

***Application Hosting Service Request Procedure***  
***Office of Information Technology***  
***Miami Dade College***

**A. Overview**

Application hosting is a service provided by the Enterprise Systems and Infrastructure Department of OIT. OIT supplies the infrastructure and network capacity necessary to host your applications, while optional backup services provide on-site and off-site storage, isolating you from potential disasters. The Application Hosting Service offers departments and individuals access to the same enterprise-level operations environment that is used to deliver mission-critical College applications and services.

**B. Terms and Conditions**

OIT may host applications for departments or individuals based on the following terms and conditions:

1. The requesting department or individual must submit the “Application Hosting Service Request” form at least 3 months prior to the expected production implementation date.
2. The request form must include a “functional lead”, who will be the primary contact person from the requesting administrative or academic office. The “functional lead” will also have administrative and project responsibility for the application.
3. The request will be analyzed by appropriate OIT members and will either be approved or rejected within 4 weeks of receipt. If approved, a project plan will be developed in conjunction with the requestor and/or the functional owner. The request will be examined based on the following criteria:

- Operating environment
- Hardware requirements
- Reputation of the vendor
- Licensing and its limitation
- Availability of technical support and training
- Documentation
- Application dependencies
- Client requirements
- Backup requirements
- Database requirements
- Security features
- Other factors that might affect the installation and operation of the application

4. All funding for hardware, software, and all related components must be in place and available prior to implementation. The requestor is responsible for allocating all funds. A consultation with the OIT Systems and Infrastructure Group is required to verify these requirements. In many cases, a separate server and additional storage will be required.
5. Full lifecycle information must be included in the request, including:
  - Anticipated lifecycle of the application.
  - Plans for maintaining, updating, and supporting the application during its life cycle.

Continuation or extension of the application or service beyond the anticipated lifecycle will require a new request and approval.

6. OIT does not provide end user training and support.
7. An operational review will be conducted annually by the OIT. During the review, the requestor will be asked to provide verifications of software licensing and technical support services. Any changes that might affect the operation of the application will be examined.

#### **C. Cost**

In general, OIT will provide the technical services free of charge. However, a fee may be assessed if the application requires additional hardware or work during the course of lifecycle. In this case, the additional cost will be directly billed to the department.

#### **D. Lifecycle**

IT must maintain an up-to-date secured operational environment. An application will be removed if it is no longer supported by the operation environment. All hardware must follow College's lifecycle policy currently set at 5 years.

#### **E. Security**

OIT reserves the right to audit the security of any system/application residing in its facilities, through periodic security scans. If a scan shows medium or high-risk vulnerabilities, you will have five working days to rectify the situation as recommended or to show the vulnerability to be a false positive.

If your system/application becomes compromised, OIT will immediately remove it from the network and notify you. Your system/application will not be allowed back on the network until you have resolved the situation and OIT has certified the resolution.

#### **F. Upgrade**

Request for upgrade must be submitted no later than 2 months prior to the expected production date. Your request will be analyzed and will either be approved or rejected by OIT within 2 weeks of receipt. The same terms and conditions apply. If approved, the original project plan will be amended to include new requirements. Note that if additional hardware and software are required, it may postpone the implementation.