

# Marshall University Information Technology Council

## SHAREPOINT SITE PROVISIONING GUIDELINES AND COST RECOVERY FRAMEWORK

### General Information:

- 1.1 **Scope:** These guidelines are applicable to Sharepoint sites provisioned at the request of Faculty, Staff, and other authorized requestors, on the Microsoft Office Sharepoint Server 2007 (MOSS) farm.
- 1.2 **Purpose:** These guidelines seek to:
  - 1.2.1 Define a standard procedure for provisioning a Sharepoint site
  - 1.2.2 Define a standard storage allocation cap for newly provisioned sites
  - 1.2.3 Set guidelines for cost recovery in the event that a specific user or group requires resources beyond those set forth in the standard procedure.
- 1.3 **Definitions:**
  - 1.3.1 **Sharepoint Farm, farm** – The Marshall University Microsoft Office 2007 Sharepoint Server cluster, consisting of three web nodes, two dedicated search nodes, and a SQL Server database cluster.
  - 1.3.2 **User, the user** – An individual or group authorized to request, and approved for provisioning of a site on the Sharepoint Farm.
  - 1.3.3 **Site** – A Sharepoint team or Document Workspace framework, in the case of an internal Sharepoint site. A Publishing site framework, in the case of a public facing web site.
  - 1.3.4 **Site template** – A pre-built Sharepoint site definition, used by the server to automatically provision sites to specific guidelines, as determined by the Sharepoint server administrators.

- 1.3.5 Managed path – Part of the URI used in new site creation to determine where the newly provisioned site will be managed. Each web application multiple managed paths (similar to directories) as part of the URL (Examples: inside.marshall.edu/services, inside.marshall.edu/sites).
  
- 1.4 Application framework: The Sharepoint Farm consists of a number of independently managed web applications, all configured to serve a specific purpose on the Marshall University network.
  - 1.4.1 inside.marshall.edu – An on-campus (or VPN) only accessible web application, best suited for provisioning intranet content, and any content that may be considered sensitive or not for general public consumption.
  - 1.4.2 mysite.marshall.edu – A social networking infrastructure, designed to allow users to self-request site space, and define personal profiles and personal network connections.
  - 1.4.3 webcontent.marshall.edu – A public facing web application, used to provision any sites that are intended to serve public web content, including protected extranet content.
  - 1.4.4 Administrative collections – The administrative web applications include Central Administration, and Shared Services (services common to all web applications deployed in the farm).

## Guidelines:

- 2.1 Evaluating a request: Use of the Sharepoint farm is restricted to Marshall University departments, groups, colleges and schools. Requests submitted by student groups, individual users, and site allocations related to class instruction are evaluated individually.
- 2.2 Assigning a site to web application space: New sites are provisioned as per the following guidelines:
  - 2.2.1 inside.marshall.edu: The site is not intended to host publicly available web content, or content deemed sensitive or private in nature. Appropriate content example: Intranet, Candidate Search, etc.
  - 2.2.2 webcontent.marshall.edu: The site will host publicly available web content, or protected extranet content that will need to be accessed from outside

- the Marshall University network, possibly without access to the VPN.  
Appropriate content example: Public department web page.
- 2.2.3 At this time, all remaining web application space is reserved for future development, and out-of-bounds for new site provisioning.
- 2.3 **Managed path selection:** Managed paths are assigned at site creation as per the following guidelines:
- 2.3.1 **/services/:** Sites assigned to this grouping are sites that will commonly be utilized by multiple users and groups throughout the campus community.  
Example site: Public Safety
- 2.3.2 **/sites/:** The **/sites/** managed path is where the bulk of new sites, in both the team collaboration and public content space will be created. If there is a doubt as to the managed path a site should be assigned to, provisioning should default to the **/sites/** managed path.
- 2.3.3 **Root level sites:** The root, or “/” level space at each web application address is reserved and should not be used during site creation.
- 2.4 **Site collection administrator:** At site creation, a site collection administrator is defined. The site collection administrator assumes responsibility of the site, its membership, and its content. By default, the original requestor of the site will be assigned as site collection administrator unless otherwise specified. A member of the Application Administration/Web Services team will be assigned as secondary site collection administrator on all newly provisioned sites.
- 2.5 **Space allocation:** New sites are provisioned with a 2GB storage cap. This is a total cap on site size, including both the site framework elements, and end user content. As sites are provisioned, they are configured to notify the designated site administrator via email when their space utilization comes within 10% of their assigned cap. Upon notification, the site administrator can choose to reorganize, remove, or archive content, or they may request additional storage allocation as outlined in “Cost Recovery”.
- 2.6 **Automated site auditing:** The Sharepoint Farm is set to audit all site collections for sites with no user activity within a 60-day period. Once a site is identified as having met this activity threshold, the site administrator is notified via automated email and asked for verification that the site is still in use. If the site administrator verifies with the system that the site is still active, the usage clock resets. If no response is received, the Sharepoint Farm will reattempt contact two additional times, at 7-day

intervals. If no response is received 7 days after the final notification, the site is automatically deleted and this disk space recovered by the system.

This site deletion process is final, and cannot be reversed without a restore of the server farm disks.

- 2.7 **Feature activation:** Features active at the time of site provisioning are dependent upon the type of site being requested. All Site-Collection specific features are available to authorized users upon request. Farm-specific features require additional review by the Web Services team, and will be evaluated on a case-by-case basis.
- 2.8 **Multiple site limitations:** Each authorized requestor, as outlined in 2.1, may be allocated both an internally facing site (team collaboration/sharing) and an externally facing site (web content) if requested. Each site collection is subject to the 2GB size limitation independently. Subsequent requests for additional sites for the same user group are managed through the cost recovery model outlined in section 2.8.
- 2.8 **Cost recovery:** Should a site exceed the 2GB quota, the site owners may elect to acquire additional storage space for their site in 1GB increments, at a rate of \$10/month/GB.