

Connecticut Education Network Policies, Procedures, & Practice

Title:	Mutual Aid / Member Continuity Practice
Applies to:	All CEN not-for-profit directly connected members
Effective Date:	2021-10-21
Contact:	CEN Director; CEN Member Relations Team Lead

CEN will make reasonable efforts to provide network-based services in support of business continuity for any CEN member during a crisis.

To declare a crisis, the CEN member may contact CEN, via their member services liaison, Director, or the CEN service desk. Upon declaration, CEN will coordinate with the liaison/designate to initiate the process of aiding. CEN will attempt to offer network based services that are deemed helpful and (1) do not unduly affect the normal operation of CEN services (2) do not conflict with agreements that CEN may have with other contractors or providers (3) do not conflict with agreements or services with other CEN members.

CEN, by request of the member in crisis, may assist as an intermediary as needed and may make efforts to contact other member institutions. Recognizing a situation as a crisis, any response or non-response shall be at the sole discretion of the CEN.

After assistance has been provided, continuation of the crisis assistance must be reviewed within 10 days and every 30 days thereafter by CEN Leadership and the liaison/designate of the requesting institution.

Renewal of assistance provided under this policy at these intervals is subject to the agreement of CEN and the requesting party. Typically, the CEN network services provided as crisis assistance will be provided without necessity for a new contract/agreement or purchase order as the intent is to aid as quickly as possible.

The following network-based services can be made available to members as needed during a crisis and are made available at the discretion of CEN. Services include, though are not limited to:

- *DDoS Detection & Mitigation*
- *DDoS internal hunt strategy and counseling*
- *Next Gen Virtual Firewall Services (IDS/IPS, Application Control, etc.)*
- *DNS Hosting and DNS Firewall Response Policy Zones (RPZ) Services*
- *Content filtering (CIPA compliant)*
- *Additional bandwidth via Link Aggregation Groups (LAGs)*
- *Additional network ports for taps or spans*
- *Adds, Moves, or changes to L2/3 configuration on premise or from one location to another*
- *Blackholing of IPs (extreme countermeasure)*
- *Border segmentation strategy and counseling*
- *Additional IPv4 addresses*
- *Vendor and VAR escalation (where we have relationships)*
- *Editing route preferences of prefixes to prefer alternate paths and return routes*