

BT Virtual Data Centre

Service Description:

BT's Virtual Data Centre (VDC) is a virtual networked IT infrastructure that enables customers to create, deploy, monitor and manage their own service on demand through a secure self service portal.

The flexibility provided by VDC means that it can accommodate many application hosting requirements. VDC is a service based on a virtualised infrastructure (server, storage and network). This is achieved through the consumption of standard components and capabilities.

VDC supports automated delivery of the service features. It enables customers to make many in-life changes, on demand. The vision for VDC is a suite of globalised data centre services that offer:

- **Automation** – Full automated service delivery and service assurance.
- **Autonomics** – Self healing and dynamic optimisation.
- **Autonomy** – Customer self service and change control.

Key Features:

- **Operating systems.** Current available operating systems for VDC are Microsoft Windows 2003, 2008r1 and Red Hat Linux.
- **Customer configuration.** Compatible OS environment builds can be uploaded to VDC and used as a template for deployment.
- **Service level.** VDC is underpinned by a full ITILv3 Service Wrap to agreed security levels, delivered to a known Service Level Availability of 99.9%.

- **Flexible connections.** Data centre connectivity to public and private IP networks and other IT infrastructures.
- **Standard configuration.** The service can be configured to standard build templates, allowing the rapid turnaround of orders and changes.
- **Quick provisioning.** A new VDC can be built within days. Most in-life service changes typically take up to 60 minutes.
- **Managed service.** The infrastructure that supports the service will be managed and individual virtual servers monitored for availability.
- **Storage.** Each virtual server is delivered with a standard set of drives, which can store the operating system, Page/Swap file and the customer's application data. Additional application storage can be provided on demand and this can be dedicated to a virtual server or be shared across a group of virtual servers – Terabytes of storage per virtual server or group of virtual servers can be configured.
- **Snap backup and restore.** There is a choice of backup schedules, including frequency and retention periods. The customer can then restore data from any available backup.
- **Resiliency.** VDC offers resiliency throughout the entire infrastructure with the option to also purchase high availability at the virtual server layer.
- **Control of resource.** VDC enables the customer to control many aspects of their hosting environment. This includes network security, computing and storage.



Service Summary:

Service Tier	General Production
Service Model	Fully managed infrastructure
Availability	Platform infrastructure: 99.9%
Service Hours	24 x 7 x 365
Availability of Service	UK

Service features	Details
VDC configuration	Select operating system from Windows 2003, 2008r1 and Linux, or compatible builds uploaded as templates Select performance economy, standard or enhanced Select High Availability if required Dynamic resource scheduling
Add Virtual Server	Specify size (small, medium, large or custom) Specify group Specify prioritisation Specify direct storage Select load balancing Select backup and specify frequency and retention
Edit Group	Select group storage size Select group backup options
Add network connectivity	Connect VDC to another IP based network or IT infrastructure Amount of internet bandwidth Fixed or burstable
Management port configuration	Specify source (Internet or fixed IP address)
Value Added Service	Select anti-virus per virtual server
Firewall	Define firewall rule sets: source, destination, port and protocol
Performance	Performance achievements will be monitored and reported. Full reporting available through portal for the virtual server, storage and/or network

Service features with target lead times:

Service Request	Time
Build a new VDC - up to 59 virtual servers	Typically 2 working days
Modify global VDC settings	Up to 1 hour
Change HA settings for VDC	Up to 1 hour
Virtual server control - stop/start/pause/resume/restart/reset	Up to 1 hour
Re-Size a virtual server	Up to 1 hour
Add/remove a firewall rule	Up to 1 hour
Enable/disable virtual server within a Load Balanced Group	Up to 1 hour
Increase storage	Up to 1 hour
Modify backup schedule	Up to 1 hour
Modify backup retention period	Up to 1 hour
Mount 'restore points' for restore	Up to 1 hour
Unmount 'restore points'	Up to 1 hour
Add virtual server to existing Server Group	4 hours
Add virtual server to new Server Group	4 hours
Remove virtual server	4 hours
Set prioritisation - high/normal/low	Up to 1 hour
Change friendly names for VDC, Server Group, virtual server	Up to 1 hour
Enable/disable anti-virus	Up to 1 hour
Hard cease a VDC service	5 days
Soft cease a VDC service	Up to 1 hour
Flex virtual server	Up to 1 hour

For more information on BT Virtual Data Centre, contact your BT account manager.

Offices worldwide

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