

Service Implementation Questionnaire

Montgomery College Network Operations Center

Service Implementation Questionnaire

Montgomery College NOC

General

Service Name

SharePoint Pilot

Overview

1. What function will the service provide? Provide a brief description and the purpose of the service.
SharePoint (MOSS 2007) pilot for a variety of testing and miscellaneous projects.
2. Is the function Academic or Administrative
Academic
3. Is this a new function? If not, is it replacing an existing function? Is it an upgrade or expansion of an existing function?
New function
4. When is the service needed, from an owner perspective and from an end-user ("go live") perspective? What factors should be considered in determining the implementation timeline?
In Service Date
5. When do you anticipate the service will be at full usage?
How many users do you anticipate at full usage?
6. Who will perform system testing? Who will verify that the system is ready to go live?

Points of Contact

7. Who is the system owner or project lead (primary implementation point-of-contact)?
8. Who is the Application owner or project lead (primary Application implementation point-of-contact)?
9. Will the implementation be performed by an external vendor? Provide contact info
System Source
Daryl Sirota - dsirota@syssrc.com
Brenda Krause - bkrause@syssrc.com
10. Who are the "users" of the system? Please break into different classes (e.g., HR will manage the data, students will use the data) as appropriate.
Internal
All testing for the moment
11. Who will provide end-user support for the application?
Does the service require Select... existing user technical support?
 Will support be provided through the IT Helpdesk?

Impact

Service Implementation Questionnaire

Montgomery College Network Operations Center

12. Is the service considered mission critical? If so, why? _____
13. How critical is the application/data? Not critical
How long can the service be unavailable before there is impact? no rush
What are the data retention requirements? none!
14. Please describe the data stored, transmitted, or processed by the application. In general, what does it represent? Variety
 Does the data contain any PII (Personally Identifiable Information) or other sensitive or confidential information?
15. Does the service require additions or changes to user workstations? If so, what? Workstations ought to have the SharePoint URL their Trusted Sites Zone.

Replacement

16. Are these replacement servers? If so, what servers are they replacing? _____
17. If replacement servers, will they have the same configuration settings (e.g., IP addresses, DNS entries, firewall rules) as the old servers?
 Do they need to have the same settings? If not, what changes are needed? _____
18. If replacement servers, what will be the disposition of the old servers? Select...

Hardware Configuration

19. Have the servers been purchased? If so, please provide the documentation (i.e. PO's, and invoices)? _____
20. Have the server specifications been determined? If so, what are they? Provide processor and memory requirements for each server
`CPU dual core, 2ghz+
Memory 2gb
21. What are the application's minimum hardware requirements? Please provide the vendor's documentation. 2GB RAM for SharePoint WFE/App Servers
4GB RAM for SQL Servers
22. Can the servers be virtualized?
23. Can the service be hosted on existing _____

Service Implementation Questionnaire

Montgomery College Network Operations Center

servers? If so, what servers?

24. On what campus should the server(s) be? (If not in the NOC, please provide justification.)

Select...

25. How many servers are needed to support the service?[Note: A diagram showing the system architecture, including all servers, clients, and data flow, is required.]

2

26. How much disk space does the application require initially?

5 GB

What is the expected space requirement within the next year?

10 GB

The next three years?

100 GB

Does the space need to be partitioned in any special way? Please break down space requirements by server.

16GB OS (Minimum)
40gb data

27. Will the application require vendor installation?

If so, will they provide the server(s) pre-built?

Software Configuration

28. What operating systems do the servers need?

Windows 2008 x64

29. Does the service require a database? If so, what type and version?

Microsoft SQL

Can the database be hosted on a different server from the application server?

40 GB

Can the database instance be hosted on an existing database server? If so, how much disk storage is required for the database?

30. Does the service communicate with any other existing application? If so, which and how?

SharePoint WFE and Application services login t
SQL over port TCP 1433 with Windows
authentication.

31. What other applications does the service need?

IIS, .NET 3

Web Configuration

32. Does the service require Web access?

If so, can it use an existing Web server or does it require a dedicated Web server?

Dedicated server(s) required

Can use existing server

Is Web server load balancing required?

Service Implementation Questionnaire

Montgomery College Network Operations Center

33. What is the expected maximum number of concurrent users?
34. If the service hosts a Web site, what is the URL? Does the URL domain need to be registered? Is the domain already registered? If the fully qualified domain name of the service is not currently <service>.montgomerycollege.edu, can the name be changed to <service>.montgomerycollege.edu? (If not, please provide a justification.)
35. If Web access is to be supported, what Web server(s) is supported?
36. Does the service/application require user authentication (i.e., do users utilize user IDs and passwords to access any part of the site)? If so, are user IDs and passwords encrypted when transported between client and server? Where will the user IDs and passwords be stored? Are user IDs and passwords encrypted in storage? Can the application use an existing authentication system such as eDirectory or Active Directory?
37. Does the Web site require SSL?
 Is there an SSL certificate already available. If so, with whom and by whom is it registered? Does the Web server allow for SSL-offloading (SSL encryption performed by load balancers)?

IIS 7.0

authentication will be against Active Directory, users and groups can be given permissions to SharePoint objects.

SSL Registered to:

Network Configuration

38. To what network(s) does the service need to be accessible? The public? MCNET? IMCNET?
39. Are there any special networking issues that we should be aware of? Are there any functions that may generate significant network traffic?
40. What ports will need to be accessible by the application?
41. Does the application need to generate e-mail (for notifications or processing, for instance)?

Select...

full backups will generate SQL data backups across the wire.

80, possibly 443. Two alternate ports for management.

If so, does it need to use Exchange or an SMTP relay?
SMTP

Support and Maintenance

42. Who will need administration access to the server(s)? For what purposes?
43. Who will need direct login access to the server(s)? What type of access will they require?
44. Root/Administrator to install?
 Root/Administrator to run/execute?

System Source via RDP

Service Implementation Questionnaire

Montgomery College Network Operations Center

45. Does the application have its own monitoring capabilities? If so, please describe.

46. Are there any monitoring requirements needed by the vendor (phone home, update, troubleshooting, etc.)? What are they?

Remote Access (RDP to the servers)

47. What are any anti-virus exceptions that are required by the application?

Do not scan SQL MDF and LDF files

48. Does the application/server need to be restarted on a regular basis? If so, how often?

49. The standard maintenance window is 10:00pm Saturday to 6:00am Sunday.

Is this acceptable for this application? If not, when would be an appropriate maintenance time?

50. How often should the server/data be backed up?

Daily.

51. What directories should not be backed up by TSM?

52. What time (one hour period between 10:00pm and 6:00am) is best for backups?

Select...

53. How long (months/years) do you need to retain any data?