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request an additional server over the grid of the expected response time vs. the probability of that response time for this administrative group **52**. An example of such a decision surface is shown in FIG. 17.

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Although the preferred embodiment of the automated system of the present invention has been described, it will be recognized that numerous changes and variations can be made and that the scope of the present invention is to be defined by the claims.

What is claimed is:

**1.** An automatic method for operating a service provider for the Internet so as to provide dynamic management of hosted services comprising:

for each of a plurality of customer accounts:

providing a plurality of servers allocated to a common administrative group for that customer account and configured to access software and data unique to that customer account to provide hosted services to the Internet for that customer account;

automatically monitoring each administrative group; and automatically and dynamically reallocating at least one server from a first administrative group to a second administrative group in response to the automatic monitoring, including:

setting initialization pointers for said at least one server to access software and data unique to the customer account for the second administrative group; and reinitializing said at least one server such that said at least one server joins the second administrative group.

**2.** The method of claim **1** wherein the plurality of servers assigned to each administrative group are operably coupled together by an intranet and where the step of automatically monitoring an administrative group is accomplished in part by a communication channel different than the intranet for that administrative group.

**3.** The method of claim **1** wherein the plurality of servers assigned to the first administrative group are located at a first site and the plurality of servers assigned to the second administrative group are located at a second site geographically remote from the first site and wherein the step of automatic monitoring further comprises automatically replicating at least data for the first administrative group to the second site.

**4.** The method of claim **1** wherein the step of dynamically reallocating is performed in response to the automatic monitoring in combination with parameters for each customer account defined in service level agreement database.

**5.** The method of claim **1** wherein the step of automatic monitoring detects a failure of one of the servers in the second administrative group and dynamically allocates at least one of the servers in the first administrative group to replace the failed server in the second administrative group.

**6.** The method of claim **1** wherein the step of automatic monitoring predicts a workload increase for the servers in the second administrative group and dynamically allocates at least one of the servers in the first administrative group to redistribute the workload increase among a greater number of servers in the second administrative group.

**7.** The method of claim **1** wherein the step of setting initialization pointers utilizes information maintained in a personality module for each customer account to determine the initialization pointers.

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**8.** The method of claim **1** wherein each server is programmatically connected to the Internet and wherein the step of dynamically reallocating further includes switching said at least one server to be operably connected to the Internet as part of the second administrative group.

**9.** The method of claim **8** wherein each server is further programmatically connected a disk storage unit and wherein the step of dynamically reallocating further includes switching said at least one server to be operably connected to a portion of the disk storage unit storing software and data unique to the customer account of the second administrative group.

**10.** The method of claim **1** wherein the step of dynamically reallocating further comprises billing a customer account at a higher rate for the hosted services when said at least one server is dynamically reallocated to that customer account.

**11.** A system for providing dynamic management of hosted services for the Internet provided to multiple customer accounts comprising:

at least five servers operably connected to an intranet, each server having host management circuitry providing a communication channel with at least one of the other servers that is separate from the intranet;

at least four of the servers executing a local decision software program that monitors the server and communicates status information across the communication channel;

at least two of the servers allocated to a first administrative group for a first customer account and configured to access software and data unique to the first customer account to provide hosted services to the Internet for that customer account;

at least two of the servers allocated to a second administrative group for a second customer account and configured to access software and data unique to the second customer account to provide hosted services to the Internet for that customer account; and

at least one of the servers executing a master decision software program that collects status information from the other servers and dynamically reallocates at least one server from the first administrative group to the second administrative group in response to at least the status information.

**12.** The system of claim **11** wherein the master decision software program dynamically reallocates said at least one server by using the communication channel to set initialization pointers for said at least one server to access software and data unique to the customer account for the second administrative group and reinitializing said at least one server such that said at least one server joins the second administrative group.

**13.** The system of claim **11** further comprising a network switch operably connected between the Internet and each server wherein each server is programmatically connected to the Internet under control of the master decision software program.

**14.** The system of claim **11** further comprising a disk storage unit programmatically connected to all of the servers wherein the master decision software program switches said at least one server to be operably connected to a portion of the disk storage unit storing software and data unique to the customer account of the second administrative group.

**15.** The system of claim **11** wherein the plurality of servers assigned to the first administrative group are located at a first site and the plurality of servers assigned to the