

# Remote Access and VPN

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Release: 1.4 Date: 4/23/12

Owner: Technology Performance and Optimization group

## Service Description

The Remote Access and VPN service option is an IP based offering enabling customers to create an encrypted tunnel with an endpoint on a University Administration (UA) trusted network. Traffic from the client traverses the encrypted tunnel to a trusted network segment to securely utilize and administer UA services from non-UA locations. A UI domain account or an account from a trusted domain is required since the service is authenticated by a Microsoft Active Directory.

The VPN and Dial-Up service enables support of remote access communication via any standards based PPTP client or dial-up connection. VPN and Dial-Up service is a solution for UA customers interested in utilizing standards based encryption technology or Dial-Up connections as the foundation for secure data communications.

Service implementation and support includes:

- Consultation regarding service options and configurations
- All required activities to complete service installation
- A managed service that includes:
- 24 x 7 centralized monitoring and management via AITS COE Windows Support and the AITS Service Desk
- Redundant VPN and Dial-Up service provided by AITSRAS1 and AITSRAS2 housed in geographically diverse data centers

Service options include:

- Configuration of the Windows native VPN client (PPTP)

## Hours of Availability

This service is available to customers 24 x 7, excluding planned outages, maintenance windows and unavoidable events. Maintenance windows are used only when needed for planned changes that have

*This service is offered as part of the Workstation Support set of services and the Server Support set of services. A [Pricing](#) sheet and the base [Service Level Agreement](#) for these two sets of services are available for review.*

*For further information or to request any service, please contact the AITS Service Desk at:*

[servicedesk@uillinois.edu](mailto:servicedesk@uillinois.edu)  
217-333-3102 (Urbana)  
312-996-4806 (Chicago)

gone through the AITS Change Control Process. In addition to the standard AITS maintenance windows, site-specific and service-specific changes may be coordinated with customers at non-standard times.

Standard maintenance windows are defined as:

- 6:00 a.m. to 12:00 p.m. each Sunday when application usage is at its lowest
- After 5:00 p.m. every Tuesday and Thursday, unless business needs to make a change during business hours
- The second Wednesday of the month from 5:00 p.m. to 8:00 p.m. for patching Microsoft servers
- 6:00 a.m. to 6:00 p.m. three Sundays a year for routine Windows and Linux maintenance

## Customer Responsibilities

- Contact the AITS Service Desk to report problems or request assistance
- Implement UA Acceptable Use of Computing and Network Resources Policy found at the link below [https://nessie.uihr.uillinois.edu/cf/policies/index.cfm?Item\\_id=3894](https://nessie.uihr.uillinois.edu/cf/policies/index.cfm?Item_id=3894)

## How Do We Charge?

This service is offered as part of the Workstation Support set of services and the Server Support set of services. [Pricing](#) and the base [Service Level Agreement](#) for these two sets of services are available.

Major Cost Drivers:

- Maintenance and support of data center VPN server and equipment
- Cost of T1/PRI adapter and PRI lines for dial-up access
- Indirect cost of the underlying TCP/IP network (router, DNS, switch ports, firewall, address space)

*\*\*Our Service Catalog is based on material that was developed by The State of North Carolina’s Operational Excellence Program’s Service Catalog and adapted with their permission. \*\**

DOCUMENT OWNER/APPROVAL

Service Catalog Owner: Chris Barton

Concurrence: \_\_\_\_\_  
 Service Catalog Owner Date

\_\_\_\_\_ Date  
 Computer Operations Engineering

Approval: \_\_\_\_\_  
 Associate Vice President - AITS Date

REVISION CONTROL

Document title	Remote Access and VPN
Author	Chris Barton
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Date	By	Action	Pages
12-9-09	Rita Bates	Acknowledging North Carolina’s work	2
1-4-10	Rita Bates	Removing COE from front cover and revising OLA’s to SLA’s	1-4
1-7-10	Rita Bates	Revise layout	1-4

REVIEW/APPROVAL HISTORY

This service catalog shall be subject to a review on an annual basis.

Date	By	Action	Pages
4-23-12	Chris Barton	No Revisions	
6-5-13	Chris Barton	No Revisions	