Information Technology Consulting Services
Screening External Access Link (SEAL) Consulting Service

Model No. QS-SEAA9-CP

Introduction

As electronic communication has evolved and become an essential component of many businesses, the Internet has been recognized as a valuable resource for worldwide exchange of knowledge and information. For many businesses, Internet access is becoming a major asset. But this access must be managed carefully because worldwide access is not only a business opportunity, but also an opportunity for intruders to exploit unsecured and vulnerable systems. A corporation's enterprise network needs a firewall to protect its systems from the Internet, while at the same time providing sufficient connectivity to suit a range of business functions.

Digital Equipment Corporation is announcing a new security service, Screening External Access Link, (SEAL) to address this problem. SEAL provides connectivity to and from the Internet through a number of 'application gateways' to support applications like E-mail, FTP, Telnet, gopher, archie, and USENET News in a controlled manner through a screening router (sometimes known as a "filtering router"). SEAL can control both external access to company assets and internal access to Internet systems on a per-user basis. SEAL provides full use of the specified services and enhanced security monitoring capabilities. SEAL can provide access to your critical computing and networking environments while controlling and monitoring TCP/IP traffic into and out of your private network.

This Screening External Access Link (SEAL) Consulting Service implements SEAL into a customer's environment. This service also provides the customer with sufficient direction in the use of SEAL so that the customer can successfully manage a highly serviceable link between a private network and the Internet or another TCP/IP network that is not trusted.

Commitment to Excellence

This service provides the Customer with a commitment from Digital to supply expertise and resources appropriate for performing the tasks contained in this service description. The expertise and resources are acquired through Digital's training and development programs or through access to Digital's technical and management methodologies. The quality of this service is backed by the cumulative experience and abundant resources of Digital Equipment Corporation.

Service Components

1. **Introduction:** Review the goals and objectives of this SEAL Consulting Service. Prepare an implementation plan for the service delivery, including definition of audiences and the delivery schedule.
2. **SEAL Orientation:** Review the systems of SEAL and how these systems work together to provide high quality access to Internet services. Review the documentation that is provided as a part of the SEAL sources.
3. **Network Routing Implementation:** Install, configure, and test network routing using either static or RIP based routing policies in accordance with the customers local network configuration.
4. **Nameserver Implementation:** Install, configure, and test the publicly available replacement for the standard version of the BIND nameserver.
5. **System Logging:** Install, configure and test the customized version of syslog. This version automatically forwards and processes logs across the network. All system logs will forward from the outside (gatekeeper) to the inside (mailgate).
6. **Packet Screen Software Implementation:** Install, configure, and test the two components of the packet screening software, the kernel-based packet screen and the screend process. Both of these components are built into the ULTRIX and OSF/1 operating systems. These components permit the screend process to have administrative veto over every IP packet that is sent through a host-based router running the software.
7. **Application Gateways Software Implementation:** Install, configure and test the application gateway software on the gatekeeper machine to the external network. The gateways allow pass-through service of various protocols from the internal trusted network to the Internet or untrusted network. FTP and Telnet application gateways will be configured.
8. **Network Access Software Implementation:** Install, configure, and test the network access software. This software permits controlling access on arbitrary TCP-based services.
9. **Electronic Mail Software Implementation:** Install, configure, and test the mail gateway software, SENDMAIL, to provide the electronic mail service. This service is designed to provide users with a transparent service and the maximum amount of security.
10. **Anonymous FTP:** Establish an area for the distribution of public files. Setup the proper security measures for this public area.
11. **Network Time Service:** Configure the SEAL gatekeeper to synchronize the system clock with an Internet time provider. Setup the gatekeeper system to provide reference time for internal systems.
12. **Future Planning:** Discuss additional products, services, and strategies that may be appropriate for the customer's current computing environment.

Optional Components

The following is a list of optional components of SEAL. The components can be requested by the Customer and an additional charge will be applied to this Service.

- **USENET News:** Install and configure the USENET news service, utilizing an application gateway to provide a maximum of security.
- **SOCKS:** Configure the public domain SOCKS package to work in the SEAL environment to implement an X windows based gopher, finger, and WWW proxy (xmosaic) relay on the gatekeeper. As a reference the Digital Consultant will install the Socks set of custom clients on a Digital DECstation 5000 running ULTRIX and the Motif software development environment.
- **Cryptographic and Authentication devices:** Configure the inbound FTP and Telnet traffic to be verified using one of several types authentication devices. Additonal hardware will be required.

Service Prerequisites

Before this service can be successfully delivered, the customer should ensure that the following prerequisites are met.

