End-User Services

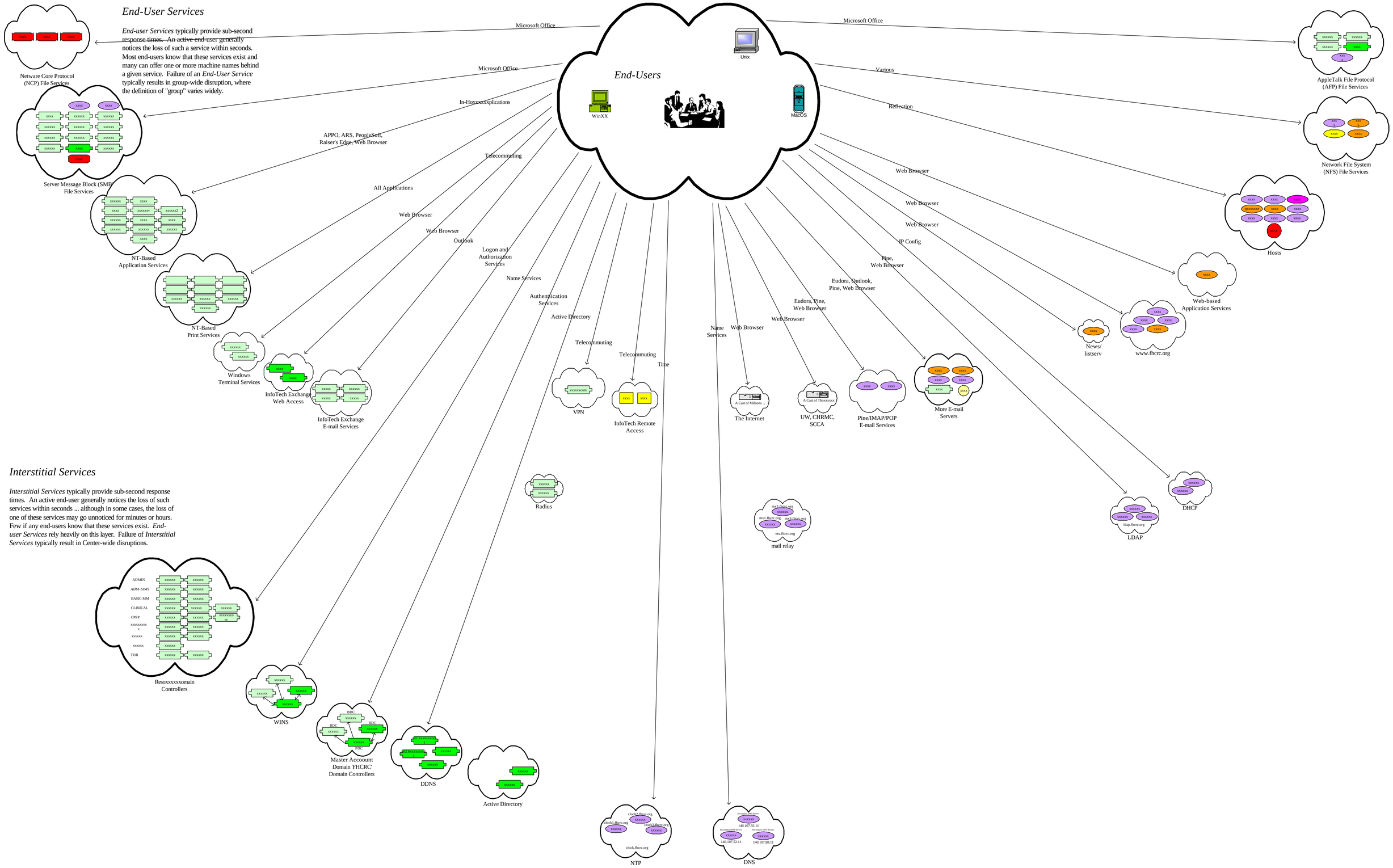
End-user Services typically provide sub-second response times. An active end-user generally notices the loss of such a service within seconds. Most end-users know that these services exist and many can offer one or more machine names behind a given service. Failure of an *End-User Service* typically results in group-wide disruption, where the definition of "group" varies widely.

