

[Infinite Campus Private Cloud Hosting](#)

[Frequently Asked Questions](#)

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Q: What is the reason for going to a cloud hosting solution?

A: The Infinite Campus Private Cloud solution reduces costs by having data and hardware in a single location, creating efficiencies in hardware and service; provides better physical security; allows for quicker troubleshooting and resolution of server/software issues; and reduces dependencies on KDE and district-managed infrastructure.

Q: Will districts be required to go to cloud hosting?

A: No. Each district will decide whether they want to move to Infinite Campus Private Cloud hosting.

Q: What are the hosting costs now and what will they become?

A: A portion of the current Infinite Campus fee is for hosting. Currently, that portion is \$1.36 per average daily membership (ADM). Going forward, there will be two cost options, one for Infinite Campus Private Cloud hosting and one for on-premise hosting. For districts going to the Infinite Campus Private Cloud, the hosting portion would be \$.75 (a 61 cents decrease) and for those remaining on-premise the cost will be \$2.50 (a \$1.14 increase).

Cost increases has been proposed over the last few years, but have been delayed to take advantage of cost savings that could come from migration to the cloud.

Q: Why is the on-premise cost more expensive?

A: Regardless of the number of calls, there is the cost to maintaining a service that is available when needed. Cost of hardware and associated service continue to increase and contract has not been adjusted. Hardware costs for on-premise hosting are less efficient than for cloud hosting.

Q: Why will it be easier to troubleshoot issues?

A: Most issues lie in the database. Infinite Campus has additional tools that can be used on their local network to quickly diagnose database performance. In addition, the expertise will be immediately available at the Infinite Campus location.

Functionality

Q: Will the district URLs (web addresses) change?

A: Yes. Districts will be provided new URL prior to the switch to the new Infinite Campus Private Cloud.

Q: Will districts still have a sandbox?

A: Yes. The location and URL will be changed, however.

Q: Will Portal (Parent/Student) access be affected?

A: The web-based Campus Portal will still be available and will look and work the same, but the URLs will change. The Infinite Campus mobile app will not be affected.

Q: How are extracts pulled for use with third party software?

A: A Data Extract Utility integrated into the Infinite Campus User Interface is included for Infinite Campus Private Cloud districts. This utility will allow saving the extracted data to local file shares and FTP sites (either unsecure FTP, SFTP, or FTPS. More information about this utility is available in Campus Community search for “Data Extract Utility Custom Development”. ODBC connectivity will also continue to be available.

Q: Will the district still be able to have read/write ODBC (Open Database Connectivity) connections to their database?

A: Yes. You will have access to this feature. Connect to your database instance using standard SQL Server database tools to perform any additional data imports, updates and/or extracts you require. ODBC connection strings will need to be updated with new IP addresses.

Q: Will the districts who currently have Remote Desktop Protocol (RDP) access still have this access to the system?

A: No, but the district will be provided tools and guidance to complete all of the tasks for which they previously used RDP.

Q: Will the district still be able to utilize SQL Server Reporting Services (SSRS)?

A: Yes. SSRS is available via secure connection from any web browser.

Q: Will the district still be able to create SSIS packages on the SQL Server?

A: No. However, the Data Extract Utility (described above) is included and ODBC is an additional option.

Performance

Q: What infrastructure will host the virtual servers?

A: Application and Database server resource requirements are well known to Infinite Campus. VM density and availability is configured such that optimal response times will be maintained during peak load times. Infinite Campus Private Cloud is hosted in a highly reliable and redundant pair of data centers in Blaine, MN, which eliminates downtime due to potential failure of hardware components or systems. We also maintain a warm Disaster Recovery site in Las Vegas, NV.

Q: Will there be enough bandwidth for good performance?

A: For a typical district, daytime Infinite Campus network utilization will be about .1% of the district’s KEN bandwidth (about 70 bits per second per student). For the state as a whole, expected daytime network utilization will be roughly 40 Mb/s, about 1% of the current KEN Internet bandwidth. Kentucky traffic will utilize about 7% of the Infinite Campus data center’s connections to the Internet. IC currently hosts well over a million students with other customers and only hits 25% utilization of their connections at peak.

Q: Will our district experience more Infinite Campus downtime?

A: No, expectation is that uptime should be consistent with current experience. In the event of a server failure or catastrophe, down-time can be minimized by having servers hosted with Infinite Campus with the availability of a redundant site and the availability of a warm disaster recovery site.

The overall average uptime for districts' KEN connections for 2015 was 99.93%. This does not reflect downtime from power outages or other infrastructure problems at district hub sites.

Q: Will districts still own their data?

A: Yes. The only change is to the location of the servers housing your data.

Q: Is the Infinite Campus Private Cloud secure?

A: Yes. The Infinite Campus Private Cloud is a private cloud that only contains the data belonging to Infinite Campus customers and is accessible only by the Infinite Campus application. Within this cloud, different customers' data is segregated on different servers.

Q: Will LDAP integration (login using Active Directory credentials) be affected?

A: Either LDAP integration or an equivalent successor will be available for Private Cloud-hosted districts.

Timeline

Q: What is the timeline?

A: The timeline has yet to be exactly determined, though the migration is expected to occur in 2016. Districts will be moved in groups, with the first group being the districts currently co-located. The intent is to try to maximize opportunities for migrations to occur during school calendar breaks.

Until you are notified otherwise, proceed with any upgrades or other scheduled changes as determined by Infinite Campus.