

CiCS Policy - Servers provided by CiCS

Overview

CiCS provides servers to the University to support a wide range of University activities. By providing servers centrally there are significant advantages; financial, environmental, sustainability, support, performance and security. These servers are maintained by both CiCS administrators and competent local system administrators; this allows us to benefit from the advantages of hosting systems centrally whilst retaining the flexibility of service required by the University.

Below are the key policy statements:

- Servers must be used in accordance with University policies and procedures.
- Servers must be used for a clearly defined purpose and with consideration for other users of University IT facilities.
- Key roles are defined for those involved in the ownership, administration and use of servers; each role has duties and responsibilities that must be adhered to.
- Failure to abide by the terms of this policy, or other relevant University policies, may result in the temporary or permanent suspension of service and/or disciplinary action.

Purpose

It is important to ensure that those involved in the ownership and administration of servers are clear on their duties and responsibilities. This policy sets out the level of support provided by CiCS as well as defining acceptable behaviour, duties and responsibilities for those who own, administer and use servers provided by CiCS.

Scope

CiCS Administrators, Server Owners and Server Administrators should read this policy. It is not expected that end-users read this policy but they should be made aware of any relevant duties and responsibilities by the Server Owner/Server Administrator. This policies applies to servers provided by CiCS to other members of the University. This policy does not apply to servers provided by CiCS to members of CiCS.

Policy

Policies and procedures

Common sense should be used when configuring and maintaining a server. The most relevant policies are as follows:

- [IT Code of Practice](#) - defines how University IT facilities should be used
- [Code of Connection](#) - defines how equipment connected to the University network should be configured and maintained
- [Information Security Policy](#) - defines how University information assets should be protected

If you have questions about acceptable usage and/or the above policies then please speak to the CiCS Administrator responsible for your server or contact the University's Information Security Manager.

Fair use

You should have a clear idea of how the server should be used and a defined purpose. The servers provided by CiCS are not a replacement for your general purpose computer and so should not be used for activities such as web browsing. Activities such as web browsing increase security risk and tie up valuable resources.

You should ensure that the server provided by CiCS is not using an excessive amount of resources or interfering with the legitimate work of others. Where this is the case you will be contacted by CiCS. If we are unable to resolve the issue then service may be temporarily or permanently restricted or withdrawn.

Roles and responsibilities

Key roles are defined for those involved in the ownership, administration and use of servers; each role has duties and responsibilities that must be adhered to.

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Role	Duties and Responsibilities
<p>CiCS Administrators - normally a member of the CiCS Infrastructure Team.</p>	<ul style="list-style-type: none"> ● Creation of the server inline with a specification agreed between CiCS and the Server Owner. ● Maintenance of the server and where necessary rebuild and/or upgrade of the server. <ul style="list-style-type: none"> ○ The testing and installation of the operating systems patches. ○ Apply standard configuration according to CiCS standards. ○ Apply relevant access control; e.g. creation of new accounts, assigning rights. Server administrators must not create local or domain accounts unless previously agreed with CiCS administrators. ○ Maintenance of the core infrastructure (for example server hardware, network). ● Installation of MS SQL Server; there are potentially complex licensing issues and this should not be done by the Server Administrator unless agreed with CiCS. ● Provide high level advice on how to secure and configure the server. However, the person with the role of Server Administrator must have the necessary competencies to maintain the server.
<p>Server Owner - normally the person who has requested the server. This person may also be the Server Administrator and Server User.</p>	<ul style="list-style-type: none"> ● Requesting the server and providing information about required specification. ● Ensuring that records of Server Owner, Server Administrators and Users are accurate. ● Ensuring that the Server Administrator and Users adhere to relevant policies and procedures. ● Approving changes in role and server configuration (e.g. to allow a new firewall rule). ● Informing CiCS when the server is no longer needed.
<p>Server Administrators - normally a member of the department that has requested the server or a third party who supports the application/service. This person may also be the Server Owner and Server User.</p> <p>The person must be a competent Server Administrator with the time, skills and experience to maintain the application/service.</p> <p>CiCS will not take on this role without written agreement from the Head of Infrastructure.</p>	<ul style="list-style-type: none"> ● Administration of the server in accordance with relevant policies and procedures. ● Installation, configuration and maintenance of applications. This includes; <ul style="list-style-type: none"> ○ Testing and installation of application patches, particularly security patches. ○ Providing application support. ○ Ensuring that installed applications are current and supported. ● Development and maintenance of custom code and content. ● Must not create, modify or disable configuration management or processes that have been set by CiCS Administrators (for example policy settings, logging, security, patching)
<p>Server User - the person using the server day-to-day.</p>	<ul style="list-style-type: none"> ● Uses the server in accordance with relevant policies and procedures.

Policy Compliance

CiCS will endeavour to ensure that usage of University IT facilities is fair and appropriate.

If an exception to this policy is required then please speak to your CiCS Administrator.

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Related Standards, Policies and Processes

- [IT Code of Practice](#) - defines how University IT facilities should be used
- [Code of Connection](#) - defines how equipment connected to the University network should be configured and maintained
- [Information Security Policy](#) - defines how University information assets should be protected

Definitions and Terms

VM - Virtual Machine, the virtualised version of a physical server, also know as a 'Guest Machine'.

Revision History

Used to record changes, approval and dissemination.

Date	Responsible	Change
28/01/2016	Chris Willis	First draft
03/02/2016	Chris Willis	Second draft incorporating comments from SMH and AGH
11/02/2016	Stewart Harris	Approved
25/02/2016	Chris Willis	Published as PDF
04/09/2018	Tom Griffin	Fix broken hyperlinks