DATA CENTER HIGHLIGHTS

- Controlled Secured Area
- Physical Access – 24/7/365
- Operation staff on site – 24/7/365
- Monitoring – Systems, Environment
- Redundant Power
  - Dual Uninterruptible Power Supplies (UPS)
    - 750 KVA
    - 450 KVA
  - Generator Backup 1500KVA
- Redundant Cooling and Power (Glycol & Chilled Water)
  - Ten – 20 ton CRAC Units
- Enhanced Networking Services
  - Custom configuration with appropriate security rules
  - 1 – 10 Gigabit Connections
  - Aggregate 3.5 Gigabits per second of bandwidth
    - Mason connects to Level 3, AboveNet, Internet2 and the PacketNet service from National Lambda Rail.
SECURE ACCESS
How do I get started?

- Complete Online Form: “Data Center Server Co-Location Request”
  - Go ITServices.gmu.edu
  - At the main page choose the tab for Alphabetical
  - Under “C” you will find “Co-Location Service – Aquia Data Center”
    - http://itservices.gmu.edu/services/view-service.cfm?customel_dataPageID_4609=7179
Colocation Service - ITU Aqua Data Center

Also known as: Aqua Data Center, Data Center
Available to: Faculty & Staff

Service Summary

The Aqua Data Center is a state-of-the-art, secure data center offering the Mason research community colocation services designed to provide a secure operating environment dedicated to system availability and uptime. These services are also available for departmental systems requiring a secure and stable environment.

The Data Center, located on the first floor of the Aqua Building on the Fairfax Campus, is staffed 24 hours a day, 365 days a year. Access to this facility is restricted to authorized individuals.

All customers are required to follow TSD’s Aquia Data Center Access Process and Procedures for Secure Areas and University Policy Number 1301. Responsive Use of Computing, and any other formal or informal policy procedure or agreement that may be required to utilize the facilities and services of the Aqua Data Center, such as Service Level Agreements (SLAs).

How to Get this Service

To acquire and utilize space in the Data Center:

- Initiate a request by submitting a Data Center Request form or contact the Technology Support Services Director at 703-993-3558 or by e-mail at eSETservices@gmu.edu.

Helpful information when making a request:

- A detailed list of equipment to be located in the data center
- Outline of systems growth expectations for the next 2 years
- Electrical requirements for all equipment
- Identify all network requirements
- Security requirements
- Type of data to be stored (sensitive/non-sensitive)
- Research or departmental systems

Customers will be responsible for installation costs of electrical circuits if needed for their equipment. Costs may also be incurred for any special network service requirements which are not normally available. Additionally, there may be miscellaneous costs such as the cost of an equipment rack for housing the customer’s equipment.

Availability

This service is available 24/7, excluding planned outages, normal maintenance windows, and unavoidable events. Maintenance windows are Sundays from 7 to 10 a.m. but may be extended to 2 p.m. if needed. If maintenance is required outside of these hours, it will be announced on the Planned Outages web page.

Getting Help

Points of Contact for the Aqua Data Center are:

Related Links:
- Data Center Environmental Controls and Monitoring Policy
- Data Center Operational Policy
- Data Center Research Computing and Colocation Guide
DATA CENTER SERVER CO-LOCATION REQUEST

Information Technology Unit
Technology Systems Division
GEORGE MASON UNIVERSITY

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To acquire and utilize space in the Data Center, please read the following section and fill out the form below. This will submit an SIDC Work Order and you will be contacted within 5 business days to discuss your request. Mandatory fields are listed in **bold italic text** with a *.

Form submitted by:

Name: [Field]
E-mail: [Field]
Phone: [Field]

Department: [Field]

System Information

**Current location of System(s)**

**Building**: [Field]
**Room**: [Field]

Please provide the following information for systems you are considering bringing into the Data Center. If you have more than 6 systems please list how many additional systems you will have in the **Additional Information** section. Only the first line of this table is mandatory.

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<th>System OS</th>
<th>Rack Units of System</th>
<th>Power Requirements</th>
<th>Type of Connection</th>
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“Data Center Co-Location Guide” - Getting Started Document

All customers are required to follow:
- TSD’s Aquia Data Center Access Process and Procedures for Secure Areas
- University Policy Number 1301: Responsible Use of Computing
- Any other formal or informal policy, procedure, or agreement that may be required to utilize the facilities and services of the Aquia Data Center, such as Service Level Agreements (SLAs).
For more information you may also contact:

John Kettlewell
Director Technology Support Services
Email: jkettlew@gmu.edu
Phone: 703-993-3358
QUESTIONS