- Customer must provide valid INTERNET corporate domain name and address scheme.
- Customer must communicate the specific security policies needed by the consultant to implement the proper security measures for the 'rule-base' of the packet screen system.
- Customer is responsible for the backbone network and all network connections.
- Customer must provide all hardware and licensed software needed to complete this delivery.

  The minimum hardware requirements are:

  — External Application Gateway system - DECstation 5000/133
    - 32 MB memory
    - RZ26 - 1.05 GB Capacity disk drive
    - TLZ06 - 4mm DAT backup tape drive (tabletop version)
    - RRD42 - CDrom reader (tabletop version)

  — Packet Screen system - DECstation 5000/133
    - 16 MB memory
    - RZ25 - 426 MB Capacity disk drive
    - PMAD - Turbochannel thickwire Ethernet adapter
    - load and tape device shared with gatekeeper

  — Internal Mail Gateway system - DECstation 5000/133
    - 24 MB of memory
    - RZ26 - 1.05 GB Capacity disk drive
    - load and tape device shared with gatekeeper

- If any additional components are to be configured, it is the Customer's responsibility to provide documentation and the current version of public domain software if necesary.
- The hardware must be installed and the appropriate version of the Operating System installed and configured.

Service Limitations

The duration of this service shall not exceed one week on-site consulting. If further Consulting assistance is desired, then a customized Consulting service (QS-CPPA9-5Z) can be obtained.

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Terms and Conditions follow on the next page

Terms and Conditions

Availability

This Consulting service is available throughout the United States and the District of Columbia under the following provisions:

Hours

This Consulting service is available during the normal working hours of the local Digital office furnishing the services, excluding Digital's locally observed holidays.

Assignment of Personnel

Digital shall determine the category of labor and technical complexity of the services provided under this Service Description and assign a software specialist(s) accordingly.

Location

The delivery of this Consulting service shall be performed both at the Customer's site and at the delivery Consultant's Digital office where the Consultant can analyze any collected data.

Travel Charges

Services delivered for equipment located beyond fifty (50) miles from the local Digital office furnishing the services are subject to Digital's current travel time charges. Travel time is charged at the hourly labor rate, and when applicable, travel expenses are charged as incurred and at the same rate Digital uses to reimburse its employees.

Invoices

The Customer shall be invoiced for this Consulting service upon receipt of Purchase Order for the service(s). There will be a thirty-three percent (33%) uplift on all services delivered in Alaska and Hawaii. Charges are exclusive of and the Customer is responsible for all sales, use,and like taxes.

Customer Responsibilities

The Customer shall furnish all necessary technical matter, data, information, and operating supplies, as well as a secure workplace and access to properly-configured and licensed Digital computer equipment at the times required by Digital. The responsibility for maintaining the computer equipment in good working order remains with the Customer.

The Customer is required to allocate and reserve meeting rooms for service-related presentations at the Customer's site at the times required by Digital and to make its personnel available as required for performance of this service.

The Customer shall identify one member of its staff who will be the primary contact between the Customer and Digital and who will be authorized to sign written acknowledgments on completion of task delivery.

The Customer shall allow Digital to install data collection tools on the system.

Service Warranty

The services furnished are in the nature of professional assistance and advice. Digital warrants that the services will be performed in a good workman-like manner. However, Digital does not warrant or guarantee in any form or manner the results and/or achievements of the service provided. Digital is not responsible for the work or activity of any non-Digital personnel.

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Service Limitations

Service delivery for this Consulting service must be started within ninety (90) days of acceptance of the order for this service unless otherwise mutually agreed upon.

If the Digital specialist is unable to complete the service within the specified time period due to Customer's failure to meet its obligations, the services specified in this description shall be deemed to have been completed at the expiration of that period.

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Digital may suspend the delivery of services if Digital reasonably believes that conditions at or in transit to or from the Customer's site represent a safety or health hazard to any Digital employee.

Termination

If either Digital or the Customer fails to perform its obligation under this Agreement, and such failure continues for a period of twenty (20) days after written notice, the other party shall have the right to terminate this Agreement. In the event of termination by Digital, the cancellation charge to the Customer shall be at the then applicable Digital Professional Services rates for hours worked, or twenty-five percent (25%) of the total contract price, whichever is greater, less any payments already made.

Agreement

This Service Description, Digital's U.S. Standard Terms and Conditions, and the Letter of Proposal constitute the entire agreement between the Customer and Digital relative to this Service, and shall supersede any previous communications, representations, or agreements by either party whether verbal or written, including any terms on the Customer's purchase order. The terms and conditions contained in this Service Description are in addition to those contained in Digital's U.S. Standard Terms and Conditions. In the event of a conflict

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