

# Guidelines for Host Colocation Services at the Computing and Network Center of National Chi Nan University

Passed by the 3rd meeting of the Computing and Network Center Advisory Committee in the 2021 academic year on June 29, 2022

Amended and passed by the 574th Administrative Meeting on August 16, 2022

## A. General Provisions

1. The Computing and Network Center of National Chi Nan University (hereinafter referred to as "the Center") has established these guidelines to provide host colocation services (hereinafter referred to as "the Service") for various units of the university.
2. These guidelines apply to servers and related equipment placed in the Center's server room, which are installed with information systems developed by or outsourced by the applying unit (hereinafter referred to as "the Unit").
3. The services provided by the Center include the following:
  - (1) Providing standard rack space for Units to place rack-mounted hosts, storage devices, and network-related equipment (hereinafter collectively referred to as "colocated hosts"). The standard rack space for each unit is 45 cm wide, 4.5 cm high, and 70 cm deep (rack unit hereinafter referred to as "U").
  - (2) Providing facilities such as air conditioning, power supply, fire protection, access control, and network in the server room.
  - (3) Providing one IP address for each colocated host. If additional IP addresses are required, the Unit may apply online according to the National Chi Nan University Campus Server Management Regulations for fixed IP address allocation.
  - (4) Providing domain name registration and firewall services, which the Unit may apply for as needed.
4. The Unit should complete the "Host Colocation Service Application Form" and submit a list of colocated hosts to the Center for review. The colocated hosts may enter the facility after the Center has assessed the capacity of related facilities in the server room and approved the application. The Unit should check the hardware model, specifications, quantity, and property information of the colocated hosts with the Center's server room management personnel within ten working days of receiving the approval notice. If the Unit fails to complete the move-in process within the agreed time, the Center may revoke the application. After the colocated hosts have entered the facility, the Unit must cooperate with the Center to conduct equipment and connection tests. Equipment that fails to provide normal service after testing must be removed from the Center's server room within one week. The Unit may reapply after resolving related issues.

## B. Server Room Operation and Management

5. The Unit must provide a single point of contact responsible for the operation and maintenance of colocated hosts and business liaison. Contact information should be provided to the Center's server room management personnel. The Unit should proactively update the information with the Center when there are changes to the contact person.
6. The Unit is responsible for the maintenance and data backup of the colocated hosts' hardware, operating systems, and applications. The Center is not responsible for compensation or repairs due to system installation errors, improper system maintenance, data access omissions, colocated host hardware failures, or system and application errors.
7. When the Unit needs to enter the Center's server room for maintenance operations, they must contact the Center's server room management personnel in advance. Maintenance time must be compatible with the university's working hours, and maintenance personnel must comply with the university's Information Security Management System (ISMS) regulations when entering.

#### C. Server Room Management Regulations

8. The Unit must comply with the "Taiwan Academic Network Management Regulations" and the university's campus network usage regulations. They must not attempt or engage in illegal intrusion into other systems on the Internet, destroy network services, send mass emails causing system disruptions to the Center, or engage in activities that violate public order, morality, or laws. If violated, the Center has the right to terminate the connection of colocated hosts and revoke the original application. The Unit shall bear any consequences and potential losses.
9. If the Unit's system is invaded, damaged, or has data extracted by a third party via the Internet, the Center is not responsible for compensation or repairs for any direct or indirect losses caused.
10. The Center is not responsible for aftermath or repairs due to line interruptions or damage caused by natural disasters, power outages, war, or telecommunications line failures or other force majeure factors.
11. If the Center needs to suspend or terminate colocated hosts or partial services due to environmental changes or network security requirements, it should notify affected Units five working days before the scheduled suspension or termination date. Units must cooperate with the arrangements.
12. The Center may change the IP address of colocated hosts due to management requirements and shall notify affected Units five working days before the change. Units must cooperate with the arrangements.

13. Based on management requirements, the Center may change the location of the server room or rack space position for colocated hosts and shall notify affected Units ten working days in advance. Units must cooperate with the arrangements.
14. For preventive power outages and network disconnections, the Center will notify each Unit three working days in advance. Units must perform their own shutdown operations or implement response measures. After normal operation is restored, Units must restore their original services themselves. The Center is not responsible for compensation or repairs for any hardware or software failures or data damage caused during the power outage, network disconnection, or power restoration process.
15. The power usage method of colocated hosts must comply with the Center's server room power planning. The Center reserves the right to grant entry permissions.
16. All software within the colocated hosts stored in the Center's server room must comply with various intellectual property rights regulations. If violated, the Unit shall bear the related responsibilities. The Center has the right to terminate the colocation service.
17. If the Unit's colocated hosts are no longer usable, have hardware or software failures, or have exceeded their property life, and the Center assesses that they are no longer operational or may endanger the safety of the server room, the Center has the right to terminate the connection of colocated hosts and revoke the original application. The Unit shall be responsible for any consequences and potential losses.

#### D. Fee Standards

18. Fees are calculated based on the rack space used by colocated equipment per U, with the following fee standards:
  1. Standard rack space: 500 NTD per unit per month.
  2. Server room space allocation and environment setup are free of charge.
  3. External network IP is free of charge.
19. Fees may be waived for special reasons with the approval of the university president through a special petition.
20. Host colocation fees must be renewed upon expiration. If not renewing or if fees are not paid, the Unit must remove related equipment within two months after expiration. After this period, the Center has the right to shut down, uninstall, and remove the equipment from the site without being responsible for safekeeping. The Unit shall bear the responsibilities for any resulting impacts.

## E. Appendix

21. Colocated hosts are centrally placed in the Center's main server room in the Library and Information Building.
22. Matters not specified in these guidelines shall be handled in accordance with the Cyber Security Management Act and the university's Information Security Management System (ISMS) related regulations.
23. These guidelines are implemented after approval by the university's Administrative Meeting.