
McGill University Firewall Sharing Services Service Description and Service Level Agreement

Prepared by Network and Communications Services

Revision History

Version	Date	Summary of changes	Approved by
1.0	February 21, 2007	Creation of the document	JS
1.1	February 22, 2007	Modified prices for the chargeback model	JS
1.2	September 24, 2007	Modified prices for the chargeback model	JS
1.3	October 11, 2007	Removed ISA pricing model and related information	JS

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Executive Summary and Agreement

The IST Security group of Network and Communications Services (NCS) manages a firewall device comprising of Cisco's Integrated Firewall Services Module (FWSM).

To increase security measures on campus, NCS IST Security is sharing the FWSM with any McGill and non-McGill unit who requires the highest level of security.

This Service Level Agreement formally outlines the details, goals, support, and problem resolution procedures for McGill University's Server Hosting Services.

Signature Page

Copy ___ of 2

NCS representative,

Name _____

Title _____

Phone _____

Signed: _____ Date: _____

Understood and Agreed by Client

Faculty and/or Department _____

Name(s) _____

Title(s) _____

Phone _____

Signed: _____ Date: _____

Signed: _____ Date: _____

Signed: _____ Date: _____

Service Description

IST Security provides the following services for the McGill and non-McGill units who wish to share Cisco's Integrated Firewall Services Module (FWSM):

- Provide a secure environment to host servers which require the highest level of security
 - Creating and host a VLAN/internal network behind the firewall
- Maintain the firewall infrastructure which includes required/recommended upgrades, patches, and licensing
 - Infrastructure design follows best practices pertaining to configuration in order to minimize downtime and configuration errors
 - Upgrades depend on vulnerability detection and new features available in recent and past releases
- Provide a redundant configuration which ensures availability of service
 - This service is available 7x24x365
 - The client benefits from this value-added service
- Create and maintain Access Control Lists (ACLs)
- Provide central monitoring through SNMP, Network Management and Server Monitoring Software (SNIPS), and MRTG
- Prevent bottleneck on both bandwidth and hardware
- Provide efficient disaster or system recovery through daily backup of configurations.
- Alert the Client contact during maintenance windows, disasters, and downtime.
 - The Client is to provide a 7x24x365 contact and proper escalation instructions as part of the signature of this document
- Connect to the McGill backbone
 - The Client will be charged for the network jack installation fee along with the monthly billings.

FWSM:

- Provides enterprise grade security protection for servers hosted in the Burnside Hall datacentre.
- Provides network layer firewalling with stateful inspection
- Provides protection that is scalable for bandwidth requirements for performance and protection against denial of service attacks.
- Provides high availability scenario for critical services that need enhanced security

Note:

NCS can also provide system architecture and design advice free of charge, and help the Client with hardware and software component selection. Please contact us as needed.

Eligibility

These services are available to all McGill University faculties, departments, and affiliated research units.

Acceptable Usage Policy

Further governance is provided by the following policies:

- Policy on Intellectual Property, found on the [Secretariat](#) website
- Policy on the Responsible Use of McGill IT Resources, found on the [Secretariat](#) website

Chargeback and Pricing

The following table shows typical costs of services, at the time of writing:

DATA CENTRE FW SM SHARING PRICING MODEL

Prepared: October 11, 2007

*** THIS IS ONLY AVAILABLE IN THE BURNSIDE DATA CENTRE

*** Prices calculated using McGill taxes and payment made by FOAPAL

(No charge for labour if less than 4 man-hours of IST Security staff time per year)

Parameters for 5 Year TCO	Unit Cost	Year 1	Year 2	Year 3	Year 4	Year 5
Hardware (Standalone ASA)		\$ 6,211.34	-	-	-	-
Hardware maintenance		\$ 781.37	\$ 781.37	\$ 781.37	\$ 781.37	\$ 781.37
Network cost_Non-IT McGill Unit		\$ 222.00	\$ 222.00	\$ 222.00	\$ 222.00	\$ 222.00
Network cost_Non-McGill Unit		\$ 333.00	\$ 333.00	\$ 333.00	\$ 333.00	\$ 333.00
NCS Hourly Labour Rate	\$ 50.00					
TOTAL_Non McGill Unit		\$ 7,214.71	\$ 1,003.37	\$ 1,003.37	\$ 1,003.37	\$ 1,003.37
TOTAL_Non-McGill Unit		\$ 7,325.71	\$ 1,114.37	\$ 1,114.37	\$ 1,114.37	\$ 1,114.37

