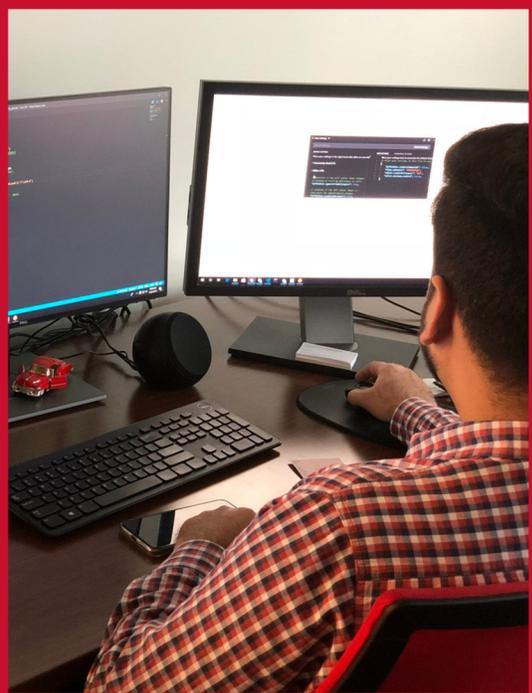


```
nt.getElementById(div).innerHTML +=  
(i==2)  
atpos=inputs[i].indexOf("@");  
dotpos=inputs[i].lastIndexOf(".");  
(atpos<1 || dotpos<atpos+2 || dot  
document.getElementById('errEmail')  
else  
document.getElementById(div).in  
pos=inputs[i].lastIndexOf(".");  
if (i==5)  
document.getE
```



FY25 Additional One Time Request- Division of Student Affairs Hosted Solutions SLA Support

DSA IT SERVICES

FY 25

FY 25 SFAC Additional One-Time Funding Request: Division of Student Affairs Department Hosted Solutions SLA Support

Amount Requested: \$120,155 + UH Administrative Charge (6.0%): 7,209.30

Total: 127,364.30

JUSTIFICATION FOR FUNDING REQUEST

The Division of Student Affairs (DSA) relies heavily on its server infrastructure to support the operations of 23 departments and multiple university-affiliated organizations, ensuring seamless delivery of critical programs and services to students, faculty, and staff. The requested FY25 additional one-time funding is necessary to maintain these servers' high availability, security, and performance, which are essential for the functioning of DSA websites, data storage, and application services.

This infrastructure supports everything from departmental websites (58 in total) to crucial applications that serve students and staff across the University of Houston. Without the proper funding, DSA would face a higher risk of system downtime, security vulnerabilities, and delays in service delivery, all of which would negatively impact student success and the division's ability to fulfill its mission.

Furthermore, robust security measures are critical as the DSA departments handle sensitive data, including Level 1 data under SAM 07.A.08 (Data Classification and Protection). The funding ensures that UIT administrators can implement essential security patches and updates promptly and that DSA IT administrators can effectively manage and secure departmental applications. The infrastructure also requires regular and emergency maintenance to ensure operational integrity and compliance with university policies.

In summary, this funding, which averages about \$5,500.00 per department, is crucial to sustain the reliable operation of DSA's technological infrastructure, minimize disruptions, enhance security, and continue to deliver high-quality services to the university community.

SERVICE PROVISION

The Division of Student Affairs (DSA) relies on a comprehensive server infrastructure managed by University Information Technology (UIT). This service includes server management and operating system administration for University data center servers. It supports various DSA services and applications essential to its departments and affiliated organizations.

The information below outlines the 28 critical DSA servers managed by UIT:

- **Server A:** Hosts applications critical to student services operations.
- **Server B:** Manages the DSA's 58 websites and related services.
- **Server C:** Oversees data for DSA's 23 departments and affiliated organizations.

Service Availability: The servers are available 24/7/365, except during scheduled maintenance windows. Maintenance is conducted outside of regular business hours to reduce disruptions, and these windows are pre-agreed upon by both the DSA IT Manager and the UIT Enterprise Systems Server Administrator. Any emergency maintenance required to address urgent security or system issues will be handled as needed, with communication provided to affected users.

Security:

- **Information Security:** UIT administrators manage operating system and database security, promptly applying all critical patches and updates. DSA IT administrators are responsible for maintaining the security of applications hosted on these servers. Both teams work collaboratively to schedule updates during regular maintenance windows unless urgent action is required.
- **Level 1 Data Protection:** In compliance with SAM 07.A.08 (Data Classification and Protection), Level 1 data stored on DSA servers requires specific protections. The DSA Information Security Officer (ISO) ensures that any such data is appropriately safeguarded and that UIT administrators are informed of compliance requirements. Together, they ensure that all security measures are in place to protect sensitive information.

This comprehensive server management system is critical to the secure, efficient, and reliable operation of the Division of Student Affairs, and the requested funding will allow us to continue meeting these demands effectively.