



Simplifying IT Hosting Services Provisioning Process

Overview

The NC DIT Hosting Services Team coordinates multiple solutions to meet customer IT computing needs. This includes total project coordination (provisioning and decommissioning) of current DIT hosting technology solutions. Coordination includes the following: platform services (Windows, Linux, UNIX), network requirements (VPN, IP addresses, load balancing, firewall rules), monitoring (alerts and performance), storage (SAN, backup), security scans (threats and vulnerabilities), database (Oracle and MS SQL) and middleware (WebSphere) as needed, consulting, quoting, and billing. Floor hosting (co-location) services are also provided.



Key Tasks of DIT Hosting Services

- Receives and reviews customers' project requirements
- Defines provisioning, onboarding and decommissioning processes
- Schedules meetings to review requirements
- Consults in project meetings between customer, DIT internal teams, and vendor
- Generates DIT Service Agreements (3002 Form)
- Originates DIT tickets for:
 - Network Services
 - Platform Services
 - Monitoring, Backup, ADDM/CMDB and Security
 - Database and Middleware Services
 - Billing
- Transitions Services to the Customer



Contact NC DIT Hosting Services

NC DIT Help Desk 1-800-722-3946 or 919-754-6000

email: dit.incidents@its.nc.gov

For a more detailed service description,
contact NC DIT Hosting Services

<https://it.nc.gov/services/service-directory/hosting/distributed-hosting>

Customer Provisioning Checklist

Please refer to the NC DIT and Customer Provisioning Checklist on the opposite page.



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NC DIT / Customer Provisioning Checklist

No.	Hosting Services and Customer	Checklist Process
	Customer	Opens a ticket via the DIT Service Desk specifying IT hosting needs.
	Hosting Services	Assigns a Project Coordinator to follow up with the customer. This includes sending Client Questionnaire form and Server Farm Request (SFR) form.
	Hosting Services and Customer	Requirements analysis occurs between customer and DIT Provisioning Coordinator.
	Hosting Services	Hosts "kick-off meeting" with customer, DIT internal teams, and key stakeholders to assess and refine details of customer's final requirements. This includes project tasks and subtasks.
	Hosting Services	When applicable, develops project schedule based on customer's requirements and delivery date.
	Hosting Services	Creates a DIT 3002 (services agreement) that estimates project costs and delivery date.
	Hosting Services and Customer	Reviews and signs off on the DIT 3002 to initiate work.
	Hosting Services	Opens any applicable DIT Service Desk tickets for: <input type="checkbox"/> DIT Network Services (IPs/Firewall Rules) <input type="checkbox"/> DIT Platform Services (Server Build) <input type="checkbox"/> DIT Monitoring, NetBackup, ADDM/CMDB and Security Scans <input type="checkbox"/> DIT Database/Middleware (if a database or middleware install is needed)
	Hosting Services	Coordinates delivery of services to customer.
	Customer	Tests access to their systems. Inspects their systems to ensure build specifications are correct.
	Hosting Services	Sends project 3002 to the customer to review and approve.
	Customer	Reviews/approves the requested systems with a final signature on the DIT 3002.
	Hosting Services	Opens a ticket for the Finance team (with final 3002) to add new systems or services to billing.
	Customer	Installs and configures their application onto their systems.
	Customer	Addresses any future issues by opening a ticket with the DIT Service Desk.



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