ACN Firewall upgrade
UIS briefing

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What is the issue?

ACN	Firewall	CUDN
UAS desktops and servers	Check Point SOFTWARE TECHNOLOGIES LTD.	Internet Key systems Rest of the University
IT systems		

DATA ↔ Firewall ↔ DATA

- The Check Point firewall is end-of-life and needs to be replaced

- It failed six times during July and August UIS

- This essential work will cause some out-of-hours IT service disruption to all users

- service and unreliable. It has caused multiple outages causing

What is the solution?

- Replace the ACN Firewall will require 2 phases of work:

  - Phase 1: Implement a new firewall for ACN desktops (8 Nov)

  - Phase 2: Implement a new firewall for ACN servers (30 Nov – 2 Dec)

- Development and testing has been ongoing since September

What are the benefits

- A more reliable and resilient firewall

- Faster user experience/more throughput – 1G to 10G interfaces

- A more supportable solution

The programme of works

What	When	Impact
Phase 1 ACN desktops firewall replacement	RED PERIOD **Thurs 8 Nov 07.00 – 09.00**	• ACN desktop users (UAS, + some NSI's) will not have access to ERP systems, web-based applications or shared drives for some of the time. • Low risk that auto access to some secure 3rd systems eg banks may need reconnecting
Phase 2 ACN server firewall replacement	RED PERIOD **Fri 30 Nov 17.30 to Sun 2 Dec 17.00**	• All users could experience some service disruption to IT services and ERP systems. • Replacement on Friday 17.30 – 19.30, with testing on Saturday and Sunday
	AMBER PERIOD **Mon 3 Dec 07.00 to Fri 14 Dec 17.00**	• Low risk to all users of minor follow-up issues with some services

What do you need to do?

Who	What
SM and SO	• Update the ITSS system (Speak to Simon Edwards or Mark Chambers if you need help) • Use service specific channels e.g. 'message of the day', coordinators, helpdesk messaging to make users aware
RMs	• Ensure institutions are aware
Service Desk	• Prepare for a 'spike' in tickets
COs	• Make users aware • Gather similar issues into a single ticket • Check the service status
Everybody else	• Trust the project team to do their work

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What's next

- **Change board confirmation**

- **Communicate the programme**
  - Regular SM/SO briefings
  - RM and SD briefing (Monday 29 Oct)
  - Information to COs (Wednesday 31 Oct)
  - Direct UAS/NSI user information (Wednesday 31 Oct)
  - Seminar briefing (Thursday 1 Nov)
  - Message to Bursars, HODs and DAs (Friday 2 Nov)

- **Implement and review each phase**

- **Wash up**