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NATIONAL TAIWAN UNIVERSITY
Computer and Information Networking Center
Regulations for the Management of the Virtual Machine Server
Rental Service

November 07, 2019 Passed by the Administrative Meeting of the Computer and Information Networking Center

December 16, 2021 Amended and passed by the Administrative Meeting of the Computer and Information Networking Center

Article 1 The National Taiwan University (NTU or “the University”) Computer and Information Networking Center (“the Center”) formulates the *Regulations for the Management of the Virtual Machine Server Rental Service* (“the Regulations”) to provide virtual machine server rental services.

Article 2 To increase resource utilization, minimize redundant hardware deployment, lower each unit’s server procurement and maintenance costs, and achieve the University’s carbon footprint reduction goals, NTU units and personnel (collectively, “renters”) may apply to use this service for educational, research, or administrative purposes.

Article 3 Use of the service shall comply with the University’s *Campus Network Usage Regulations*, the Ministry of Education’s *Taiwan Academic Network Management and Norms*, the Center’s *ISO 27001 Cybersecurity Management Compliance System*, and other applicable laws and regulations of Taiwan.

Article 4 Service applications, renewals, and modifications

1. The service may only be used by the original applicants (renters) and may not be transferred to any other units.
2. Renters may use the service for up to one year per application, upon expiry of which they may apply for a renewal.
3. The Center may suspend the service if a renter fails to renew the service within one month of service expiry. The Center will erase all data from the rented virtual machine server(s) three months after service expiry.
4. Renters shall submit an application in order to terminate the service early or otherwise modify the service.
5. The aforementioned applications will take effect upon review and approval by the Center.

Article 5 Based on the “user-pays” principle, the Center may ask renters to help share the cost of the service to offset the maintenance costs required to ensure uninterrupted service. Regulations for usage fees shall be formulated separately.

Article 6 Usage regulations

1. Renters are obligated to update their contact information with the Center on a regular basis, and to inform the Center of any changes at their earliest convenience.

2. Renters shall safeguard their system login credentials and update their passwords regularly.
3. Renters will have full administrative control of the rented virtual machine server(s).
4. Operating system and firmware installation, system configuration, software patches, and other daily maintenance tasks pertaining to the rented virtual machine server(s) shall be handled by the renters themselves. The Center only offers technical support.
5. Renters shall conduct, on a regular basis, routine maintenance including reviewing system health status, installing operating system and software updates, and backing up data. Records of the routine maintenance shall be kept and shall be submitted to the Center for reference at the time of service renewal.
6. Renters shall ensure that all the programs they install on the rented virtual machine server(s) are legally licensed, and they shall be held solely responsible for any intellectual property right disputes.

Article 7 Network and firewall configurations

1. Each virtual machine server is assigned a fixed IP address.
2. Virtual machine servers may only be mapped onto internal domain names of the University.
3. Renters may manage rented server(s) via remote connection.
4. The firewall of each virtual machine server shall be configured as follows, and an application must be submitted to the Center for review before the firewall configurations may take effect:

Port Purpose	Port Numbers	Allowance Principle
Web Service	80, 443	All IPs
System Administration	22, 3389	Only Fixed IP Address Allowed
FTP, Database	21, 1433, 3306	Only Fixed IP Address Allowed
Others		Submit for Review

5. Renters who apply to enable web service ports shall provide the website's system information so that the Center may configure the web application firewall (WAF) accordingly. To enhance website security on virtual machine servers, the required information includes the web service software (IIS/Apache/Nginx), database version, programming language, website management system, etc.

Article 8 Information security requirements:

1. Renters shall install advanced antivirus software on the rented virtual machine server(s) as specified by the Center, the cost of which shall be borne by the renter.
2. Renters may not use any remote access, network interface, tunneling, or Springboard software (including but not limited to VPNs, OpenVPN,

SSL tunneling, SoftEther, Anydesk, and TeamViewer) that is not built-in to the system.

3. Renters shall review system information security risks on a regular basis and deploy necessary information security safeguards, such as system/website vulnerability scanning and penetration testing.
4. Renters shall comply with the Center's requirements for system configuration, updates, and patches.
5. Renters are obligated to either upgrade or stop using operating systems or software versions that are no longer supported or that the Center considers to be vulnerable.
6. Renters who wish to outsource the system shall do so in accordance with the University's *Regulations for the Management of Information Security for Information Applications, Systems, and Website Procurement*.

Article 9 In the event of an information security incident or violation of the preceding regulations, the Center may suspend the service immediately and notify the renter's point of contact to make improvements. If no effective improvements are made, the Center reserves the right to terminate the service directly and decline any further rental or renewal applications from the renter in question.

Article 10 In the event of a force majeure event that results in a service outage or data loss, the Center will extend the rental period for the same duration as the outage. However, the Center disclaims any liability for data loss.

Article 11 Matters not addressed herein shall be subject to other applicable laws and regulations.

Article 12 The Regulations shall be passed by the Center's Administrative Meeting and then implemented on the date of promulgation.