



CDC UNIFIED PROCESS PROCESS GUIDE



DESIGNATED SERVER SITE (DSS) APPLICATION HOSTING

Purpose of the Process Guide

CDC projects are required to comply with various CDC and Federal regulations, mandates, policies, processes, and standards. Information about these requirements is available from various websites and supporting documents. However, this information is often not presented from the perspective of the project team and their roles & responsibilities in complying with these requirements. CDC UP Process Guides provide that perspective.

CDC UP Process Guides help project teams comply with CDC and Federal requirements by:

1. Setting the requirements in the context of their purpose
2. Providing step-by-step instructions for completing the activities required for compliance
3. Illustrating potential integration points between processes
4. Presenting requirements in a concise, easy-to-understand, and consistent format
5. Making that presentation accessible to the CDC community via the CDC Unified Process website

The specific purpose of this Process Guide is to describe the [Designated Server Site \(DSS\) Application Hosting](#) process as it applies to project teams.

Process Overview

This process provides an overview of the application hosting services provided within the Designated Server Sites (DSS) environment. A Designated Server Site (DSS) is a secure application hosting environment used to host applications accessed by external partners and applications that are accessed only by CDC employees who are connected to the Agency's private network. Applications which external partners need to access reside in the demilitarized zone (DMZ) of the DSS where digital certificates are not required for authorization and authentication.

Designated Server Sites do not provide system monitoring on a 24 x 7 basis and they do not include data redundancy and disaster recovery features and services that would prevent loss in the case of a disaster like a fire. Projects can choose from different DSS environments based on their project requirements. The recommended environment is the DSS consolidated server environment. This is the most cost effective and involves the project utilizing ITSO resources for all their hardware, software, and administrative support needs. A project could also choose to meet some or all of its hardware, software, and administrative support needs with its own resources. ITSO is accountable for all security related patching for project provisioned servers. ITSO will retain administrative access to all servers regardless of who funds its purchase and operation. In this case, the project is responsible for buying and supporting any such necessary hardware and/or software, and any purchased equipment must remain in one of the designated ITSO server site computer rooms. DSS services are provided through the Information Technology Services Office (ITSO) located in the Office of the Chief Operating Officer (OCOO).

If a project's application is going to be hosted in a DSS environment it is important to begin communicating with the Technology Service Executive (TSE) for your NC or Coordinating Center during the planning phase of the project to minimize cost and time delays resulting from unexpected requirements.

Process Attributes

This section provides a list of process attributes to help project teams better understand the requirements necessary to comply with this process and to determine when and how they may impact their project.

PROCESS ATTRIBUTE	DESCRIPTION
Process Owner(s)	Chad McCown, Information Technology Services Office (ITSO), Designated Server Lead
Process Criteria	All IT projects



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PROCESS ATTRIBUTE	DESCRIPTION
Timing of Process in Project Life Cycle	Planning Phase
Estimated Level of Effort	<p>Varies, depending upon the type and size of the project, and whether a project utilizes the DSS consolidated server environment. The timelines outlined below presume hardware is available.</p> <p>If a project uses the DSS consolidated server environment – in other words, if the project utilizes ITSO resources in the DSS for all their hardware, software and administrative support needs – it requires between 40 and 80 hours for ITSO to load and configure the application in the DSS environment for development, testing and deployment. This estimate includes the time needed to meet and communicate with the DSS team. Unusually large requests for resources may require time for procurement.</p> <p>By using virtualization technology where appropriate it is possible to provision new servers avoiding hardware purchasing cycles. This applies to both ITSO and project purchased hardware.</p> <p>If a project chooses to use some or all of its own hardware, software, and administrative support resources, it requires between 40 and 120 hours for ITSO to load and configure the application in the DSS environment for development, testing, and deployment. This does not include the time required to procure hardware and software, nor does it include the time involved in addressing any problems that may occur when configuring hardware.</p>
Associated Costs	<p>There are three levels of support provided by ITSO within the DSS environment:</p> <ul style="list-style-type: none"> • Level 1: ITSO full support. The project uses ITSO resources for all hardware, software, and technical administrative needs at no cost to the project. • Level 2: ITSO partial support. The project uses a blend of its own and ITSO's hardware, software, or technical administrative services. The support arrangements are discussed and agreed to between ITSO and the project team, and the cost to the project is based upon the support selected (e.g., might only involve supporting a server at the Operating System level). Virtualized servers can be furnished by ITSO for the project for a fee. • Level 3: No ITSO support. The project has chosen to utilize all of its own hardware, software, and technical administrative services and the project bears all the costs of these resources and services.
Process Prerequisites	None
Process Dependencies	Security process - If the project uses the consolidated servers within the DSS environment, certain documentation required for Certification & Accreditation (C&A) will be provided to the project team by the DSS team. If the project does not utilize the hardware and software available within the DSS