*** NCS reserves the right to add surcharges for excessive number of hosts/ users as well as for excessive bandwidth requirements

Chargeback

Non McGill 5yr TCO Total Cost	\$ 11,228.19
Non McGill 5yr TCO (equal charge by year)	\$ 2,245.64
Non-McGill Units 5yr TCO Total Cost	\$ 11,783.19
Non McGill Units 5yr TCO (equal charge by year)	\$ 2,356.64

COMMENTS

Gig ASA with Commodity Gig link

Service Level Agreement

Maintenance Window

IST Security will provision maintenance windows on a monthly basis for a one-hour duration. A schedule of dates and times will be posted on <http://www.mcgill.ca/ncs/products/security/maintenance/>.

Policies

Clients will receive four hours of complementary support. Any additional support required is chargeable according to the NCS hourly rate.

Payment Schedule

All fees are requested to be paid in full before the hosting starts. Acceptable methods of payment include:

- Operating fund FOAPALS (not research funds)
- Certified Checks upon receipt of McGill invoice issued against a formal McGill client ID.

Amendment and Distribution Policy

This Service Level Agreement can be amended at any time, upon mutual agreement of the signatories.

Two copies of this Service Level Agreement must bare original signatures of the Client's representative(s). Distribution of signed originals (including completed appendix form A and B) as follows: one file copy for NCS and one copy for the Client.

Agreement Renewal and Termination

This agreement is valid for a period of one year on the date of both parties' signatures and will be renewed automatically for another year unless either party decides to terminate the agreement.

Either parties may prematurely terminate the agreement if NCS is unable to provide the level of service expected or required by the Client's ongoing needs, or in the event the service has been replaced by another, more beneficial service.

Communications Plan

- The Client will contact IST Security via email at istsecurity@mcgill.ca for any inquiries or requests of service. The Manager of Research Computing Services (514-398-5480) will act as liaison between our Clients and IST Security.
- An integral part of this SLA includes the completed for found in Appendix A. The following information must be included on the form:
 - 24x7x365 contact information.
 - escalation contact information.
- NCS will inform the Client and sub-ordinate users (via email notification) of any service-affecting updates or changes at least two business days prior to the event.
- The Client will inform NCS (via email notification) of any anticipated changes on the hosted servers that deviate from the contract or could cause potential problems to NCS server monitoring systems.

Problem Support Services

All server related problems experienced by the Client must be reported to IST Security at extension 3704. The client establishes the problem severity.

Support Severity Levels

Nature of the request	Severity level	Description
Problem	1 – High	System down, data loss
Problem	2 - Medium	Poor performance
Change request (sent to istsecurity@mcgill.ca)	3 - Low	Reconfiguration or addition

NCS support personnel response time after client contact with NCS:

Support Response Time

Period	Severity Level 1	Severity Level 2	Severity Level 3
Business hours (9:00-17:00 Mon-Fri)	1 hour	4 hours	Next business day
Off hours	2 hours	8 hours	Next business day

Escalation

In the event that IST Security cannot be reached, the NCS Computer Operator may be phoned (call 24x7x365 at 514-398-3699). In the event of non resolution of a problem, the Client can simply specify the following:

- the urgency of the situation
- the problem needs to be escalated
- the requested level of appropriate escalation

The Operator will have up-to-date instructions on how to reach support staff.

Internal escalation process: (staff will be paged as needed)

- Level 1 Operator on duty (Extension 3699)
- Level 2 NCS IST Security (Extension 3704) – IST Security on-call
- Level 3 NCS IST Security Manager – Jacek Slaboszewicz (Extension 1605)
- Level 4 NCS Associate Director Systems Engineering– Quan Nguyen
- Level 5 NCS Director – Gary Bernstein

Appendix A

SERVER INFORMATION

Note: All required documentation provided by the Client must remain up-to-date. Any changes to network topology and the like must be reported to IST Security prior to implementation, with an updated documentation/diagrams.

Server Information	
Owner	
Department	
Machine Name	
IP Address	
Platform	
Required Documents	<input type="checkbox"/> Network Diagram
Description of protocols <i>(additional requirements)</i>	

Appendix B

CONTACT INFORMATION

Administrative Contact	
Contact Name	
Title	
Department	
Address	
Telephone	
Cell	
Pager	
Email address	

Technical Contact	
Contact Name	
Title	
Department	
Address	
Telephone	
Cell	
Pager	
Email address	

Technical Contact	
Contact Name	
Title	
Department	
Address	
Telephone	
Cell	
Pager	
Email address	