SERVICE AGREEMENT

Northwestern University File and Print Services (NUFP)
Provided by Distributed Support Services

Service Summary:

Distributed Support Services (DSS) offers server-based file storage and print services for Northwestern University business, to those departments that do not have their own servers. This service is provided on a per-user charge basis.

Typical Process for Joining NUFP:

After initial contact, DSS will set up a meeting(s) to evaluate needs and set expectations. Any unusual functionality needs or issues will be highlighted at this point. Number of users, size of drive space, directory and security structure will also be set at this point. A service agreement will then be signed outlining these items.

A meeting will then be held to outline the timetable, process and project plan for migration to NUFP (if necessary). Per the timetable, directory structure, users, security and printers will then be set up on the server.

Charges for Basic Service:

Initial (one-time) setup fee: $500 per service agreement (billed at signing of service agreement)

User cost: $21 per user, per month with a minimum 1-year agreement. There is a $5,000 maximum on the total of the annual per-user cost, i.e. any additional users over 20 are free.

Charges for Additional Services:

Each additional gigabyte of space: $500 per year per service agreement (prorated and billed monthly)

Printer additions/changes: $100 per printer, per change/addition to the server
Services Included in Basic Agreement:

- 1 gig of space per service agreement
- Setting up user accounts
- Setting up directory structure
- Training in usage of networked storage and printing
- Setup of user’s desktops to utilize NUFP
- 4 security groups per service agreement (additional groups/group maintenance is available, see charges below)
- Back-ups (detailed data can be provided) with a 1-business day turn around on restores

Services Not Included in Basic Agreement:

- FTP services
- Web hosting/services
- Administration of users/rights by non-DSS personnel
- AppleTalk services
- Roaming profiles
- Applications on server
- Non-SNAP accounts
- Statistics (though simple space-related requests will be granted)

Additional Details:

Maximum number of users: we have not placed a limit on the number of users you may request to have added to your service agreement, though we do reserve the right to refuse requests based on volume, server load, etc. We also reserve the right to refuse accounts for any individuals not employed by or enrolled at Northwestern University.

Maximum disk space: three gigabytes. After usage grows beyond 3 gigabytes, we reserve the right to refuse additional space requests and may request/suggest removal of group to a department-purchased server. This would include the cancellation of the service agreement with 3 months notice. In such a case, Distributed Support Services will assist in the migration of existing users and data, to the extent that Distributed Support Services will complete any necessary migration work requested on the NUFP server. Any additional work can be requested under the standard Distributed Support Services rate schedule (on an hourly basis).

Limits on Account Services: After the initial setup plan has been completed, there is a one hour a week limit on ongoing account servicing (this includes setup of users, etc.). Additional time can be purchased at the rate of $75 an hour, billed in one-hour increments. This rate also applies to additional directory work, additional security groups beyond the initial 4 or any other requested services not outlined in this service agreement.
Security/Privacy of Information: Distributed Support Services will create a unique disk partition for your data (each service agreement customer on the NUFP server will have their own partition), which will be an exclusive shared drive. Rights to this drive will be granted to the security groups created for your organization and to the administrator(s). The user accounts specified on your service agreement will be included in these security groups, and all user accounts will be SNAP-authenticated. Other than the administrator(s) accounts, no other security groups or user accounts on the server will be purposefully granted rights to your unique share/partition. To the extent that Microsoft NT provides for limitations on security, we will set up those limitations to prevent anyone other than the users specified on the agreement (and the administrators) from having access to your data, as outlined above.

However, in accordance with NUIT policies, which can be found at: http://www.it.northwestern.edu/policies/index.html information stored by any user on this service is the responsibility of the user and cannot be assured private or confidential. Maintenance activities, diagnostic systems, and other standard procedures required to maintain computer systems may expose data to view by NUIT personnel. The customer understands that this is a shared service where multiple University entities are accessing the same physical computer complex and that, because NUIT is relying upon commercial software products to deliver this service, it is possible that software errors could allow security breaches to occur or to allow cross-entity access to data files. These are instances that are outside of NUIT’s control and the customer acknowledges that the storing information of a sensitive, proprietary, confidential or private nature on this service is his or her own decision and that he or she accepts responsibility for that information’s protection.

Violations of Northwestern University policy: NUFP has been set up to further the academic and administrative needs of Northwestern University and is not intended for personal or commercial use. All use of the services outlined in this agreement are subject to policies governing Northwestern University computer systems, information systems and network systems. For detailed information on these policies, please refer to this web page: http://www.it.northwestern.edu/policies/index.html. Suspected violations of any of these policies or any laws governing information, copyrights, or other data/systems/services may result in the immediate cessation of service and referral to responsible University investigatory agencies.

Printers: Distributed Support Services reserves the right to refuse or disable printing queues based on network and server load.

Additional information: server specs can be made available on request, though no specific data pertaining to other service agreement customers will be made available at any time.
Northwestern University File and Print Services Service agreement
Provided by Distributed Support Services
To:

Date of service agreement:

Term of service agreement:

This service agreement represents an agreement between Technology Support Services, Distributed Support Services and Xxxxxx. Distributed Support Services agrees to provide the services outlined in the attached document in exchange for the fees outlined in the same document for the term of one year.

Charges:

Initial setup $500 (charged on first bill)
1 Gigabyte space Included
X users @$X per month $X per month

Additional users can be added at any time at the same rates (no setup fee). Charges for additional users will be added to the monthly bill at the rate of $21 per user up to the maximum rate outlined in the agreement. Note, DSS reserves the right to refuse additional users when volume warrants.

Distributed Support Services representative: __________________________

___________ representative: __________________________

Please return to:

Charles Jensen
Manager, Distributed Support Services
Kresge, 56
1859 Sheridan Road, Evanston, IL 60208-2212