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PROCESS ATTRIBUTE	DESCRIPTION
	<p>consolidated server site, then the C&A documentation burden will fall on the project with DSS staff furnishing hardware and OS level documentation. . (For more information on C&A requirements, see the CDC UP Security Process Guide.)</p> <p>Enterprise Architecture - All hardware and software used or developed by the project must align with the agency's enterprise architecture.</p>
Related Systems/Tools	None
Available Training	None
Additional Information	http://intranet.cdc.gov/itso/

Contact List

This section provides a list of individuals and/or offices that are available to assist project team in answering questions regarding the content of this Process Guide and related topics. The information is correct as of this publication. However, due to the ever-changing nature of our work environment it is possible some information may be out of date.

NATIONAL CENTER	ROLE	NAME
Information Technology Services Office (ITSO)	Designated Server Lead	Chad McCown

Please refer to the ITSO website to determine the Technology Service Representative for your Center, Institute or Office:

http://intranet.cdc.gov/itso/Tech/ts_executives.htm

Key Terms

The CDC Unified Process Team maintains a comprehensive list of key terms and acronyms relevant to all Unified Process artifacts maintained on the CDC UP website. Follow the link below for definitions and acronyms related to this, and other, documents.

<http://www2.cdc.gov/cdcup/library/other/help.htm>

Activities Checklist

This section provides a list of steps outlining the activities associated with complying with this process, who usually performs those activities, and a list of any related documents or tools that may assist in completing the activities.

ACTIVITY	RELATED DOCUMENTS/TOOLS	PERFORMED BY
1. Contact your Technology Service Executive (TSE) to discuss using a DSS environment for developing, hosting and deploying the project's application.		Project Manager or Business Steward



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ACTIVITY	RELATED DOCUMENTS/TOOLS	PERFORMED BY
2. An initial meeting will be scheduled with the DSS team in which you will discuss: <ul style="list-style-type: none"> The system architecture (e.g., hardware, software) for the project's application. The project schedule. It is important to tell the DSS team when the project's application is scheduled for deployment and to communicate with the DSS team throughout the project about any changes that may impact the deployment schedule. The schedule for procuring hardware and software. Providing the DSS team with copies of software licensing agreements and keys (if applicable). 		Project Manager
3. Determine whether the project will meet all of its hardware, software, and administrative support needs with the resources in the consolidated server environment provided by the DSS team (which will save the project money and administrative costs), or whether the project will rely on some or all of its own hardware, software, and administrative support.		Project Manager
4. If the project chooses to use the hardware and software provided in the DSS consolidated server environment, work with the DSS team to install the project's application or service in the development, testing, and production environments. Proceed to Step 10.		Project Manager
5. If the project decides to use some or all of its own hardware and/or software, the project is responsible for purchasing the necessary hardware and software. At this point virtual server deployment can be considered. Submit the hardware and software requirements to your TSE, who will provide them to the DSS team.		Project Manager
6. Once the DSS team receives the hardware and software requirements for the project, they will provide a cost estimate to procure the hardware or virtual server and software.		DSS Team
7. The project team is responsible for purchasing the required hardware and software except in the case of virtual servers. Virtual servers are purchased by ITSO at an agreed upon cost.		DSS Team
8. The hardware and software will ship to the project team. Upon receipt of the hardware and software, give it to the DSS team, along with the license agreements and keys, if applicable.		Project Manager
9. The DSS team will format and install the project's procured hardware and software into the DSS. Any such equipment will physically reside in one of the DSS server rooms.		DSS Team



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ACTIVITY	RELATED DOCUMENTS/TOOLS	PERFORMED BY
10. Regardless of whether the project is using the hardware and software in the DSS consolidated server environment or some or all of its own hardware and software, after initial deployment of the project's application, the project needs to notify the DSS team to schedule subsequent releases and updates.		Project Manager



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Process Flowchart

This section provides a pictorial view of steps outlining the activities associated with complying with this process and who usually performs those activities.

