This Memorandum of Understanding (MOU) contains basic provisions, which guides the working relationship between the Purdue researcher (referred to here as The Faculty Partner) and ITaP concerning the purchase and use of Firebox Virtual Servers (referred to here as Firebox).

**Terms**

This agreement will be in effect for one year beginning upon the date when access to the Firebox server(s) is granted to the faculty partner. For example, if the faculty partner is granted access to the servers on June 1, 2015, the agreement would be in effect until May 31, 2016. ITaP will notify the faculty partner at least 1-month in advance of the end date of the agreement and provide the option for a one-year renewal. If the faculty partner chooses not to renew agreement, then access to the virtual servers will be revoked at the conclusion of the original agreement date. If necessary, an additional 30-days of access will be granted to allow the Faculty Partner to transfer/save data from the virtual servers before access is fully revoked.

**Service Overview**

The Faculty Partner agrees to purchase access to Firebox. Details on hardware specifications, as well as intended use of the virtual infrastructure can be referenced on the RCAC website at: https://www.rcac.purdue.edu/services/firebox/

**ITaP Responsibilities**

- Provide storage infrastructure, including networking.
- Establish and maintain tools to configure user accounts and groups.
- Maintain system hardware and software.
- Provide system administration services and technical support.
- Provide regular releases of a Firebox software platform – a base suite of software including compilers, operating system software, and some applications and libraries, not to exceed limits provided in current licensing agreements with vendors. The Firebox software platform is published at http://www.rcac.purdue.edu/services/firebox/#platform
- Maintain operating system-level backups of the virtual servers.
- Coordinate upgrades with Faculty Partner at agreed-upon times based on regular releases of the Firebox software platform.
- Provide information regarding the system via the RCAC website, and email as appropriate.

**Faculty Partner Responsibilities**

- Provide funding for access to the Firebox virtual servers as identified.
- Identify and grant access to users who are members within The Faculty Partner’s research groups.
- Ensure that data that must be protected by Federal security or privacy laws (e.g., HIPAA, ITAR, classified information, etc.) is not stored on this system. This system is not intended to meet the enhanced security required by those laws or regulations.
- Manage user accounts through the RCAC website.
- Utilize an ITaP-supported software platform, as defined for the virtual server’s purchased model year.
• With each annual service renewal, update applications or environment to use a supported Firebox release.
• Utilize ITaP-provided tools for configuration of web or database servers, or any other application running on the virtual servers.
• Report issues or request assistance by emailing rcac-help@purdue.edu.
• Routinely check the RCAC website, and email from RCAC for information regarding this system.

Service Availability
ITaP will maintain the Firebox virtual machine cluster as a highly available, 24/7 resource. However, there are exceptions to the availability of the service:

• Unplanned system outages due to issues with other aspects of the facility such as power, HVAC, network, or emergency maintenance to address computer security incidents may prevent the use of the storage system in a timely manner.
• Routine software and hardware maintenance of the system.

Individual virtual server instances are maintained as highly-available systems within the larger Firebox virtual server cluster. Instances will be subject to the availability of the underlying VM cluster.

• Maintenance windows for virtual sever instances are scheduled at regular intervals. During maintenance, operating system patches, software updates, or system reboots may be performed. Please see web site http://www.rcac.purdue.edu/services/firebox/#maint for the specific schedule.

Acceptable Use Policies
The Faculty Partner, his/her research team, and ITaP staff agree to comply with all Purdue University and ITaP/RCAC policies and procedures, including the University’s information technology policies located at: http://www.purdue.edu/securePurdue. The system is not intended to store data protected by Federal privacy and security laws (e.g., HIPAA, ITAR, classified, etc.). It is the responsibility of the faculty partner to ensure that no protected data is stored on the system. Questions about information security may be directed to the ITaP Help Desk at (765)494-4000.

Facilities
The Firebox Virtual Servers cluster hardware is housed in a secure data center facility managed by ITaP.

Support Process
All incident reporting should start with an email to rcac-help@purdue.edu. ITaP will provide a response within one business day. In general, critical issues will be addressed as soon as possible. Critical issues are defined as disruptions to large portions of the VM infrastructure.

Termination
Either party may terminate this agreement by providing written notification to the other party thirty (30) days in advance of termination. If necessary, an additional 30-days of read-only access will be granted to allow the Faculty Partner to transfer/save data from the system before access is fully revoked.