administration, functional support, and systems administration) that are provided today.

Hosted campuses have requested more flexibility in the environment, such as the ability to quickly add affiliated applications (such as document imaging) to the environment. Because the environment is scoped and scaled for cost efficiency, this has been difficult to do in the current setup. Also, some additional campuses have asked for information and pricing on the hosting service, as they have recently reviewed their staffing commitments and capabilities for supporting Banner.

In response, ITS has defined specific service levels for Banner hosting, intended to preserve the most cost-efficient approach, but also adding levels of capability to provide more flexibility. Campuses will be charged for the resources to provide these "enhanced" service levels if they select them. The intent is to provide greater campus control and agility while realizing economies of scale pricing.

Over time, as campuses choose to use these services, economies of scale will be experienced and ITS will adjust the pricing annually to ensure the greatest cost efficiency for each campus, while also providing them with the flexibility and control to deliver mission-critical services in the way they want.

Service Tiers

Bronze: Services for each campus will run in a hardware cluster along with services for
               other campuses; support resources are shared with other campuses. This is the current offering.

Gold: Services will run on separate hardware; allocated DBA and systems
               administration support hours will be dedicated to an individual campus to be used to support
               Banner customization and affiliated systems capabilities. This is a new and optional offering.

Platinum: Services will run on the Gold-level platform with Gold-level resource
               commitment; however, where allowed by the applications, hardware and
               services will be provisioned to offer high availability and disaster recovery capabilities. This is a
               new and optional offering.

Current Status: ITS hosts eight campuses today, and has proposed additional services to five additional campuses, at their request. ITS is in active discussions with two of those five campuses.

Action Needed: Discuss with your campus and let ITS know if we can provide any assistance.

Questions:

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