

**EISD Information Systems, University College London**  
**Service Definition for a UCL Halls of Residence connection**  
**Service Identifier CSD00163**

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## 1 Document Control

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Revision History:

Date	Version	Author	Purpose
2 <sup>nd</sup> October 2002	1.0	Bob Lawrence	Initial service definition
24 <sup>th</sup> September 2008	2.0	Bob Lawrence	Major version change superceding initial service definition and minor versions 1.1 through 1.5.  Reflects increasing bias towards electronic/automated means of service registration, activation and support. Also:-  Easing of policy restrictions on outbound traffic.  Flexible e-voucher provision.  Major reorganisation of firewalling services.

## 2 Introduction

This document has been drawn up to describe the service provided to students who connect to the UCL campus network via an access socket provided in a College Halls of Residence (HoR) study bedroom<sup>1</sup>. The document is a written aid to support a clear outline of the service described.

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<sup>1</sup> The access socket is used to connect the student's equipment to the network via an Ethernet adaptor. Wireless connections are not permitted. See sections (5) and (11) for further details in this particular.

### **3 Purpose of Service**

The HoR connection service provides students in HoR study bedrooms with the means to connect their own computing equipment (typically a workstation or laptop) to the College data network, in order to access computing services, resources and facilities in College, on JANET<sup>2</sup>, and the Internet. The service is intended to emulate that typically provided to the home environment by an ISP using broadband or similar communications technology. By this means, it enables students to extend the electronic learning environment into their term time residence. Access to remote services and facilities is essentially uncontrolled, but see section (5) for exceptions. Note however that use of these facilities must at all times comply with UCL Computing Regulations and the JANET Acceptable Use Policy (AUP), to minimise wastage through misuse of computational and communications resources, and to protect both the integrity of the underlying communications infrastructure and the good name of University College London.

On-line details of the service can be found via the IS Halls homepage at <http://www.ucl.ac.uk/is/halls/>. Note that some of the links on this page are only accessible from within the Halls network itself.

### **4 Eligibility for Service**

The service is available to students resident in those UCL HoR which have provision in study bedrooms for the connection of personal computing equipment to the College data network. A list of halls providing such a facility is available on the web at <http://www.ucl.ac.uk/is/halls/connected-list.htm><sup>3</sup>. A student intending to use this service must be registered with Information Systems (IS) and have an active IS account. Connection is entirely at the discretion of UCL IS.

### **5 Service Description Details**

Subscription to and use of this service is subject to a charge. Details of charging appear in section (10). Registration and payment to use the service is mandatory and can be carried out in one of two ways.

The original method requires the user to purchase a UCL Halls of Residence Connection Voucher. This voucher contains a unique 12-digit activation code, in the form of a "top-up style number". The voucher can only be purchased from the College Shop.

From the beginning of the 2004/2005 academic year, registration and payment via the Halls network itself was made possible. Details of how to pay via the network, can be viewed at <http://www.ucl.ac.uk/is/halls/evoucher.htm>. This is now the preferred method of payment, and the original paper-based method will eventually be phased out.

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<sup>2</sup> JANET is the Joint Academic Network which provides connectivity to all UK Higher and Further Education Institutions, the UK academic research community, schools and various third parties. JANET provides onward connectivity for these institutions to the global Internet.

<sup>3</sup> The scope of this service is continually being expanded in line with College cabling initiatives, so HoR not yet connected may be connected in the future.

Once a voucher has been purchased, registration and activation of the connection is completed on-line, from the point of connection in the study bedroom, using the equipment the user intends to connect to the Halls network. This step-by-step process is fully described at the Halls home page at <http://www.ucl.ac.uk/is/halls/>. The process requires the user to authenticate him/herself (using the IS account referred to in section (4)) and to enter information pertaining to his/herself and the residency, for which the following details should be assembled in advance:-

- A contact telephone number
- Hall name (selected by pull-down menu on the form)
- Hall room number
- Hall room socket number
- Activation code (the "top-up style number")

In order to submit the completed form, the user must agree to abide by the declaration on the form.

