



Enterprise System & Services — Telecommunications Division

Network Fitness for Purpose Guideline

Purpose

The purpose of this document is to educate the university community regarding Rutgers University Computing Services' "best effort" access and operation practice for the university data network, RUNet.

General

The Rutgers University data network (RUNet) provides the university community access to local, national, and international sources of information. This access is made possible through a partnership between Rutgers University and numerous external service providers. Communications from within the university to those outside the university community traverse RUNet, proceed through an internet handoff (purchased through a service provider), and then through the remainder of the internet to its final destination. Network reliability for those desiring to communicate from a Rutgers location to a location not on RUNet is linked to the ability of our external providers to guarantee service and is a major component of Rutgers University Computing Services (OIT) "best effort" practice to provide general access for the Rutgers community.

Service Provider Limitations

External providers of university networking, specifically Internet hand-offs or alternate external connections, make no warranties, express or implied, and specifically disclaim any warranty of merchantability, fitness for a particular purpose, title or non-infringement or any warranty arising by usage of trade, course of dealing or course of performance. They specifically are not liable for any damages arising out of or relating to: interoperability, access or interconnection of services with applications, equipment, services, content or networks provided by Rutgers or third parties; service interruptions or lost or altered messages or transmissions; or unauthorized access to or theft, alteration, loss or destruction of Rutgers' or third parties' applications, content, data, programs, information, network or systems. Any losses that are incurred by network outages or third party denial of service are not recoverable as such from our providers.

Security

As a source of best effort bandwidth and connectivity, the network itself provides no inherent security or protection to attached devices. External network connectivity from any computer attached to RUNet inherently implies corresponding connectivity to that computer from any computer outside of RUNet. Further, a large number of computers attached to the university network, many of which are wholly owned and operated by individuals who are not university employees, are not subject to professional review and/or management. Therefore, it is the responsibility of the device owner to manage security risks as well as to ensure adequate flexibility or alternatives in the presence of network outages.

Outages

While the university network is managed and maintained to promote the business needs and activities of the university, it is not possible to guarantee that all elements are operational 100% of the time with no outages. A service level such as this would greatly exceed that which we obtain from our providers.

Network activities will be prioritized to ensure the best performance and robustness for the greatest number of costumers. Unplanned outages have the highest priority for allocation of available resources. Further, outages with broad impact have a higher priority than outages with narrow impact. Planned network outages will occur in order to perform appropriate maintenance and/or evolve network infrastructure for improved performance or in response to problems. These outages will be tailored, subject to staff constraints, in order to manage overall impact on the university community. Typically they will occur on Thursday evenings outside of university business hours.

Questions

Questions or concerns regarding this guideline should be directed to the following email address feedback@td.rutgers.edu.