

## Regulation on the Virtual Machine Service

**This document is provided strictly for information purposes. As such, it has no legal value and should not be construed as legally binding. Only the original regulation in the Portuguese language is authentic.**

The mission of the Universidade do Porto Digital (UPdigital) is to create, provide and manage Information and Communication Technology (ICT) infrastructures and services at the University of Porto, abbreviated as U.Porto, as well as to encourage the development and use of innovative services.

This Regulation aims to define guidelines regarding access to U.Porto's virtual machine services. When using this service, it is assumed that individual users are informed about the rules described in this Regulation.

Article 3(2) of the Foundation Statutes attached in Decree-Law no. 96/2009 of 27 April foresees that the institution elaborates all norms and carries out all actions necessary for its regular functioning, including authoritative unilateral acts in the domain of its duties, norms, and public law acts.

The option between creating operating standards and public law norms should consider the respective foundation, subject and intended users.

This Regulation acts as a set of operating guidelines intended for users such as teaching staff, research staff and non-teaching staff at U.Porto, generally referred to as individual users, who benefit from the IT services provided to work at U.Porto.

The Management Board of the University of Porto, after consulting with the Council of Deans, according to paragraph b) of Article 46(2) of the Statutes of the University of Porto, approved by Normative Order no. 8/2015, published in the Official Journal of the Portuguese Republic, Series 2, No. 100 of 25 May, based on the generic competence foreseen in its 40<sup>th</sup> article, no. 1, in conjunction with Article 3(2) of the Foundation Statutes, approved in an attachment to Decree-Law no. 96/2009 of 27 April, adopts the following regulation:

### **Chapter I General Provisions**

#### **Article 1º Scope and purpose**

1. This Regulation defines the norms that regulate the access to the virtual machine service intended for the community of the University of Porto, hereafter referred to as U.Porto.
2. For the purposes of the preceding paragraph, the community comprises teaching staff, research staff and non-teaching staff, generally referred to as "individual users".
3. To this end, "scholarship holders" are equivalent to research staff.
4. This Regulation also applies to external collaborators temporarily connected to U.Porto. They are given access to the service as long as they are active in their collaboration and registration in the information system.

## Article 2º

### Characterisation of the service

1. The virtual machine service provides computer resources in UPdigital's infrastructures to support activities by U.Porto's services, activities in Education and Training, Scientific Research, Innovation or Social Service, in accordance with U.Porto's mission.
2. This regulation applies only to the service offered using local infrastructures managed by UPdigital.
3. Two types of services are offered, defined as:
  - a. the service managed by UPdigital: virtual machines that meet the administrative needs of the Constituent Entity and are crucial for its operation;
  - b. the service not managed by UPdigital: virtual machines intended for activities in Education and Training, Scientific Research, Innovation or Social Service, which complement the core services already offered by U.Porto in this context.
4. Virtual machines are provided in Microsoft Windows Server and Ubuntu LTS in the versions with active support. Other Linux distributions require validation by UPdigital.
5. The service is provided for at least six months and deactivated on the date indicated in the request.
6. Service provision depends on the existence of hardware resources in UPdigital's infrastructures.
7. This service is not intended for high-performance computing.

## Article 3º

### Institutional use policy

1. Any use of U.Porto's IT resources should respect the provisions in this Regulation, U.Porto's acceptable use policy for technological infrastructures<sup>1</sup> and current legislation, namely the content regarding safety in cyberspace, computer crime, digital services and personal data protection.
2. The use of U.Porto's IT resources should also respect the rules established in the conditions of use of the Science, Technology and Society Network (RCTS), published on the institutional Internet site of the Foundation for National Scientific Computing (FCCN).
3. Activities and practices that may cause damage to third parties or U.Porto are strictly forbidden, namely:
  - a. activities that may constitute an illegal or criminal act, in general;
  - b. disrespecting the physical and moral integrity of U.Porto's community members or the general public by practising acts which promote discrimination based on gender or sexual orientation, harassment, xenophobia, terrorism, defamation or other acts which can be considered illegal or offensive;
  - c. carrying out activities of a private or commercial nature, namely the promotion and sale of products and/or services or, in general, the use of resources for purposes not related to U.Porto's activities;
  - d. the creation, transmission or access to content disregarding intellectual property rights, copyright and trademark;

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<sup>1</sup> Described in [https://sigarra.up.pt/up/pt/web\\_base.gera\\_pagina?p\\_pagina=POLITICA-UTILIZACAO-ACEITAVEL](https://sigarra.up.pt/up/pt/web_base.gera_pagina?p_pagina=POLITICA-UTILIZACAO-ACEITAVEL)

- e. obtaining or trying to obtain unauthorised access to technological systems or infrastructures;
  - f. other situations that may interfere with the safety of resources and their responsible use.
4. It is forbidden to provide third parties with data by any means, namely by selling information, personal data, or any other type of element or documentation accessible to individual users through their use of U.Porto's IT Resources.
5. Notwithstanding the preceding paragraph, access to this data may be granted to comply with legal obligations. Also, access may be given to third parties, subject to previous and explicit authorisation, namely in scientific-academic collaborations with institutions in the educational system, science, technology and culture.
6. Each individual user should take the necessary measures to maintain information security in order to avoid any forbidden activity and prevent unauthorised access to confidential and secret information such as personal, organisational and strategic data, as well as industrial property, intellectual and research data, among others.

