MiServer & MiDatabase Service Descriptions

U-M’s next generation on-premise, cloud-based services take the effort and expense of managing servers and databases out of campus units, which helps subscribers shift valuable resources to other IT initiatives. Offering managed operating systems and databases, MiServer and MiDatabase allow units to focus finances and staff on mission-unique technology. ITS takes care of the technical details so faculty, staff, and students can focus on innovations in their labs, libraries, and classrooms.

MiServer

MiServer is a virtual server environment with the option to include a managed Windows 2003 or 2008 Operating System. Your operating system is monitored, patched, and backed up for you, so you can focus on managing your applications. The servers are located at U-M datacenters with built-in redundancy at all levels. Disk performance in MiServer can handle demanding production workloads and a large network capacity allows customers to process intensive applications without system degradation. The optional migration service will help transfer data for new customers and retire any hardware.

MiDatabase

MiDatabase includes a managed MS SQL database operating on a Windows platform. Your database and the operating system on which it runs are monitored, patched, and backed up for you, so you can focus on managing your data and your applications. The servers are located at U-M datacenters with built-in redundancy at all levels. Disk performance of MiDatabase can handle demanding production workloads and a large network capacity allows customers to process intensive applications without system degradation. The optional migration service will help transfer data for new customers and retire any hardware.

MiServer & MiDatabase at a Glance

MiServer Core Features

- System monitoring and notification
- Integrated firewall to enhance security
- Migration service and hardware decommissioning
- CPU max range up to 12 CPU & Ram max range up to 32GB
- Secure U-M infrastructure
- 99.7% network uptime
- Core server option supports multiple OS options (customer must purchase, install, and manage OS)
- Increase storage up to 6TB
**MiServer & MiDatabase Service Descriptions**

**Additional Features with Managed OS**
- Managed Windows 2003 and 2008 Operating System (Red Hat Linux coming soon!)
- Patch management for operating system
- Upgrades for operating system
- Backup and recovery
- Antivirus software
- Scheduled maintenance window

**MiDatabase Features**
- MS SQL database 2012 with support for 2005, 2008, and 2008 R2 in compatibility mode (MySQL coming soon!)
- Requestable database in 25GB increments up to 1TB
- Patch management for operating system and database
- System monitoring and notification
- Integrated firewall to enhance security
- Upgrades for operating system and database
- Backup and recovery
- Migration service and hardware decommissioning
- Antivirus software
- Scheduled maintenance window
- Secure U-M infrastructure
- 99.7% network uptime
- Increase
- Storage up to 6TB

**Key Support and Quality Expectations**

**Service Availability & Maintenance**
MiServer and MiDatabase will be available 24X7 with the exception of any unexpected outage and system maintenance. All systems are monitored and supported 24x7.

- Service Center support representatives are available Monday to Friday, 7 am - 6 pm.
- New service requests will be fulfilled within 1 business day.
- For any service restoration, all customers of MiServer and MiDatabase will have the ability to contact ITS 24 hours a day, 7 days a week.
Customers may independently access and modify their server through the Michigan IT services portal.