Central Penn College: Onsite to Hosted Comparison

In 2013, Central Penn's Jenzabar CX system, Jenzabar Internet Campus Solution (JICS, a.k.a. "my.centralpenn"), and Feith Document Database will be hosted by Jenzabar in Cincinnati.

Process to move to hosting:
1. Jenzabar builds all new servers for Central Penn in Cincinnati and installs relevant software.
2. Jenzabar copies Central Penn's business logic, including all customizations and reports.
3. Jenzabar, Central Penn, and vendors create new links from Cincinnati to systems like Cashnet, Blackboard, and the US Department of Education.
4. Jenzabar copies Central Penn's data for testing by Central Penn users. The old systems are still used for production work during testing.
5. Once testing is complete, the most current data is copied to Cincinnati and the old systems are shut down.

	2012	**2013**
Systems	Jenzabar CX, JICS (my.centralpenn.edu), Feith Document Database	Jenzabar CX, JICS (my.centralpenn.edu), Feith Document Database
System administrator	Alvin Bock, Steve Shoemaker	Alvin Bock, Steve Shoemaker
Support levels 1 and 2	Central Penn I.T. Department	Central Penn I.T. Department
Support level 3	Jenzabar	Jenzabar
Automated monitoring	24/7/365	24/7/265
Location of system	Summerdale	Cincinnati (failover to Dallas)
Underlying database	IBM Informix10 , SQL Server 2005	IBM Informix 11, SQL Server 2008
Redundancy	None (one server per system(	Full (two servers per system)
Expected system availability	Frequent outages	99.671% or greater (tier 1)
Hours of live staffing	M-F 8-5	24/7/365
Extra servers for testing	No	Yes
Underlying operating systems	HP Unix, Windows Server 2003	Suse Linux, Windows Server 2008
Average age of servers	3 years	1.5 years

The risks:
- *Some business logic will not work properly, and Jenzabar will have to re-write it.*
- *Some reports will not work properly, and Jenzabar will have to re-write them.*
- *Putting the servers further away may slow network response times. Central Penn and Jenzabar will have to tune the network just like with Blackboard and other hosted systems.*