

## VUmailguard Service Product Description

### Table of Contents

1.	OVERVIEW .....	2
a.	<i>Definitions</i> .....	2
1.	“University Community” .....	2
2.	“Virtual Machine” (VM).....	2
3.	“Virtual Server” (VS).....	2
4.	“Managed Storage” .....	2
5.	“Tape Backup” .....	2
6.	“Technical specifications” .....	2
b.	<i>Product Description</i> .....	2
2.	COSTS .....	3
3.	DETAILED PRODUCT DESCRIPTION .....	3

**1. Overview****a. Definitions**

1. "University Community" means Vanderbilt University students, faculty, and staff.
2. "VUMailguard" helps keep Vanderbilt's network safe, secure, and useful by offering protection from viruses and unsolicited email.
3. "Physical Server" (PS) describes the physical hardware that runs VUMailguard.
4. "Technical specifications" of these services are expected to change over time and can change during the course of the contract. It is also possible for there to be more than one set of technical specifications within this service at a particular time.

**b. Product Description**

1. VUmailguard is the deployment of a modular-based electronic messaging security product, featuring anti-spam filtering and anti-virus protection, designed to help keep the Vanderbilt network virus-free.
  - a. Vanderbilt University ITS has implemented the ProofPoint Protection Server as well as subscribed to several real-time Blocking Lists to help manage spam for Vanderbilt University. Currently all VUmail, VUexchange, and VUMC Exchange users are enrolled in the service.
  - b. Antivirus software is a term used to describe a computer program that attempts to identify, neutralize, or eliminate malicious software. This type of software is so named because the earliest examples were designed exclusively to combat computer viruses; however most modern antivirus software is now designed to combat a wide range of threats, including worms, phishing attacks, rootkits, trojan horses and other malware.
  - c. VUmailguard digest sends you a daily email message which includes a list of the senders and subject lines for each of your quarantined messages. Daily digests only include messages quarantined since the last digest. However, you can request a comprehensive digest with all of the messages in your quarantine.
2. VUmailguard does not include:
  - d. Mail stores or web/client access.

## **2. Costs**

There is no cost to the community for this service.

## **3. Detailed Product Description**

Physical servers will be housed in a professionally managed data center, with appropriate level of electrical and HVAC capacity and redundancy. Data centers are currently rated at Tier 2 plus. The Service Provider will monitor system resources to identify that the appropriate resources are provided to individual services. The Service Provider will provide capacity for a single server failure.

Physical access to the data center is managed by the Service Provider's Network Operations Center. Access is restricted to authorized personnel and those escorted by authorized personnel. Authorized personnel who are not Service Provider staff are required to sign in each time they enter the Data Center and the time spent in the center is tracked. There are no exceptions to this rule. For additional information, please refer to ITS [Policy 100: Data Center Access](#).

Servers used to provide the VUmailguard service currently have the following specifications (these specifications will be updated annually):

### **Physical Server (master)**

Processor: 2 – Intel Xeon 2.66 GHz Quad Core Processors

Memory: 8 GB

OS: CentOS 5 for Intel, 64 bit

### **Physical Server (agent1)**

Processor: 2 – Intel Xeon 2.66 GHz Quad Core Processors

Memory: 8 GB

OS: CentOS 5 for Intel, 64 bit

### **Physical Server (agent2)**

Processor: 2 – Intel Xeon 2.66 GHz Quad Core Processors

Memory: 8 GB

OS: CentOS 5 for Intel, 64 bit

### **Virtual Server (agent3)**

Processor: 2 – Intel Xeon 2.66 GHz Dual Core Processors

Memory: 8 GB

OS: CentOS 5 for Intel, 64 bit

**Virtual Server (agent4)**

Processor: 2 – Intel Xeon 2.66 GHz Dual Core Processors

Memory: 4 GB

OS: CentOS 5 for Intel, 64 bit

**Virtual Server (agent5)**

Processor: 2 – Intel Xeon 2.66 GHz Dual Core Processors

Memory: 4 GB

OS: CentOS 5 for Intel, 64 bit

**Virtual Server (agent6)**

Processor: 2 – Intel Xeon 2.66 GHz Dual Core Processors

Memory: 4 GB

OS: CentOS 5 for Intel, 64 bit