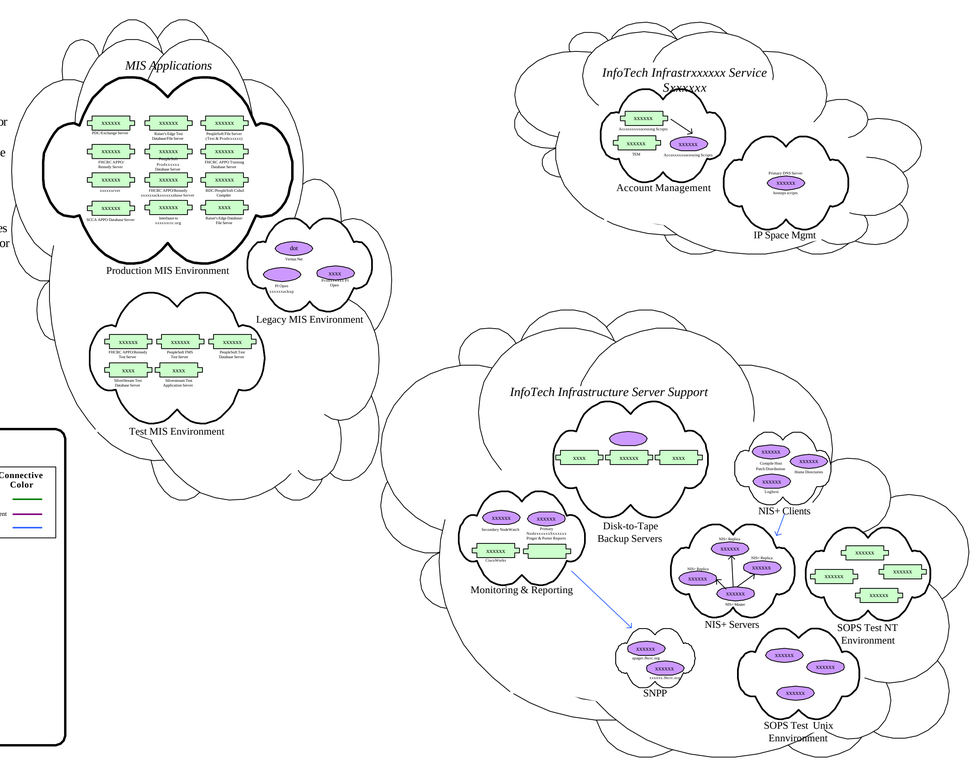
Interstitial Services

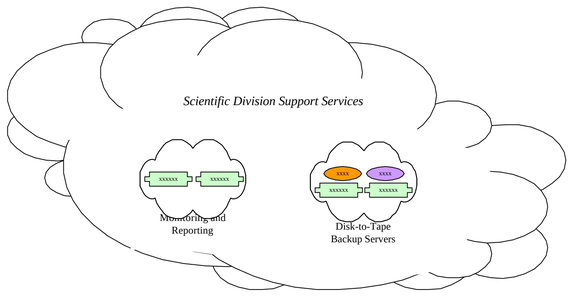
Interstitial Services typically provide sub-second response times. An active end-user generally notices the loss of such services within seconds ... although in some cases, the loss of one of these services may go unnoticed for minutes or hours. Few if any end-users know that these services exist. *End-user Services* rely heavily on this layer. Failure of *Interstitial Services* typically result in Center-wide disruptions.

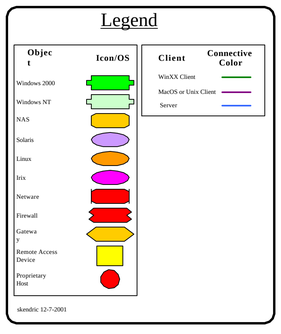
Support Services

Support Services typically provide IT staff with tools. Failure at this layer generally has no immediate consequence on the end-user; and in fact, *End-user Services* and *Interstitial Services* may continue running for minutes, hours, or even days after such a failure. Few if any end-users know that these services exist. However, failure at this layer can prevent IT staff from making changes to the upper layers -- changing passwords or other account information, for instance. Furthermore, failure at this layer compromises the ability of IT staff to detect, characterize, or respond to a failure in the upper layers.









Hutch IT Infrastructure Services

OSI Layer 7

A Complex View

This map portrays the OSI Layer 7 services upon which the typical Hutch desktop computer relies. Furthermore, it illustrates some of the dependencies between these services. My goal in producing this map is to allow me to visualize the consequences to a desktop when a given IT service breaks.

This map does not illustrate the architecture of the scientifically-independent projects, i.e. CSS, SCHARP, SWOG, or WHI, nor does it address the SCCA.