Note that only a single machine may be connected in any study bedroom and the connection must be made via an Ethernet adaptor and the hall room socket provided. Wireless connections are not permitted and wireless access points cannot be used to connect the user's computing equipment. As part of the registration process, the MAC<sup>4</sup> address of the interface card in the connecting equipment is recorded and this address is 'fixed' at the switch port providing the user's connection. If a different hardware address is subsequently presented to the connecting port, a security violation is generated and the port is administratively disabled. After an interval of approximately five minutes the port configuration will be reverted to its pre-registration state. Should this happen the user will be required to re-register in order to re-enable the connection. Registration details, including the activation code, should therefore be kept securely for such an eventuality.

As indicated earlier, the HoR connection is configured and managed so as to emulate a home broadband style of connection as provided by an ISP. This has implications for connectivity to other HoR connected systems. The service is engineered so that an individual HoR connection is isolated from all other such connections. The rationale for this is to protect each such system against possible malicious cross-infection from computer worms, viruses, and other infestations.

Access to external networked services is essentially uncontrolled – in effect, what you might expect to be able to do from a home broadband connection, you can expect to be able to do in HoR. There is however some control on outbound access in that certain specific destination “ports” are blocked where these are known to be associated with malpractice or malware, or where a service should properly be restricted to the local network (eg. TFTP services). A list of blocked ports may be obtained courtesy of the UCL Computer Security Team by email to [cert@ucl.ac.uk](mailto:cert@ucl.ac.uk).

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<sup>4</sup> Media Access Control. Every ethernet NIC (Network Interface Card) has a globally unique 48-bit MAC address.

The UCL HoR network is firewalled to help protect each user's computing equipment against unwarranted intrusion, compromise and misuse<sup>5</sup>. Prior to activation, the user's connection to the network is enabled inside the College network and is entirely screened from all but those parts of the internal network necessary for registration/activation. Once activated, the connection is logically moved outside the College network and the Institutional Firewall (IFW), but is still protected against external intrusion by the HoR firewall.

Access from the HoR network into the College network is subject to institutional firewalling rules. If the user is unable to access an internal (ie. UCL) service or system, blocking by the IFW is likely to be the cause.

## **6 Service Availability and Quality Expectations.**

The service is generally available for 24 hours a day, 7 days a week. 'At Risk' periods are announced in advance in order to enable IS systems and network upgrades, and may limit service provision on Tuesday and Thursday mornings, between 08.00 and 09.00. Occasionally weekend service shutdowns are arranged which affect all UCL services; these weekend shutdowns are agreed with senior College management and advance notice is given. Every effort is made to minimise the number of weekend shutdowns. Operator cover is from 8am to 7pm - Monday to Friday. All IS systems, including equipment enabling network access for student owned systems in HoR, run unattended overnight and at weekends. If they fail, service may not be restored until the next working day.

## **7 Support**

Advice and support related to this service is given on a 'best efforts' basis only, and entirely at the discretion of UCL IS. UCL IS reserves the right to decline to provide help or assistance in any particular instance related to the provision, operation or performance of this service.

Support is provided on-line at the HoR home page under "Support". Troubleshooting hints and tips are available together with a FAQ (a "Frequently Asked Questions" document). Problems and queries which cannot be resolved by this means, including problems relating to initial connectivity, registration and activation, should be submitted via forms accessible from the on-line "Support" resource.

Support for this service is not available via the UCL HelpDesk, or the College Shop.

General queries relating to IS services should be directed to the IS HelpDesk on 020-7679 5000 (x25000 within UCL) or emailed to [helpdesk@ucl.ac.uk](mailto:helpdesk@ucl.ac.uk). Further information about the IS HelpDesk may be found at <http://www.ucl.ac.uk/is/helpdesk>.

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<sup>5</sup> Note that this is just a single component in what should be a multi-tiered approach to security. In particular, users are strongly advised to install anti-virus and personal firewall software on their systems if they have not already done so. Suitable software is available under license to UCL staff and students for systems connected to the UCL network. See <http://www.ucl.ac.uk/fsecure/> for further details.

## 8 Exclusions, Exceptions and Limitations

Exclusions, and limitations in respect of the use of the HoR connection service are detailed in sections (5) and (7). UCL IS will not be held responsible for any damage or liabilities that arise from use of this service.

