



Merit Web Contingency Services

If a disaster brings down your data center, will your web services go down too?

Network disasters happen.

Major Power Outage. Data Center Fire. Computer Room Floods

Suddenly, your organization loses its biggest communication tool--all web presence is off-line for an extended period. What do you do?

Are you ready?

If you have Merit Network's Web Presence Contingency Services, you simply call the Network Operations Center. With a minor routing change, web visitors will be re-directed to a Merit-hosted backup web presence for your organization. For as long as you need it.

Two protection options:

Basic Web Contingency Service

- Web server hosted by Merit and connected via fiber to redundant hardened backbone sites
- 1 Gigabyte of storage and full access to upload and maintain files
- Access would be via ftp or a simple web interface.

Fees: Setup \$250; Annual \$250

Colocation Service

- Ideal option for organizations that prefer a more complete replica of their current site, located in a secure, backup location.
- Merit Member co-locates a dedicated server in Merit's data center.
- Total management control over the server, applications and content.

Contact your Merit Support Team for more information.

In the event of an outage your web traffic will be seamlessly re-routed to a contingency web server, hosted at the state-of-the-art Michigan Information Technology Center and connected via fiber to redundant hardened backbone sites.

Merit's Web Contingency Services - You have a plan.



Q&A: Web Contingency Services

Q: How will it work?

A: During an outage, you simply contact Merit's Network Operations Center (NOC). At that time, the NOC operations staff will enable the virtual interface. Users attempting to contact your main web site would be seamlessly re-routed to the new location.

Q: How long will it take to activate the change?

A: Once you have contacted the NOC, your contingency web presence will be available within two hours.

Q: Will this replicate my entire web site?

A: The Dedicated Service can be an exact replication of your site, including links to databases and applications. The Basic Service provides limited operating systems support and disk space.

Q: Will my operating system be supported?

A: The Basic Service will support a limited range of operating systems and standard features. The Dedicated Service includes server co-location services and will support any OS that you require. Contact your Merit representative for details.

Q: Will I have access to my alternate web content?

A: Yes. You will be able to manage all of your web content at any time via FTP or a web interface.

Q: What about hardware?

A: Merit will furnish all of the hardware and software for the Basic Service. Subscribers to the Dedicated Service will provide server hardware and their preferred software.

Q: What about my primary and secondary DNS servers?

A: For best results, your organization's primary and secondary DNS servers should be operated on separate subnets.

Q: When my network is restored, how do I re-route web visitors back to my site?

A: Simply contact the NOC when you are ready. Re-routing will typically take place within two hours of notification.

In the event of an outage your web traffic will be seamlessly rerouted to a contingency web server, hosted at the state-of-the-art Michigan Information Technology Center and connected via fiber to redundant hardened backbone sites.

Features		
	Basic	
Operating system support	limited	
24/7 service availability	Yes	
Site representation	limited	
Allotted disk space	1 GB	
Management control over the server, and applications	No	
Management control over web content.	Yes	
E-mail support	No	
Subscription term	1 year/renewable	
Fees: *	startup: \$250	Yearly: \$250**
*Members and Affiliates must subscribe to the service on an annual basis and be subscribed prior to any emergency activation. ** waived for Members		

Technical Requirements	
	Basic
DNS-primary & secondary	separate subnet
Interface	N/A
Hardware furnished by:	Merit
Operating system	FreeBSD 5.4 Apache 2.x with support for CGI and Server Side Includes (SSI) and client-side Javascript.
Server access	FTP