UCD Data Centre Terms and Conditions (updated February 2025)

Please note these Terms & Conditions are periodically updated and subject to change - please ensure you download the latest edition from the UCD website.

1) The Service

a) Physical hosting of IT equipment together with power, cooling, networking and KVM.

b) Equipment hosted in the Data Centre must meet all criteria set out in this document (see sections 3, 4, 5 & 6 below)

c) Equipment must be less than five years old to be hosted in the room.

d) All equipment hosted in facilities are subject to the [Device Protection Policy](#), [Acceptable Use Policy](#), and the [IT Services Maintenance Window](#).

e) As part of hosting in the UCD Data Centre you consent to being contacted over email for general communications and updates related to the data centre service.

f) IT Services will not be liable for any loss or damage to equipment or data.

2) Hosting Request Process

a) Customer completes a [Hosting Request Form](#), stating equipment's space, power/cooling, network and console requirements and their own contact details.

Please note that the hosting request form must be completed by a UCD Staff member, nominated Staff member or the PI who purchased the equipment .

b) IT Services will review the application and contact the customer. Access to the data centre and a date for installation will then be provided.

3) Pre-Installation Requirements

a) Equipment must be Standard 19" Rack Mountable

b) 1GB access switches are available in the data centre. Specific VLAN assignment must be requested prior to the installation

c) Power provision options;

i) 10AMP - IEC 320 C14 (M) /C13 (F)

ii) 16AMP - IEC 320 C19 to IEC 309- 16 AMP/ 230V

iii) Commando - "Commando" plug 32a – Single Phase

Notes

- UCD IT Services does not provide any installation or support services for hosted equipment.
- For all Hosted equipment installations, customers should ensure they have any tools or equipment required to complete the installation
- To ensure a successful installation Customers should make sure they have all information and the ability to complete the installation.
- For all Access requests to hosted equipment, customers should ensure they have any tools or equipment (e.g. Monitor, Keyboard, Mouse) required to complete work in the room.
- Vendors or Support providers must be accompanied by the Customer. Unaccompanied Vendors or Support providers will not be given access to the room.

4) Network Connectivity & Security

a) It is the responsibility of the customer to ensure that their equipment has a valid UCD IP address

   i) Customers locating new equipment in the Data Centre should register their equipment through the standard UCD IT Services Network Registration Form on https://netreg.ucd.ie/ . If the new equipment requires a fixed IP address, please choose the "server" option on https://netreg.ucd.ie

   ii) It must be registered for use in the "Research IT Data Centre".

   iii) Customers relocating existing equipment should log a call with the IT Services Helpdesk to facilitate IP changes and DNS TTL timers.

b) Limited IP ports are open (in/out) of the Data Centre networks. Customers that require specific ports for services should request this via the IT Support Hub, prior to installation. Note: By Default TCP Ports 80 and 443 are open from the internet to all hosts in the Data Centre networks.

c) Customers requiring a non-routed network should request this from IT Services before installation via the IT Support Hub.

d) Equipment hosted will be subject to security scans.

e) System owners must remedy vulnerabilities identified.

5) Delivery of Equipment

a) Delivery of equipment directly to the Data Centre is possible, if agreed with IT Services in advance. Please note the Data Centre is a live environment and not suitable as storage space. Following delivery to the Data Centre, Installation of equipment must be completed in 3 working days.

b) In the event that equipment has been delivered to your offices or building please contact UCD Estates to move equipment to the Data Centre. IT Services does not provide a moving or delivery service. Please ensure the delivery to the data centre has been arranged in advance with IT Services.

c) The registered owners (Applicant and Principal Investigator), systems administrator, or an agreed representative, must be present for the delivery of equipment. Delivery can not be completed without a registered representative.

6) Installation of Equipment

a) The registered owner, systems administrator, or an agreed representative, must be present for the installation of equipment.

b) Where possible IT Services will provide connecting power, data cabling and KVM access.

c) Access to the back of the racks is restricted.

d) It is the responsibility of the customer to arrange the physical racking/installation of the equipment.

e) Equipment / Operating Systems and applications software can and should be pre configured/loaded before physical installation in the data centre.

f) Further system configuration should be completed remotely via the KVM system.

g) No additional equipment, spare parts, cables, etc may be racked or stored in the Data Centre.

h) IT Services are responsible for all network and power patching. Unauthorised patching will be removed.

i) IT Services will provide 10amp (IEC 320 C14/C13) cabling. All other power cables must be supplied by the customer (and approved by UCD IT Services before installation).

j) IT Services will provide all network cables for connection onto the public UCD network. All other data/network cables must be supplied by the customer (and approved by IT Services before installation).

k) Customers are responsible for the removal of empty boxes and all packaging materials.

7) Access to the facility – Remote

a) It is the responsibility of the customer's system administrator to ensure that their equipment is remotely manageable as physical access to the room is limited.

b) If required Customers can request SSH and/or RDP ports to be opened to their server. This should be requested via the IT Support Hub

c) IT Services will provide a KVM service for remote console and power management. The service allows KVM access to registered Administrators via a web-browser.

8) Access to the facility – Physical

a) Physical access to the Data Centre is available only by appointment Monday - Friday between 10:00 –16:00 (10am to 4pm)

b) IT Services will endeavour to accommodate all requests for physical access to the room. Please note same day access can not be guaranteed.

c) Customers wishing to physically access equipment located in the Daedalus Data Centre must complete the Access to Research IT Data Centre form.

d) Customers should ensure they have any tools or equipment (e.g. Monitor, Keyboard, Mouse, screwdrivers, etc.) required to complete work in the room. Vendors or Support providers must be accompanied by the Customer. Unaccompanied Vendors or Support providers will not be given access to the room.

e) Please note in order to access the Data Centre and specified equipment, requestors are required to:

i) Be a registered customer / systems administrator for the specified equipment

ii) Provide acceptable photographic identification (UCD Staff / Student card, Driving Licence etc.)

iii) Complete the Access to Research IT Data Centre form

9) Period of Hosting

a) The standard hosting period is five years. Customers should be aware that only equipment which is less than five years old can be hosted in the Data Centre facilities.

b) In the event of the owner(s) concluding their involvement with the project, for example leaving UCD, they must appoint an alternative owner for the equipment and notify IT Services to this end.

c) Whilst equipment is hosted in the Data Centre facilities it is recommend that the owner ensures that it is covered under a suitable maintenance agreement

d) IT Services will contact the owner(s) for time to time to ensure that their hosting requirement is still active / appropriate

10) Removal of Equipment

a) Equipment that is no longer eligible to be hosted must be collected by a registered owner(s) or a nominee within two (2) working weeks, otherwise IT Services will power off and initiate the disposal of the equipment.

b) If registered owner(s) fail to respond to requests to validate their hosting requirement, IT Services will power off and initiate the disposal of the equipment.

11) Disposal of Equipment

a) Equipment powered off and/or uncollected after 2 weeks will be unracked and offered back to the relevant College or Institute.

b) Uncollected equipment after 1 month will be sent for disposal by IT Services. The disposal of equipment will include destruction of any data/datasets/software/licences/etc. residing on the equipment.

c) IT Services are not liable for any loss of data/datasets/software/licences/etc.

d) Secure Disposal of hardware will incur a charge to the customer/college/institute.