



Computing and Networking Services

Integration Services Program

Computing and Networking Services (CNS) offers four information processing services: Data Integration, Application Integration, Web Integration and System Integration Services. Departmental benefits of using one of these services rather than providing them yourself include:

- ✓ taking advantage of economies of scale by using a portion of the processing capabilities of large, centralized information servers,
- ✓ capitalizing on the expertise available from those who manage these systems on a daily basis, and
- ✓ realizing a substantial reduction in budget allocation for technology within your department.

In addition, you will help ACU realize a university-wide reduction in total cost of ownership (TCO) in our technology investments.

All of CNS' integration services include:

1. client connection configuration and management,
2. centrally-managed data storage space, up to 100GB¹ for the base service fee
3. cross-platform (PCs and Macs), concurrent data access (application restrictions notwithstanding),
4. fast data access,
5. a virus-free environment,
6. a 4-hour "window of recovery" in the event of data corruption,
7. up to 24x7 data availability², and
8. greater than 99% "up-time" during your processing hours.

Data Integration Service (DataIS)

This basic service, providing all the features and benefits listed above, is the solution you need if your department:

- needs a place on the network to store important files and documents for easy accessibility,
- needs to share files or documents frequently, and manage different versions of this information,

¹ Additional storage capacity available in increments of 10GB at \$75/10GB

² CNS can provide 24x7 availability, but reserves the right to schedule system downtime up to 88 hours per year for routine maintenance and upgrades.

- needs selective access to certain files or documents among certain employees,
- uses simple, self-managed PC or Mac applications whose data files needs to be shared among two or more employees, and/or
- has a mixture of Windows, Linux and/or Macintosh computers being used at the desktop with a need to share files or documents between the various types of systems.

If your department itself were to supply and maintain this type of service, it could require as much as \$7,000³ per year in computing hardware, software and labor costs. CNS offers this service for **\$750/year/instance**.⁴

Application Integration Service (AppIS)

This service includes all the features and benefits listed for the DataIS service above, plus the following services:

1. pre-installation consulting and testing services for specialized departmental applications,
2. application installation and maintenance services, including assistance with upgrades, and
3. problem escalation service to help resolve urgent issues.

This is the solution you need if your department, in addition to having any of the above needs,

- has a specialized computer application outside of the standard suite of applications supported by the Information Services' technical support staff,
- has time-sensitive business processes that depend on such an application, and/or
- needs someone to be a liaison with your application vendor to help maintain this special software

This type of service could cost your department as much as \$9,000⁵ per year in computing hardware, software and labor costs. CNS offers this service for **\$1,350/year/application** for up to 25 clients, \$50/FY for each additional 5 clients.

Web Integration Service (WebIS)

This service includes all the features and benefits listed for the AppIS service above, but focuses on applications that are delivered via a web server (e.g., you would use Microsoft Internet Explorer or Netscape Navigator to access the application), or launched and managed from one central network location.

Because these types of applications usually required managing a web server, your department could spend as much as \$15,000⁶ per year in computing hardware, software and labor costs. CNS offers this service for **\$1,850/year/application**.

³ Cost analysis documents available upon request.

⁴ An **instance** is typically comprised of a workgroup of computer users who are collaborating on providing one service of function for the university.

⁵ Cost analysis documents available upon request.

System Integration Service

This is our premium service. Applications falling under this category usually require a sophisticated, relational database server to manage the data that is kept and used by the application. This service includes all the features and benefits listed for the other services above, plus the following advanced services:

1. database installation and maintenance services,
2. database task scheduling and backup services,
3. user authorization management services, and
4. continuous, in-depth consulting services for client application support

This is the solution you need if your department, in addition to having any of the needs noted in the other services,

- has a specialized computer application that runs only on a centrally-managed database system,
- is sharing such a sophisticated application system with one or more other departments on campus, and
- has complex needs in defining and configuring the business rules associated with such an application system.

If your department itself were to supply and maintain this type of service, it could require as much as \$24,000⁷ per year in computing hardware, software and labor costs. CNS offers this service for **\$4,350/year/application system** for up to 25 clients, \$200/FY for each additional 5 clients.

What is not included

Integration services are designed to meet many of your departmental information processing needs. Limitations and restrictions include (but may not be limited to) things like

- Covering costs associated with client or web application software and end-user licenses agreements,
- Maintaining software maintenance contracts on the applications being served by any Integration Service, and
- Responsibility for ensuring that the data or information within the application system or database engine is accurate and up-to-date.

For More Information

For further details concerning any of these services, please contact the Integration Services program coordinator, Jeff Leving, at x2980.

⁶ Cost analysis documents available upon request.

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