

RDC Virtual Machine (RDC-VM) Resource User Agreement (RUA)

Effective Date November 2016

Purpose/Objective

This document outlines the general terms, support provided, and acceptable usage of any Virtual Machine (VM) provisioned by the Research Data Center (RDC) at Idaho State University. The purpose of this document is to establish:

1. A clear representation of the capabilities of the service.
2. The acceptable use of the VM.
3. A shared set of expectations regarding the provisioning, operation, and support of the VM.
4. A framework for bidirectional communication regarding operational issues and overall satisfaction with the services provided.

A separate RUA is required for each VM request.

Service Cost

The RDC currently provides VMs free of charge to faculty and other members of the University research community, but reserves the right to review and change this agreement as needed. Changes to this agreement are subject to the approval of the Vice President for Research.

Service Description

VMs provide the user with their own server and choice of operating systems (OS). Currently supported OS are Windows and Linux. The use of VMs allows for maximized use of ISU research computing infrastructure and is a sound alternative to managing physical servers. The RDC operates two VM systems; one for projects that involve data that is regulated and/or sensitive in nature such as Protected Health Information (PHI) and requires a more secure/compliant environment. This system is referred to as Protected Environment Virtual Machine (PEVM). A second system is for all other projects and is referred to as the Standard Environment (SEVM).

RDC Provides

1. Hardware infrastructure for your server including processing, CPU, RAM and disk storage.
2. The default VM is 2 cores, 2GB RAM, and 50GB disk storage. Larger VMs need to be justified in the VM request¹.
3. OS installation. Purchase and licensing of the OS is the responsibility of the principal investigator.
4. Current supported versions of Windows Server and Linux OS software.
5. Additional software installation as per agreement with VM owner. Note: this will typically be done by the PI's systems administrator.
6. Secure physical infrastructure located at the Research Data Center.
7. Semi-redundant network connectivity in the server and storage farm.
8. Redundant power the VM farm.
9. Static IP address (addresses) using IPv4 and/or IPv6.
10. Firewall protection.
11. Administration of accounts with shell access.

Acceptable Use of VM

RDC VMs are available for research purposes. All VM requests must come from the PI of the research project. The PI and all users must have a valid ISU user's account. The PI will meet with RDC

¹ These default specifications conform to those used broadly across many universities including the University of Utah, Notre Dame, Penn State, and Montana State University

personnel to discuss the project in order to determine if the project is a good fit for an RDC VM. If it is found that the project is a good fit, the PI will provide the desired VM specifications and server name. RDC personnel will work with the researcher to determine and implement the appropriate security model (RDC administered, shared administration, or self-administered).

It is the customer's responsibility to protect sensitive information in accordance with the Idaho State University Information Security policies². Under no circumstances will any protected data be placed on a VM in the standard environment (SEVM).

Customer/User Responsibilities

1. Provide current contact information.
2. Provide necessary network configuration information.
3. Provide a list of software required for the VM.
4. Prompt reporting to the RDC of issues and/or changes to services.
5. Provide account maintenance for any application level user accounts.
6. Respond in a timely manner to all security concerns.
7. Data backup/archiving
8. For a self-administered VM, the researcher is responsible for all system administration of their Virtual Servers and is required to keep the OS updated.
9. For PEVMs, all users will complete the University's HIPAA training, and keep this training current. Users also agree to any other future compliance requirements.

RDC Responsibilities

1. Provide key contacts to coordinate communication, incident management, and problem management processes.
2. Assist in protecting private or sensitive information in accordance with Idaho State University Information Security policies
3. Publish planned maintenance windows
4. Adhere to maintenance windows for infrastructure changes.
5. Maintain data center physical and virtual security.
6. Provide appropriate notification to customers for all scheduled maintenance, unscheduled down times, or times of service degradation.
7. Provide an estimated timeline for the provisioning of the VM. This timeline is dependent on the software requested for the VM.

VM Termination

Most research awarded to ISU has a clear beginning date and ending date. A VM can be requested prior to the start of a grant award, and in fact a VM can be requested concomitant with the submission of a grant proposal. Following an award's end date, the RDC will initiate retirement of the specific VM with the PI given 6-months to transfer all data and software off the VM and onto long-term archiving (not currently available within the RDC). Alternatively, the PI may request an extension if another grant proposal has been submitted that may require the same VM resources.

² See <http://www2.isu.edu/policy/> for access to all policy documents.

Policies regarding information technology are available at <http://www2.isu.edu/policy/2000/index.shtml> (cf. policies 2400-2520 as well as policy 2280).

HIPAA policies are available at <http://www2.isu.edu/policy/10000/> (cf. policies 10010-10600).

Export control policies are available at <http://www2.isu.edu/policy/7000/index.shtml> (cf. policy 7040)

RDC Hours of Operation and contact information
Phone: 208.282.6078 (during normal University Working Hours)
E-mail: RDC@isu.edu

Normal RDC business hours are Monday-Friday 8AM-5PM, except on University holidays and closed days. RDC personnel strive to acknowledge the receipt of messages submitted to the issue tracking system within three hours during these business hours.

I _____ am requesting a ___ SEVM ___ PEVM to support the
_____ research project for which I am the
____ PI/____ Co-PI. This research closes ____ / ____ / ____ (DD/MM/YYYY)

If requesting a SEVM, I verify that no protected health information or protected personal or student information will be stored on this VM.

The VM I am requesting should be configured as follows:

_____ GB RAM
____ - ____ Cores (min – max)
____ TB hard drive capacity
_____ OS

My Systems Administrator who will also need access to this VM is _____
His/her email contact is @ISU.EDU at 282-_____

I have read, understood, and agree to the responsibilities outlined in this document.

Signature Line

(Investigator requesting a VM and date)

Acknowledgements: this document is based upon similar user agreements from the University of Utah.