

UC Davis Campus Firewall Services

Background

A number of campus departments have expressed interest in deploying departmental firewalls as part of their information security plan. While firewalls can help fight threats to computing resources, successful deployment requires solid understanding of the firewall architectural alternatives, network performance implications, security policy requirements, and cost parameters. In addition, a department needs personnel with the time and/or technical expertise to properly install, configure, troubleshoot, maintain and monitor a firewall.

In an effort to mitigate these challenges, Information and Educational Technology (IET), in conjunction with technical staff from across campus, formed a committee to evaluate firewall products and is now offering a campus firewall solution.

NetScreen Service Level Options

IET offers the following four NetScreen firewall service level options for campus department to choose from:

- Complete turnkey service (managed by IET)
- Equipment sparing service
- Campus firewall pricing agreement
- Custom services

Netscreen firewall products will be provided to UC Davis through an agreement with Corsa Network Technologies. An overview of these NetScreen service level options, as well as estimated costs, is available at http://security.ucdavis.edu/secure/FirewallPriceList_UCDavis.pdf.

Support

IET will provide technical support for NetScreen firewall products through the Desktop Enterprise Solutions (DES) unit. Related costs, if any, are dependent upon the service level option selected. Support provided outside of normal business hours may be subject to additional fees.

Training

Training will be provided by IET and arranged through Staff Development and Professional Services. Announcements for these training sessions will be sent to technotices@ucdavis.edu. Additional training opportunities are being explored including web-based training and virtual laboratories.

More information

Basic information about firewalls is available at <http://security.ucdavis.edu/firewalls.cfm>. Updates on firewall options and services to be provided to the campus will be posted on that page as well. If you have any questions or suggestions, please contact Mark Redican at mredican@ucdavis.edu.

Overview of NetScreen Firewall Service Level Options

Option	Service Description
<p>Complete Turnkey Service</p>	<p>Through this option, Information and Educational Technology (IET) will work with each interested campus unit to conduct a firewall needs assessment and develop an implementation plan. IET will also purchase and receive all equipment and consult with the department to install and configure the service (including the rule set).</p> <p>After installation, IET will be responsible for troubleshooting, maintaining and monitoring the firewall. (Monitoring does not include traffic analysis, but this can be arranged through a separate agreement.)</p> <p>Subscription to the turnkey service also provides for the replacement of firewalls during technology refresh cycles (approximately 3 years). As new products and upgrades are released, IET will re-negotiate, as needed, the campus contract with the firewall vendor, and new products will be incorporated into the suite of campus-supported firewall options, as appropriate. Campus departments will be informed of these new options and turnkey service subscribers will have the option of replacing their firewall equipment with equivalent new products at no additional charge at the end of the technology refresh cycle.</p> <p>This option also includes the sparing service described below.</p> <p>Costs to the customer include the initial procurement of the firewall appliance plus an annual fee for turnkey services. Rates vary depending upon the model of the firewall appliance. See the IET Netscreen Firewall Price List (PDF) for pricing.</p>
<p>Equipment Sparing Service</p>	<p>Campus units that prefer to procure, install and manage their own firewall service may opt to subscribe to the equipment sparing service provided by IET.</p> <p>For a flat annual fee, campus units will have access to spare hardware and on-site technical support in the event of a firewall failure. IET will provide the hardware and technical support as a temporary, but immediate solution in the event of a failure.</p> <p>This service is intended to allow campus units to procure a less expensive hardware support option from the vendor, but receive same-day hardware and on-site support from IET at an overall cost savings when compared to same-day support options from the vendor.</p> <p>Costs to the customer are a flat annual fee for equipment sparing services. Rates vary depending upon the model of the firewall appliance. See the IET Netscreen Firewall Price List (PDF) for pricing.</p>
<p>Campus Firewall Pricing Agreement</p>	<p>Campus units may procure a variety of Netscreen firewall/security products and maintenance options through the campus blanket pricing agreement by referencing the blanket purchase order number UCD0506102.</p> <p>With this option, campus units will assume responsibility for purchasing and receiving equipment, installing and configuring the firewall, troubleshooting problems, developing and maintaining the firewall rule set, and managing the firewall service. See the IET Netscreen Firewall Price List (PDF) for pricing.</p>
<p>Custom Services</p>	<p>IET will provide technical support for NetScreen products for an hourly fee, and for other vendors' firewall products, as requested.</p> <p>Support for firewall options other than Netscreen will be provided on a <i>best effort</i> basis (i.e., installation, configuration, and resolution of issues may take longer as technical staff may or may not have expertise specific to the unit's firewall).</p> <p>Fee: \$69/Hr.</p>