

# National Taiwan Normal University Information Technology Center Service Guidelines for the Management of Servers.

Passed in the 5th Academic and Administrative Joint Meeting in the 2016 academic year on March 22, 2017

Passed during the 3rd Academic and Administrative Joint Meeting in the 2018 academic year on January 9, 2019

## Article 1 Purpose:

These guidelines were formulated by the Information Technology Center (hereinafter referred to as the ITC) for the management of servers for each department of NTNU (hereinafter referred to as the Service).

## Article 2 Service content:

- I. Standard server racks for the placement of rack servers, storage equipment, and relevant network equipment (hereinafter referred to as servers under management). The size of each unit in a standard server rack is 45 cm in width, 5 cm in height, and 70 cm in depth.
- II. Essential facilities such as air conditioning, power, fire extinguishers, security, and network connections.
- III. An IP address will be provided for each server under management, and applicants may apply for more IP addresses if needed.
- IV. Applicants may apply for domain name registration and firewall services if needed.

## Article 3 Application method:

- I. Applicants must submit the “Server Management Service Application Form” and an inventory list of the servers under management to the ITC for review.
- II. Applicants should contact the management personnel of the server room of the ITC regarding the confirmation of the hardware information, models, specifications, and quantity of the servers under management within ten days after receiving the notification of approval before making arrangements to move in the servers for storage. The ITC may revoke the application if the servers are not moved in within the arranged time.

## Article 4 Moving in Equipment:

- I. The equipment under management may only be moved in after putting on the NTNU property label. When moving in, the applicant must provide the information of the

equipment for confirmation. The ITC's personnel will put markers on the servers under management after confirmation.

- II. After the servers under management are moved in, the applicant and the ITC will perform the hardware and network tests. The test completion day will be considered the first day of the Service. Both parties are allowed to revoke the application if the hardware is found to be inoperable during the tests and the problem still cannot be fixed after one week. The applicant shall remove the servers under management within three business days after the application revocation date.
- III. The applicant shall complete the "Server Management Service Self Check List" within ten business days starting from the first day of the Service and submit it to the management personnel of the server room of the ITC for review. The ITC may revoke the application if the applicant fails to cooperate.

#### Article 5 Fees:

The Service's fee standards will be formulated separately after taking the costs of electricity, air conditioning, and network connections into consideration while bearing in mind the allocation of server cabinet space and the user-pays principle.

#### Article 6 Changes:

- I. The applicant must submit the "Server Management Service Change Application Form" to the ITC for change requests such as adding new equipment or changing the content of the Service.
- II. If the servers under management need to be removed from the server room for repair or change of parts, the applicant must confirm the model, specification, quantity, and serial number of the servers with the management personnel of the server room of the ITC before removing the servers.

#### Article 7 Operation and Maintenance:

- I. The applicant must assign a single contact person responsible for business communication and the maintenance of the servers under management, and the contact methods must also be provided to the management personnel of the server room of the ITC. Should the contact person be reassigned, the applicant must inform the ITC and update the contact information.
- II. The applicant is responsible for the maintenance and data backup of the hardware, operating systems, and application programs of the servers under management. The ITC is not responsible for the compensation and impairment for issues caused by incorrect installation of systems, improper maintenance and management of systems, omissions in

accessed data, malfunction of server hardware, and system and application program errors.

- III. The applicant must contact the management personnel of the server room of the ITC before entering the server room of the ITC for repairs. The repair time must be during NTNU office hours. The repair personnel must comply with the ISMS rules of NTNU when entering the server room.

#### Article 8 Rules for the Management of Server Room:

- I. The ITC is not responsible for the compensation and repair of direct or indirect losses to the system of the applicant caused by third party intrusion, destruction, or data extraction via the Internet.
- II. The applicant must comply with the “Taiwan Academic Network Management and Norms” and the relevant management regulations of the NTNU network. The applicant must not have the malicious intent or conduct of illegally intruding into other systems on the Internet. The applicant must neither damage services on the network nor disseminate large amounts of e-mails on the Internet to obstruct the normal operation of the systems of the ITC. Furthermore, it is also prohibited to engage in conduct that is considered a disruption to the public order, is considered amoral, or is prohibited by law. In the event of any violation, the ITC has the right to terminate the connection of the servers under management and revoke the original application, and the applicant must suffer all consequences and losses in addition to facing legal consequences.
- III. The ITC is not responsible for compensation and repair if damages are caused by errors, delays, disconnection or transmission failure of the servers under management due to cable faults or disconnection by the telecommunications company.
- IV. The ITC will not be responsible for the aftermath, repair and compensation for disconnection or damage of wires due to force majeure such as typhoons, earthquakes, tsunamis, floods, power outages, lightning strikes, landslides, and war.
- V. In the event of a need for suspension or termination of all or some of the server management services due to environmental changes or network security, the ITC shall inform the affected departments 5 business days in advance, and the departments must cooperate.
- VI. The ITC has the right to change the IP address of servers under management for management purposes. The ITC shall inform the affected departments 5 business days in advance. and the departments must cooperate.
- VII. The ITC has the right to switch the servers under management to different server rooms or different spots on the server rack for management purposes. The ITC shall inform the affected departments 10 business days in advance. and the departments must cooperate.

- VIII. Regarding pre-warned power outages and network disconnections, the ITC will inform each affected department 3 days in advance, and the departments shall either turn off the servers or initiate contingency plans. After normal operations are resumed, the departments shall be individually responsible for the recovery of their servers. The ITC is not responsible for the compensation and repair for the soft/hardware malfunctions or data impairment during the process of power outages, network disconnections, and power restoration.
- IX. The power usage of the servers under management must be consistent with that of the server room. The ITC reserves the right to decide whether servers will be allowed into the server room.
- X. Regarding the servers under management stored in the server room of the ITC, all software in the servers must comply with the regulations on intellectual property rights. In the event of any violation, the applicant shall bear all liabilities. The ITC has the right to terminate the management service.
- XI. If the servers under management are deemed to be inoperable or a danger to the safety of the server room by the assessment of the ITC due to the servers no longer being in use or the soft/hardware becoming impaired, the ITC has the right to terminate the connection of the servers and revoke the original application, and the applicant shall bear all consequences and losses.

#### Article 9 Termination of the Service:

- I. For the termination of the Service, the applicant must submit the “Server Management Service Termination Application Form” and notify the ITC one week in advance.
- II. The applicant must confirm the model, specification, quantity, and serial number of the servers with the management personnel of the server room of the ITC within one week from the termination date before moving the servers out of the server room. The servers must be moved out of the server room within two weeks after the termination date.
- III. All servers under management that are not moved out of the server room within the time limit are deemed to have been discarded by the owner. The ITC shall not bear the responsibility of safekeeping and has the right to shut down the servers and relocate them.

#### Article 10 Appendix:

- I. These guidelines apply to existing servers and relevant equipment stored in the server room of the ITC and are equipped with information systems developed by the applicant or developed by outsourcing.

- II. In principle, the servers under management are placed in the server room of the Linkou Campus.
- III. Any matters that are not addressed in these regulations shall be governed by the relevant rules of the Information Security Management System (ISMS) of the ITC.

#### Article 11

These guidelines were discussed and passed in the Academic and Administrative Joint Meeting and were implemented with the approval of the President. The same applies to all subsequent amendments.