## 9 Service Change Requests

Service upgrades and changes to the service are dealt with by a departmental service change request procedure internal to UCL. Subscribers are welcome to make requests for service changes (see section 12) on the understanding that resource availability and/or other UCL priorities could mean they are not guaranteed. Subscribers should also understand that proposed changes will only be given consideration if they are likely to enhance academic study or research activities, and are consistent with the overall security and integrity of the network. No guarantees can be given as to the timeliness of such changes being implemented.

UCL IS reserves the right to change the service without prior notice or consultation. Service changes may entail the addition of components in order to enhance the service; or the removal of components whose continued use is believed to pose an unacceptable risk to the security, integrity or performance of the service, the underlying network or other supported services.

## 10 Charging and Refunds

The service is chargeable on a per-user account basis. Vouchers are available for fixed periods of from one week up to one year, but options depends on whether they are purchased as paper or over the network.

The table following shows options for purchases made over the network (e-vouchers)

Period(weeks)	1	4	8	12	16	52
Cost (UKP)	8	12	22	27	36	70

All costs quoted are in UK pounds sterling.

When purchasing paper vouchers from the College shop, it is possible to buy in units of 16 weeks or 52 weeks (one year) only. In either case, no discounting or “promotions” are available. Once a voucher is activated, time limits come into effect and no refunds can be made, even where the period of residence turns out to be shorter than that budgeted for. Payment may be made when purchasing a Halls connection voucher at the College shop or via the network at the time of registration. See section (5) for further details.

Use of this facility is transferable in the event that the user moves room or hall in the period of the validity of the voucher. A transfer requires re-registration in the manner of the original registration/activation.

A refund in full will be offered only in those instances where the user is unable to make an initial connection to the service, and UCL IS is satisfied that the

communications port and associated cabling in the user study bedroom is functional<sup>6</sup>. UCL IS reserves the right to refuse a refund, partial or full, in other circumstances.

Note that no refund can be made in those instances where a formerly working connection is rendered unusable by a subsequent change of user hardware<sup>7</sup>.

## 11 Service Conditions

Use of UCL IS services is subject to UCL Computing Regulations, as described in <http://www.ucl.ac.uk/UCL-Info/Policy/Computing/Use>.

Use of the JANET network must be in accordance with the JANET Acceptable Use policy, a copy of which is available at <http://www.ja.net/company/policies/aup.html>.

UCL IS reserves the right to passively monitor traffic either on an occasional basis, or in response to specific incidents. UCL IS reserves the right to actively scan for vulnerabilities or infections on connected systems. This is in order to guarantee the integrity of the network service and user compliance with this service definition and/or associated computing regulations listed in this section. In any case of misuse, UCL reserves the right to suspend subscribers' use of the Halls of Residence connection and associated services if they contravene these regulations in any way.

The use of wireless-based switches or bridges, or the use of NAT<sup>8</sup>-based routing devices so as to provide additional connections, at no extra cost, to other HoR residents is expressly forbidden.

In all cases of misuse of this service, penalties may apply as covered by College regulation.

## 12 Contact Details

The first point of contact for further information on this service is via the support forms on the HoR home page at <http://www.ucl.ac.uk/is/halls/>. Contact details for the HelpDesk are as listed in section (7).

## 13 Disclaimer

Information Systems, University College London has taken all reasonable care to ensure that the information published in this service definition is accurate on the stated date of publication or last modification. Information Systems takes no responsibility for the consequences of error or for any loss or damage suffered by users of any of the information published on any of these pages, or the service it refers to, and such information does not form any basis of a contract with readers or users of it.

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<sup>6</sup> To which end a site visit to the study bedroom may be arranged at the user's convenience. The purpose of such a visit will be to inspect and/or rectify the network communications facility only.

<sup>7</sup> A change in hardware can include, but is not necessarily limited to, a change of computer, or network interface card (NIC).

<sup>8</sup> Network Address Translation. A technique for 'hiding' one or more internal IP system addresses, so that all traffic from any of these systems on an external network appears to come from a single device.