

University of New England Information Technology Directorate

Departmental Server Requirements

Title: Departmental Server Requirements

References:

Original Approved By: Information Technology Committee

Date: 28th May, 1998

Revision No:

Approved By:

Date:

Reference Authority: CITO, Information Technology Division

Authors: Paul Robinson/Greg Rose

Related Policies and Documents:

File Name: 5-5serv

Preamble:

Guidelines:

This policy will be put into practice by all areas of the University in order to bring all servers on campus to a minimum standard with regard to:

Data protection;

Power protection;

Security; and

Availability and Serviceability.

This policy does not cover other important topics such as year 2000 compliance, change management or operating systems security.

Objectives:

To provide a policy framework for departmental servers and information systems. Any machine that provides data and networking services to others (Staff/Students) should be covered by this policy. It is not offered as a means of control for departmental information systems; it is intended to provide basis consistency and protection to important information and systems at UNE.

Policy:

1. **Data Protection:** All servers should be 'backed up regularly. Backups should be held in a secure location (under lock and key). Servers which are critical to the operation of an area will be installed with redundant disks or RAID arrays.
2. **Power Protection:** All servers will be connected to a UPS (uninterrupted power supply) of sufficient capacity. Sufficient capacity is defined as having enough battery capacity for at least 10 minutes. The UPS will also provide the facility to shutdown attached servers in the event of extended power failures.
3. **Security:** All servers will be physically secure at all times and in particular during non-working hours. Access to rooms where servers are held should be limited to authorised staff only.

4. **Availability and Serviceability:** Any server deemed to be critical to the operation of an area should be covered by a maintenance agreement with the supplier. The maintenance agreement should provide basic hardware support to replace failed components. All software is to be fully licensed and the conditions of licenses are to be enforced at all times. All servers are to be housed in an environment that meets the temperature and humidity conditions specified by the manufacturer.
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Procedures:

The conditions outlined in this policy should be applied to all servers purchased after the date of ratification of this policy. All existing systems should be brought up to the standard within one year. Systems that are unable to be brought up to standard or are installed in a substandard manner should be evaluated. The evaluation should be provided to ITC and a risk assessment carried out to determine if the system is acceptable.