

**EVOLVE**  IP

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THE CLOUD SERVICES COMPANY™



**Cloud Services Awareness Guide**

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## Overview

As the administrative contact for your organization, it is important you understand we are not simply attempting to replicate or mirror your company's old systems or processes. Instead, you are choosing to implement a new "evolved" way of computing.

The first step in this process is an awareness of change, followed by the willingness to evolve, and careful planning and execution. If you have any questions about the topics covered in this document or are looking for advice on how to best share this information with your users, please contact your Project Manager and they will be happy to assist.

## vServer

### New System Configuration and Operation

During the implementation process, it is your responsibility to move your current applications and data to Evolve IP. Your Project Manager will issue you an Implementation Workbook to be completed prior to the configuration and deployment of your services.

Please read and be familiar with the necessary customer responsibilities outlined in our Statement of Work (<http://www.evolveip.net/paperwork/sow.pdf>).

### The Implementation Workbook

Purchasing vServer resources from Evolve IP starts with individual servers and then adds on resources like memory and disk space. To make sure the provisioned services match your needs, you will be required to complete an Implementation Workbook that assigns these services and applications purchased from Evolve IP to individual machines. The Implementation Workbook also allows you the opportunity to specify volumes and sizes, specific addressing requirements, and overall network structure.

### Administrative Level Access

You will be provided administrator-level access to your servers. Once you gain access to these servers, you may create additional users as you see fit. However, the security of your infrastructure is your responsibility. Should your systems be compromised, Evolve IP will be in a position to assist, but additional service fees will apply for any work required to bring your servers back to an operable state.

### Server Administration

You are responsible for the administration of your server (unless you have contracted Evolve IP for additional management services). This includes maintenance, patching, application installation and management. Systems come preconfigured to accept critical and security updates from the operating system vendor, but this can be changed, by you, to meet your specific needs. In the event your server is completely unresponsive and requires a reboot, please contact the Evolve IP Customer Support Center.

### Server Monitoring

While Evolve IP monitors our hardware systems for proper operation, we do not monitor or take action to any downtime at the operating system level on your servers. You may take them offline, reboot them, install services, etc. These actions will not, by default, prompt any response from Evolve IP, as these types of actions are considered normal operation for any server. However, you may add server watch services that will enable you to proactively monitor your servers for unplanned downtime.

## **Data Migration & Application Installation**

Unless it has been specifically ordered by you and detailed on an executed Sales Order, Evolve IP does not install or manage customer applications on a vServer but will instead provide you administrative level access to do so. Similarly, we do not migrate existing data into these applications. Your vServer has access to the internet or your WAN, depending on your selection, which should enable a reasonable migration of data.

In cases where you need to move high volumes of data or feel installation directly from physical media would be more beneficial, please discuss your options with your Project Manager or Cloud Services Technician. We can work with you to assist in migration from USB or network-attached storage or to install from customer-supplied media.

## **Application Licensing Terms**

You are responsible for the licensing and EULA of any software that you install on your servers.

## **vServer Backup**

While vServer is supported by a fault-tolerant SAN, it does not include historical backup. It is recommended you purchase Evolve IP's Reflection DBR service for this purpose.

## **vServer Security**

Each vServer is supported by a private, hardware-based firewall context which ensures customer isolation and enables us to deliver access services like WAN and VPN. This firewall is Cisco-based and preconfigured with a base set of rules consistent with the services you ordered. Additionally, you should consider the applications being housed on Evolve IP's vServer infrastructure and your security needs (firewall rules, open ports, etc.) and discuss them with your Project Manager and Cloud Services Technician to ensure proper access after migration.

## **Invoicing**

*vServer and VDC services are invoiced to you when they are delivered for your use, not when they go into production.* Carefully plan your migration strategy to ensure the length of time between delivery and production is minimized.