Networked-Storage Service
Standard Service Level Agreement
Division of Information Technology
University Of Maryland

Overview
This Service Level Agreement (SLA) is between the Division of Information Technology (IT) and its Customers. Under this SLA, IT agrees to provide, at the rates and for the duration specified, network-attached storage services (the Service) for subscribing units and departments of the University of Maryland. This SLA also outlines other topics pertinent to the Service; including requisites for the service, the available storage policies for the service, and the identification of responsibilities of both IT and its Networked-Storage Service Customers (the Customer).

Terms of Agreement
This SLA is for the fiscal year __________ and subsequent years until an amendment is initiated by either the Division of IT or the Customer. On July 1st of each year, this agreement will be renewed with the same terms of agreement, unless either the Division of IT or the customer submits an “intent to change” sometime prior to the renewal date. The Service can be discontinued at any time, by either party, with 30 days written notice. Upon written notice for service discontinuance from either the Customer or IT, the Customer and IT shall finalize all incurred costs as dictated by the Terms of Agreement agreed to upon the time of service registration.

Terms of Service
Service Requisites
IT hereby informs the Customer that there are technical requirements that the Customer should have in place before IT can guarantee acceptable functionality with the Service. The Customer agrees to meet those requirements before registering service and shall maintain the requirements throughout the term of this Agreement. In return, IT will not set forth additional requisites after the Customer has registered for the Service in a manner that will prohibit use of the Service without the express written consent of the Customer.

Standard Service Policies
The Customer is hereby informed that IT has developed Standard Service Policies (Policies) that have been engineered to meet Customer needs in terms of performance, reliability and availability. The Policies, as currently defined in official IT documentation available online, each carry a set of benefits, risks and costs. It is the responsibility of the Customer to be informed of all Policies available for the Service and to select the correct levels of service to meet their needs. IT will adhere to the available Policies for the Customer. Any changes to the Standard Service Policies will be communicated to the Customer with 30 days written notice.

Additional Service Features
In addition to the Standard Service Policies, IT provides additional Service Features (Features) that a Customer may request in order to meet extenuating requirements. Feature definitions are available through official IT documentation available online. The Features may carry additional requisites, costs, benefits and risks that the Customer should be informed about. Changes to Service Features will be communicated to the Customer with 30 days written notice.

Service costs
The Service, its Policies and its Features may have defined costs that will be incurred against a Customers Financial Reporting System (FRS) account. It is the Customer’s responsibility to understand the costs associated for each Policy and Feature of the Service. It is also the Customer’s responsibility to provide the FRS information to IT upon service registration. Changes to the FRS information shall be made in writing to IT. Costs are billed on a monthly
basis. IT will provide an invoice for the previous month’s charges to the listed administrative and technical contacts for the Customer.

**Operational Controls**

**IT Operational Controls and Expectations**

- Availability of the Service will be 24 hours-a-day, 7 days-a-week. IT agrees to follow notification guidelines as set forth by the IT Change Control board whenever maintenance is to be performed on the Service architecture. This includes 7-days advanced notice of maintenance that may affect availability of the service and 3-days advanced notice for minor, non-interrupting changes.

- IT will send technical and administrative updates to the listserv NSService@listserv.umd.edu on a regular basis to communicate maintenance schedules, changes in the Service and other information relevant to the networked-storage Service.

- Unexpected outages of the Service will be resolved by IT in a timely manner. Post-event notification to all Customers should be sent following resolution of the Service outage or event.

- IT will offer comprehensive trouble-shooting support for the Service under this Agreement. IT may not be able to handle support for issues not related to the Service, including, but not limited to network connectivity issues, desktop operating system issues, virus remediation, etc. Further, if extensive training or consultation is requested from the Customer, charges may apply for IT staff hours and resources used. Such requests will be out of scope of this Agreement.

Customer Controls and Expectations

- The Customer represented in this SLA need only submit one signed Agreement to register for an account for the Service. The account may have more than one “Share” or “Export” and future requests for “Shares” and “Exports” may be requested by designated technical or administrative contacts of the Customer.

- The Customer is responsible for advising IT of any FRS account, technical or administrative contact changes in a timely manner.

- The Customer should ensure that he or she and their listed contacts have been registered with the NSService@listserv.umd.edu listserv group for timely technical and administrative communications from IT.

- Should issues arise with the use, availability or reliability of the Service, the customer agrees to contact IT through the appropriate channels for resolution. The Customer should expect a reply back from IT within 24-hours, but will not necessarily have their issue resolved.

- The Customer agrees to adhere to all University Policies on the Acceptable Use of Information Technology Resources as set forth by the IT Security Office. Further, the storage service shall be strictly limited to use for research, academic and administrative affairs of the University and its affiliates. Any data with personal identifying information that is subject to federal privacy regulations should not be stored on the Service. Requests for storing personally sensitive information that is subject to federal privacy regulations will be handled out of scope of this Agreement.

- For details on the Requisites, Policies, Features and Costs of the Service, the customer should reference: [http://www.oit.umd.edu/units/ETI/ESB/nsservice.html](http://www.oit.umd.edu/units/ETI/ESB/nsservice.html)

By Signing below, the Undersigned Customer agrees to all sections of the standard service level agreement. The Customer acknowledges that service policy requests and updates shall be provided to IT in writing, at which point the Customer acknowledges that he or she has read and understands the benefits, risks and costs of the service policy that they are requesting. The customer also acknowledges that they meet the requirements of the networked-storage service. Further, the customer agrees that all University Policies on the Acceptable Use of Information Technology Resources shall be adhered to by all representatives of the Customer who may access the networked-storage service for academic, research or administrative use.

__________________________signature __________date

Customer