



Memorandum of Understanding between Network Infrastructure and Services and «Account_Name»

Network Infrastructure and Services (NI&S) and «Account_Name» (customer) agree to implement this Memorandum of Understanding (MOU). This agreement is intended to define and document each organization's responsibilities related to the support, operation, administration, and maintenance of Private Networks connected to the university's data network.

Purpose:

The purpose of this agreement is to document the regulations, enforcement and charges related to private networks. This MOU is an addendum to the "[Operational Procedures for Ethernet Private Networks](#)."

Basic Understandings:

Network Infrastructure and Services (NI&S) encourages the use of NI&S installed and managed Ethernet portals for all connections to the campus network. However, there may be cases where a user wishes to establish a private network of hosts connecting to the campus network via a single managed portal. NI&S permits the connection of these wired local area networks (LANs) to the campus network under certain conditions.

NI&S provides two levels of support (Tier 1 and Tier 2) for a private network. The level of support is dictated by the purpose for the private network. The "[Operational Procedures for Ethernet Private Networks](#)" provides valid purposes to qualify for the higher support level. Private networks with purposes not included in this Operational Procedure are subject to minimal support. A different rate model accompanies each level.

"Tier 1": This higher level of support is provided for the "Private Local Area Network" (PLAN). These connections will be documented in the NI&S management systems so additional effort will be exerted if and when an alert or performance issue is received. When a security alert with a Security Level of

1. “High” is received on one of these ports, contact with liaisons in the Network Liaison list (See → <https://www.nis.vt.edu/Accounts/NetworkLiaisons.html>) will be attempted prior to the disabling of any of these ports. Maintaining accurate and complete contact information is crucial to ensuring timely notifications. Units may update this information as needed by sending an email to Hostmaster@vt.edu. The Operational Procedure can be found at: <https://www.nis.vt.edu/About/guidelines/PrivateNetworks.html>.
2. “Tier 2”: Minimal support is provided for a private network with a use case not covered by the “[Operational Procedures for Ethernet Private Networks](#).” When a security alert is received, no special effort will be made to contact the liaison prior to disabling the port. They will be treated like other single user ports on-campus.

In addition, the customer of a Private Network assumes sole responsibility for maintaining «Account_Name» and troubleshooting the portion of the network service which operates on customer-owned equipment. The customer may incur charges for NI&S time and material (T&M) needed for the resolution of any network troubles caused by the equipment. As the total charges depend on the particular situation, please contact the NI&S Customer Service team for more specific information. (See also the “Disclaimer” section in the “[Operational Procedures for Ethernet Private Networks](#)” document).

Network speed of the private network will be the highest speed available in the building where the service is being requested, currently up to 1Gbps.

Severity Levels of Information Technology (IT) Security incidents related to Network Connections:

1. “Low”: Consists of Potentially Unwanted Programs, such as tool bars and nag ware. These don’t generally get forwarded to departments unless they are generating large amounts of traffic. There are no portal shutdowns for this level.
2. “Medium”: Consists of malware infections that do not include information stealing or data damaging components. These get forwarded to departments, but there are no portal shutdowns for this level.
3. “High”: Consists of malware infections that include information stealing or data damaging components. These also include Virginia Tech compromised credentials that pose a threat to the University systems. There is a 20 minute contact window for those contacted. If there is no response, then the portal may be disabled pending further investigation.
4. “Critical”: Consists of data damaging malware and compromised credentials actively being used to attach Virginia Tech systems. The portal for a machine is cut immediately or the credential reset/locked and current sessions dropped. There would be a follow-up with the department Network Liaison with additional details.

Regulations and Enforcement:

Any cabling or other infrastructure installations required to instantiate a private network must conform to building and safety regulations as interpreted and enforced by the University Building Official (UBO; see→<http://www.ubo.vt.edu/CodesInUse.aspx>.) Inspections conducted by the UBO's office on any part of a building may bring the private LAN cabling and infrastructure in scope. Violations will be cited and mitigation could include removal of said infrastructure. NI&S can be contracted to provide consulting and/or installation services to help ensure compliance with all regulations.

Customers of private LANs must also comply with the rules and specifications governing the design of computer networks as described by the IEEE 802.3 standard <http://www.ieee.org>. Failure to do so will likely result in degraded performance on your private LAN and between your private LAN and remote networks on campus or via the Internet. Access to your private LAN from machines on remote networks may be similarly affected.

Charges:

All costs must be pre-approved by a person who has signature authority for the customer.

Tier 1:

One-time: The activation fee per Private Network Connection is a one-time, nonrecurring charge which provides some limited consulting, if needed, to the customer requesting the Private Network Connection. This fee also covers software changes required to allow the proper configuration (enable multiple MAC addresses, disable port security, etc.). NI&S Network Engineers can be consulted to assist with a successful private network implementation. In some cases, if extensive review and configuration changes are needed, a fee may be charged for this service. A minimum of one-hour of consulting per engagement will be charged.

Recurring: One monthly charge per Private Network Connection to allow traffic to flow.

Tier 2:

One-time: Activation fee for Wired Access service covers software changes required to allow the proper configuration (enable multiple MAC addresses, disable port security, etc.). No consulting time is included.

Recurring: Since this type of connection replaces the network access provided directly by NI&S, charges apply to each private port utilized (one per device).

Network Liaison Contact Information:

The customer is responsible for ensuring their unit's contact information is kept up-to-date on the Network Liaison's Web page. The customer may update this contact info by sending email to Hostmaster@vt.edu.

Approvals:

The undersigned hereby agree to the provisions contained in this Memorandum of Understanding.

Network Infrastructure and Services

William C. Dougherty
Executive Director

Date

«Account_Name»

Authorized Signature

Date

Print Name

Print Working Title
