

National Taiwan Normal University Information Technology

Center Regulations for the Management and Fee Collection of

Virtual Hosting Service

Passed during the 9th Administrative Meeting in the 2013 academic year on June 4, 2014

Passed during NTNU's 85th Academic Fund Committee Meeting on October 16, 2014

Amended and passed during the 1st Administrative Meeting in the 2017 academic year on September 6, 2017

Amended and passed during the 98th Academic Fund Committee Meeting on November 6, 2017

Article 1

These regulations are formulated for lowering the costs of establishment and maintenance of servers in each department, enhancing the efficiency of NTNU hardware resources such as the server machines, and implementing the policies for energy saving and carbon reduction.

Article 2

The virtual hosting service (hereinafter referred to as the service) provided by the Information Technology Center (hereinafter referred to as the ITC) covers the software needed for the operation of virtual machines, the program tools needed to reinforce information security, and relevant hardware equipment including: energy-saving server rooms, dedicated servers, storage equipment, and the air conditioning, power source, fire extinguisher, security, and networks needed for operating server rooms.

Article 3

All units of NTNU may apply for the usage of this service. For the evaluation and allocation of the resources needed for virtual hosting, the “Virtual Hosting Service Application Form” should be filled out when applying.

Article 4

Rental fees may be waived if the application is for the official websites of each unit, the administrative system of university affairs, and the administration information systems of the affiliated departments/institutes. For other applications, the service may also be used for free in the event of important and special occasions after the review by the ITC and the approval of the president.

Article 5

Unless the fee waiver conditions in Article 4 are met, all usage of the service will be subject to rental fees to serve as the maintenance budget of the service. The fee standards are as follows:

Basic rental fees and the hardware resources provided:

Rental Fees	CPU	RAM	Storage Space
NT\$6,000 (Per year)	2 Core	2 GB	40 GB

Rental fees for the expansion of each resource item:

CPU	RAM	Storage Space
NT\$600/Core (Per year)	NT\$600/GB (Per year)	NT\$600/10GB (Per year)

Note: Rental terms are measured in years. Fees for terms less than a year will be calculated proportionally my month; rental terms of less than one month will be calculated as one month. The renters are entitled to a probation period of three months before being charged fees.

Article 6

The usage or rental of virtual hosting is generally for one year, and contracts must be renewed upon the contract maturity date. If a contract is not renewed or rental fees are unpaid, the application unit must remove all related materials within two months after the contract maturity date; if the application unit fails to do so within the time limit, the ITC reserves the right to shut down the virtual hosting and will not be responsible for the safekeeping of materials.

If necessary based on the needs of an individual project, the renter may also set a fixed term for the lease and make a one-time payment in full.

Article 7

In the event there is a need for expansion of hardware during the period of operation, the renter must pay the rental fees for the expansion items proportionally. Before the maturity date of the lease term, if the tenant fails to meet any of the responsibilities and obligations listed below, the ITC will terminate the service without returning the paid fees.

Article 8

Responsibilities and Obligations:

- (I) The applicant must assign a single contact person responsible for communication and the maintenance of the virtual hosting; the contact information of this person must also be provided to the ITC. Should the contact person be changed, the applicant must inform the ITC and update the contact information.
- (II) The applicant is responsible for the update and maintenance of the operating systems and application programs in addition to the backup of data.

- (III) In the event that there is a need to shut down the dedicated servers or virtual hosting in server rooms due to announced power outages or the need for maintenance, the ITC will notify the handling officer of the applicant three days in advance for the virtual hosting shut down time. If the virtual hosting is not shut down due the ITC being unable to reach the contact person or the handling officer, the ITC has the right to shut down the virtual hosting for the applicant.
- (IV) The applicant must comply with the “Taiwan Academic Network Management and Norms” and relevant network management rules of NTNU and see that the following conditions are met: no malicious intent or hacking into other systems on the Internet, no destruction or interruption of services on the network, no dissemination of large amounts of mail on the Internet that affects the normal operation of the systems of the ITC, and no engagement in conduct that is considered a disruption to the public order, is considered amoral, or is considered illegal. In the event of any violation, the applicant will be held liable and the ITC shall have the right to terminate the connection of virtual hosting and revoke the lease application, and the applicant must also bear any consequences and possible loss.
- (V) Regarding the virtual hosting stored in the server rooms of the ITC, all virtually hosted software must comply with the regulations on intellectual property rights. In the event of any violation, the applicant must bear all liabilities and the ITC has the right to terminate the virtual hosting service.
- (VI) The ITC has the right to change the IP address of virtual hosting for management needs and shall inform the applicant 14 days ahead of schedule. The applicant shall comply with the change.
- (VII) In the event of a need to suspend or terminate all or partial virtual hosting services due to environmental changes or network security, the ITC shall inform the applicant 7 days in advance. The applicant shall cooperate with the suspension or termination.
- (VIII) As the fundamental concept of virtual hosting is resource sharing, the ITC will not offer services that require high calculation requirements, large amounts of storage space, and higher network traffic (such as high traffic video and audio streaming hosting). If the overall performance of the virtual hosting is affected due to overuse of hardware resources by an applicant, the applicant may be asked to purchase an independent server or a separate storage equipment and apply to the ITC for the management of dedicated servers.
- (IX) Due to information security considerations, the applicant must provide the network service ports of the virtual hosting that are open to the public and the remote management IP for special needs to facilitate setting up information security equipment such as firewalls and block unauthorized service ports.

Article 9

The ITC shall not be responsible for compensation and maintenance if any of the following occurs:

- (I) System abnormalities caused by the shut down of virtual hosting due to maintenance of dedicated servers or announced power outages.
- (II) Loss of data stored in the virtual hosting due to any malfunction of the virtual hosting system hardware equipment.
- (III) Errors in data access and application errors due to the applicant's improper installation, maintenance, or management of the system.
- (IV) Direct or indirect losses caused by third party intrusion, destruction, or data extraction of the system of the applicant via the Internet.
- (V) Losses caused by errors, delays, disconnection or transmission failure of the virtual hosting due to cable faults of the telecommunication company.
- (VI) Disconnection or damage of wires due to force majeure such as typhoons, earthquakes, tsunamis, floods, power outages, lightning strikes, landslides, and war.

Article 10

These regulations, after being passed and implemented, shall also apply to the virtual hosting of each unit that have already been placed in the server rooms of the ITC.

Article 11

Any matters that are not addressed in these regulations shall be governed by the relevant rules of the ISMS of the ITC.

Article 12

These Regulations were passed in the Administrative Meeting and the Academic Fund Committee Meeting, and implemented with the approval of the President. The same applies to all subsequent amendments.