ITS Co-location and Virtual Machine Customer Questionnaire

This form is for both Co-locations and Virtual Machines. If you are requesting a Virtual Machine, answer sections 1 and 3 of this questionnaire but skip section 2. Backup of the machine and/or data on the machine is available as a separate service. Indicate your interests on the form below.

For additional pricing information, see http://its.vanderbilt.edu/vm.php and http://its.vanderbilt.edu/co-location.php.

Primary Installation Contact Name: __________________________
Contact Email: __________________________
Contact Phone: __________________________
Contact Cell: __________________________
Additional Contact Information: __________________________

Section 1.0 Co-location and Virtual Machines

1. What is your desired timeframe for installation/move-in?

2. What role does this machine serve?

3. What software and services will be running on the machine? What kind of data will be stored?
   a. If the data is of a sensitive nature, what kind of encryption (incoming and outgoing, and at rest and in transit) will be used on this machine?

4. What is the customer base, and who needs to access resources on this machine? (i.e. students, staff, faculty, VUMC, non-Vanderbilt, etc)

5. If remote access is required, how is this accomplished?
   a. List all IP addresses needing remote access.
6. Is this machine accessed from outside of the Vanderbilt/VUMC network?

7. Does this machine use a host-based firewall?

8. Are there known security issues with the application set or operating system that would preclude best practices from being followed (For example, embedded OS with known security issues which are difficult to upgrade/patch/update)?

9. Does this machine require the use of insecure communications protocols – Telnet, FTP, etc?
   a. If so, explain. Please be specific.

10. Does this machine require persistent external access from a vendor?

11. Are there unique networking requirements? (Multi-homed, bridging, etc.)
   a. If so, explain. Please be specific.

12. a. Are any of the following software/services running on the machine?

<table>
<thead>
<tr>
<th>Port</th>
<th>Software/Service</th>
<th>Yes</th>
<th>No</th>
<th>Do not know</th>
</tr>
</thead>
<tbody>
<tr>
<td>1434</td>
<td>MS-SQL Monitor</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1433</td>
<td>MS-SQL Server</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>139</td>
<td>NETBIOS SS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>137</td>
<td>NETBIOS Name Service</td>
<td></td>
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</tr>
<tr>
<td>161</td>
<td>SNMP</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>134</td>
<td>MS Active Directory</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3372</td>
<td>MS Distributed Transaction Controller</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3306</td>
<td>MySQL</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>25</td>
<td>SMTP</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>32774</td>
<td>Solaris rusersd</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>33434</td>
<td>Firewalk</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8765</td>
<td>Ultraseek-http</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>SSH</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>80, 443</td>
<td>Web</td>
<td></td>
<td></td>
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<tr>
<td>3389</td>
<td>RDP</td>
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b. What other software and services are running on the machine?

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<th>Port</th>
<th>Software/Service</th>
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13. What, if any, are the additional open port requirements for the machine?

14. Is it known if anything on the machine will react badly when subjected to a vulnerability scan (required prior to co-location and ongoing after installation)?

15. List the primary and secondary contacts for this device in case of an emergency?

16. Please list the billing contact name, phone number, and campus mail address for your department/unit.

17. Will you need this device to communicate on a specific network other than the publicly available 129.59.95.x network? If so, please indicate the network.

18. Will you need this device to use any communication services other than the gigabit Ethernet connection? If so, please indicate the types of connections.

19. Do you wish to restrict access to this device such that only certain networks may connect to it? If so, indicate the networks that should have access.
20. Do you want ITS to back up the data on this machine? If so, please note the amount and tier of storage (contact your SDM for pricing information).

21. Are there any dependencies on the IP address? (e.g., IP address hard-coded in software, configuration files, etc.) If so, explain. Please be specific.

22. What is the hostname for your system?

23. Will any routine procedures need to be performed by Network Operations Staff on the machine?

24. How many (logical) IP addresses will this machine require?

25. If you want to monitor this device, please request that here: https://sitemason.vanderbilt.edu/form/gnKEy4

26. List scheduled patching for this machine.

27. Will this machine be multi-homed (more than one subnet)?

28. Will this machine require bridging?

29. Are you interested in our monthly network vulnerability scan?

30. Are you interested in subscribing to the ITS WSUS (for Windows) or RedHat Network RHN services?

31. List any additional information that might be helpful to ITS.
Section 2.0 CO-LOCATION ONLY

1. What is the make and model of the device?

   Note: All devices must come with rails for mounting in a standard 21” rack.

2. ITS data centers use 208V AC power for all computing cabinets. Any modern electronic equipment should be capable of operating with this voltage. Other voltages may require additional installation charges.

3. Will this machine host virtual machines?

4. What is the MAC address of this machine?
Section 3.0 VIRTUAL MACHINES ONLY

Amount of Memory Requested

- □ 512M
- □ 1G
- □ 1.5G
- □ 2G

Number of Virtual CPU’s

- □ 1
- □ 2

O/S Disk Space Size

- □ 10G
- □ 15G
- □ 20G
- □ 25G
- □ 30G

Guest O/S (Must be supported under VMWare 3.0.2 ESX)

- □ Windows 2003 Standard Server
- □ Windows 2003 Enterprise Edition
- □ Redhat Enterprise Linux 4.0
- □ Redhat Enterprise Linux 5.0
- □ Other: _________________________________