## **Chapter II**

### **Access to the virtual machine service**

#### **Article 4**

##### **Request to access the virtual machine service**

1. Access to the virtual machine service is requested by the individual users, including the access to virtual machines for services.
2. These requests require prior authorisation from the director of the Constituent Entity, who will be responsible for the payment of the associated cost.
3. Requests are exclusively carried out by electronic means through the completion and submission of a form, which should include:
  - a. the resources required (CPU, RAM and hard disk);
  - b. the operating system required for the virtual machine;
  - c. the intended start and end dates to use the virtual machine;
  - d. the identification of the service, department or unit making the request;
  - e. the person responsible for the management of the machine;
  - f. the purpose of the machine and the software that needs to be installed;
  - g. if applicable, the decision of the Data Protection Officer at U.Porto regarding compliance with current legislation on data protection.
4. The person in charge indicated in paragraph e. of the previous number has to be an active U.Porto member in U.Porto's information system.

#### **Article 5**

##### **Responsibilities relative to Services not managed by UPdigital**

1. This article applies to the services defined in paragraph b. of number 3 in Article 2: Services not managed by UPdigital.
2. UPdigital is responsible for the installation of operating systems.
3. The person responsible for the machine is in charge of:

- a. the cost of the operating systems with commercial licensing;
- b. the installation and configuration of applications;
- c. the licensing of all software installed in the virtual machine, as well as all associated costs;
- d. ensuring the update of the operating system and of all application software in order to comply with all information security and data protection recommendations;
- e. the announcement of the termination date of the virtual machine service, according to paragraph 4 of Article 7 of this Regulation.

### **Article 6**

#### **Responsibilities regarding Services managed by UPdigital**

1. This article applies to the services defined in paragraph a. of number 3 in Article 2: Services managed by UPdigital.
2. UPdigital is in charge of:
  - a. the installation of operating systems;
  - b. the installation and configuration of applications or the monitoring of these actions when carried out by the provider;
  - c. ensuring operating system updates;
  - d. ensuring the upgrade of all application software or monitoring these actions when carried out by the provider in order to comply with all information security and data protection recommendations.
3. The person responsible for the machine is in charge of:
  - a. the cost of the operating systems with commercial licensing;
  - b. the licensing of all software installed in the virtual machine, as well as all associated costs;
  - c. the maintenance costs associated with the upgrade and occasional correction of application software, if applicable;
  - d. the announcement of the termination date of the virtual machine service, according to paragraph 4 of Article 7 of this Regulation.

### **Article 7**

#### **Alterations to the Virtual machine service request**

1. Changes to the resources allocated to the virtual machine should be requested by the person in charge, and they require authorisation from the director of the Constituent Entity in case more resources are needed.
2. It is possible to extend the end date of virtual machine usage. The date extension request should be made at least one month in advance with regard to the end date defined.
3. The extension mentioned in the previous paragraph is always a multiple of six months.
4. Service termination should be requested before the defined date, at least one month in advance.

### **Article 8**

#### **Access to the Virtual machine service**

1. Machines are accessible from the internal networks of each Constituent Entity at U.Porto. Remote access is available using a VPN.

2. If you wish to make web access available outside these internal networks, you should request the opening of ports to the exterior. These machines are placed on a perimeter network and do not have any access to equipment/services in the internal network.
3. UPdigital may suspend a virtual machine without prior notice if computer security or other aspects not allowed in current legislation are at stake.

#### **Article 9**

##### **Virtual machine service costs**

1. Virtual machine costs are calculated annually based on the allocated processor, memory, and hard disk, regardless of whether the resources are used or not in their totality.
2. Computer and memory resources are allocated in packages according to Attachment 1.
3. The service charges are calculated based on the current costs of the year it is used, as mentioned in Attachment 1.
4. The costs associated with all requests will be charged to the Constituent Entity in the month of January following the year of use.
5. The costs may be reviewed annually and published as attachments to this regulation. These alterations are approved by U.Porto's Management Board.

#### **Chapter III**

##### **Final provisions**

#### **Article 10**

##### **Interpretation, doubts and omissions**

1. Doubts and omissions resulting from the interpretation and application of this Regulation are resolved by U.Porto's Management Board.
2. Interpretation and integration of legal loopholes in this Regulation, namely omissions, will be done according to the General Law and general legal principles.

#### **Article 11**

##### **Announcement, entry into force and amendments**

1. This Regulation will be announced in U.Porto's information system and will enter into force on that date.
2. This Regulation may be amended at any time, for instance, when the applicable legislation and regulation is altered, given U.Porto's technological advances and risk profile.

### Attachment 1 – Virtual machine service costs

The annual costs of packages with CPU/RAM for the virtual machines requested are presented below. All packages include 50 GB of storage.

	<b>CPU/RAM</b>	<b>Annual cost</b>
<b>Model A</b>	1 CPU/4GB	200 €
<b>Model B</b>	2 CPU/8GB	400 €
<b>Model C</b>	4 CPU/16GB	800 €

It is not possible to request packages that are different from the ones indicated above. However, for each of the abovementioned packages, the following extras may also be acquired:

<b>Extras</b>	<b>Annual cost</b>
Each 1 GB of RAM	20 €
Each 10 GB of storage	5 €

The virtual machine service not managed by UPdigital does not provide a backup service. Systems that support all virtual machines have an associated redundancy. This protection mitigates some malfunctions (namely, hardware malfunction) but is not considered a backup. For example, it does not allow the recovery of files that were accidentally deleted by the user in the version without backups.

Constituent Entities are exempt from paying the value corresponding to 3 virtual machines of model B every year.

The following services are supported centrally; therefore, they are not included in the costs, even if the virtual machines are allocated to the Constituent Entity:

- DNS
- Web hosting (see specific regulation)
- Unified printing service (see specific regulation)
- ERP
- Bullet (application) in the central server
- Zoneminder for cameras in the central server