

Request to use virtual servers

I hereby apply for access to the administration of virtual servers on the central virtualization environment for the following institution of the University of Bonn.

Institution

Institution name:

PSP-Element:

Budget holder:

E-mail address of the budget holder:

Contact Person

Name:

Personal Uni-ID:

Phone:

Uni-ID other user:

(Access to all VMs of the institution)

Uni-ID other restricted user:

(exclusive access to own VMs)

Instruction:

The offer may only be used within the context of official activities in research and teaching at the University of Bonn. Any other use (economic, hospital operation or private) is excluded. Only institutes and institutions of the University of Bonn with a PSP-Element for billing are entitled to use this service.

I have the possibility to name further persons with portal rights to the HRZ and will immediately inform the support at vhrz-support@uni-bonn.de if there is a change of contact person(s) or my own institute affiliation.

I am aware that I am responsible for the administration of the virtual servers and the correct licensing of the software products used. I will also inform all users of the virtual servers about this. The HRZ provides a corresponding core license for all Windows Server (Datacenter Edition) VMs. Any licenses that differ from these or are additionally required (CALs, software licenses, etc.) must be maintained by the operator for all provisioned VMs.

I accept the conditions of the HRZ for the use of the service and the virtual servers operated on it.

Date, Signature of Contact person

Network access:

(Please tick the appropriate box)

- I only need the standard network access. (Isolated VLAN)
Here all VMs are operated isolated from each other, i.e. no communication between the VMs. Suitable for individual VMs that are only to communicate with other networks via the router. Access to the Internet is generally possible.
- I need a common net. (Community VLAN)
Here, in addition to communication to other networks via the router, common communication is possible within the same network. Suitable e.g. for a web server with additional database server. Access to the Internet is generally possible.
- I need an individually planned network.
A network design that differs from the first two options must be individually planned and provided and will therefore be charged with an additional flat fee (5.00 € / month). Please describe in the following your desired net design (if necessary attach supplementary sheet):

Resources:

For the use of this service a part of the costs is passed on to the users. Therefore, the HRZ issues an invoice once a year for the resources actually allocated by the above-mentioned contact person or other portal users. Billing is done on a daily basis. To be issued in invoice:

vCPUs each 0,04 € / day <i>(approx. 1,20 € / month)</i>	GB RAM 0,016 € / day <i>(approx. 0,48 € / month)</i>	GB SSD 0,0013 € / day <i>(approx. 0,04 € / month)</i>	Windows VMs 0,084 € / day <i>(approx. 2,52 € /)</i>
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(Please tick the appropriate box)

- The operation of Microsoft Windows servers shall be possible. This may result in additional costs, which will be invoiced as described above.

All portal owners are authorized to fully manage existing virtual servers of the institute and can create new virtual servers as well as adjust the resources of existing virtual servers. For this purpose, the following general conditions for the use of the service, as defined by the HRZ, apply.

I am aware that the costs will be calculated from the resources actually allocated during the accounting period.

Date, institute stamp and signature Budget manager

Orders for which the UKB bear the costs require a approval by the central purchasing department (GB4) of the UKB!

Approved by: _____
Date, signature and stamp of GB4, UKB

HRZ Intern Bearbeitet von: _____

Information on the general conditions

- Further information and assistance can be found in our Confluence Article at <https://confluence.team.uni-bonn.de/display/HRZUNIVM/HRZ-uniVM>
- The service may only be used for research and teaching at the University of Bonn within the context of official activities. Any other use (economic, hospital operation or private) is excluded. Only institutes and institutions of the University of Bonn with a PSP element for billing are entitled to use the service.
- Institutions of the UKB or the Faculty of Medicine (research and teaching) need the approval of the central purchasing department (GB4) of the UKB for the assumption of costs by the UKB.
- After provisioning, the HRZ no longer has access to the virtual machines (VMs). The operators of the VMs receive full access and are responsible for the maintenance of the respective guest operating system.
- This also includes the protection of the servers against unauthorized access, which must be ensured by the operator through access control, the use of secure passwords, as well as regular updating of the operating system and the software installed on it.
- The HRZ carries out external security scans of the VMs at its own discretion in order to ensure the operational security of the entire system.
- Each institute is allocated a resource quota upon registration. Within these limits, the portal owners can, in agreement with their budget manager, personally access the available resources.
- The resources per VM can be freely assigned within the values predefined by the HRZ (min./max.). In urgently justified special cases, you can send a written request to vhrz-support@uni-bonn.de
- The standard network access is realized via a private VLAN. If desired, either in isolated mode, so that a VM can only communicate externally via the router, or in community mode, in case you need internal access between several servers (e.g. web server and database).
- If you need further network activations for your VM, you can fill out a corresponding form directly in the self-service portal. Further information can also be found in our Wiki. Alternatively, you can also send an e-mail to vhrz-support@uni-bonn.de
- The provided templates contain the VMware Tools or the openVM Tools. These are necessary for the operation of the VMs and must not be uninstalled by the operator of the VMs.
- A snapshot of the VM can be created by the operator himself via the self-service portal. However, to ensure optimal performance, these are automatically deleted from the system after 10 days. Snapshots are not suitable as a backup of the guest operating system and should therefore only be used if it is necessary at short notice (for example, to test a new installation).
- Backups of the VMs are created daily at storage level (NetApp storage snapshot) and can be restored to the original VM upon request to vhrz-support@uni-bonn.de. This type of backup is not a disaster recovery backup, the data is not moved to another location.
- Commands in the self-service portal are not sent to the vCenter Server in real time. Thus, there may be delays of several minutes before the commands are processed in the backend.
- The above pricing structure can be adjusted as needed. In this case, the above contact person and the budget manager will be informed at least half a year in advance.
- It is possible to nominate additional persons to the HRZ, who are authorized to use the portal, at any time. In the case of a change of contact person(s) or institute affiliation of an entitled person, the support at vhrz-support@uni-bonn.de must be informed immediately.
- If you wish to quit the service, please contact vhrz-support@uni-bonn.de in writing. VMs can be deleted by the operators at any time via the self-service portal. The deletion process can take up to three days.