ENTERPRISE ARCHITECTURE WITH PLYMOUTH UNIVERSITY

Technology & Information Services

EA-POL-020 – Service Provisioning Policy

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Purpose

The purpose of this policy is to establish and enforce practices for the addition of IT services, solutions and infrastructure to any environment owned and operated by Plymouth University. There are established policies in place which govern the correct location for services and how they may be created, this policy sets out the correct approach for choosing how services may be provisioned within our environment.

Audience

This policy applies to those members of University staff who are involved with the design and provisioning of services, solutions or infrastructure for use by University staff or its partners.

Scope

The scope of this policy applies to all systems and services commissioned, updated or otherwise modified for use by Plymouth University and its associates irrespective of the chosen hosting platform.

Policy

As described within EA-POL-008 – Provision of Commodity IT Capabilities and EA-POL-014 – Hosting policies, the direction of travel for IT provision at Plymouth University is to think cloud first. Further to this, the selection of services consumed from cloud service providers must follow the following priorities:

1. Software as a Service (SaaS) – A self-contained software solution purchased as a service from a vendor or reseller which realises in its entirety the business requirements of the University. Examples of SaaS currently in use by Plymouth University include Office 365 and MooDLE.

2. Platform as a Service (PaaS) – A level of software or middleware capability which may be consumed by the University and leveraged to aid the delivery of solutions for which there may not be a SaaS offering. Examples of PaaS would include Database as a Service, Identity Management, Web Application delivery.

3. Infrastructure as a Service (IaaS) – This level covers everything else, the storage, servers and network which enables the functionality of a data centre in the cloud.

Historically, Plymouth University has suffered from server sprawl, particularly in the virtual environment. This policy also looks to curtail the practice of simply adding a new server to the architecture without due consideration to its future state. With this in mind, the addition of virtual servers to the environment without full architectural analysis being carried out must be stopped. Systems and services must be created in environments for clear and identifiable purposes, that is to say multi-purpose systems must be avoided except where the infrastructure or platform is specifically designed for that purpose.

Under **all** circumstances, vendor default passwords must be changed **before** the system or service is entered into the environment, and authentication methods must be introduced to allow privilege account auditing of actions by named users, default accounts such as "admin", "root" or "sa" etc. must be at least secured with a highly complex password and must not be used for business as usual operations, preferably these accounts would be disabled. All operations must be logged to a secure logging system as described more fully in EA-POL-022 – Access Control Policy.

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Exception Management

Exceptions to this policy may be granted using the Enterprise Architecture Waiver Process and will be considered on merit as well as alignment with the overall architecture and business continuity requirements.

Supporting Documentation

- EA-POL-008 – Enterprise Architecture Policy – Provision of Commodity IT Capabilities
    - *When implementation phases for any piece of work are being considered it is essential that not only that 3rd party managed services or the "clouding" of software, data and technology (with a managed service wrapper) be considered, it is to be the default option for commodity IT component provision going forward, when it is sensible to do so.*
- EA-POL-009 – Enterprise Architecture Policy – Hosting
    - *Each area of the university has requirements which Technology and Information Services will endeavour to meet, either directly or indirectly, examples of these may include, the provision of a web server, some shared storage, the provision of a blogging or document repository to name but a few. A request for resource to facilitate such items can be fulfilled in essence in one of two ways, either on premise or by purchasing the resource externally. Each request must be investigated on its merits and the appropriate location sourced to meet the requirements of the requestor.*
- EA-POL-022 – Enterprise Architecture Policy - Access Control
    - Default accounts and passwords …. "as these credentials are likely to be present on the Internet and accessible to everyone they have no place within our organisation. Default highly privileged accounts such as "admin", "root" or "sa" must not be used for business as usual operations."