

**SERVER AGREEMENT FOR WINDOWS**  
**Memorandum of Understanding**  
**Academic Computing and Networking Services - Colorado State University**

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**One Year Agreement**

*This agreement sets forth basic server support services.  
If your needs fall outside the basic services, please identify them for us.*

Academic Computing and Networking Services (ACNS) offers a fee-based service for file storage and backup. The department or unit using this service is referred to as the subscriber. The term of an agreement is a minimum of one year. The term will be twelve months from July 1, 2007 through June 30, 2008.

**Fees**

**BASIC FEE:**

- Service charges are based on the number of users. For FY07-08, The fee is **\$102 per year per user**. Subscribers must prepay for a minimum of one year. Once an agreement is in place, no reimbursements will be made as long as both parties fulfill the terms and conditions below.
- Microsoft requires a Client Access License (CAL) for any computer to connect to a Microsoft Windows server. Microsoft also requires an Exchange User Access License for any user to connect to a Microsoft Exchange Server for e-mail. Virus software is required for any computer on the server support agreement.

**FY 06-07 Special Notes:**

***Virus software***

*- Virus software is a requirement for any computer supported by ACNS or any computer that connects to ACNS servers. The subscribing department is responsible for Virus software licenses and installation/maintenance.*

***Disk storage and quota management***

*- Disk storage limit is 1GB per user. Quota software is implemented. If additional storage space is needed, 1 GB increments can be purchased for \$102/increment/year.*

**OPTIONAL SERVICES:**

- Workstation support is available from ACNS on an hourly basis. All hourly workstation support is performed at \$60 per hour (half-hour billing minimum).
- If you are moving a large number of files and/or are moving email accounts please ask about migration assistance. There may or may not be extra charges for this service.

<b>Example of fees based on number of computers</b>			
	<b>Small Dept</b>	<b>Medium Dept</b>	<b>Large Dept</b>
<b>Number of Users</b>	10	50	100
<b>Annual Service Cost</b> <i>\$102.00/user</i>	\$1020	\$5,100	\$10,200
<b>Microsoft Server Client Access License</b> <i>N/A for 06-07</i>	\$0.00	\$0.00	\$0.00
<b>Virus Software License Fee</b> <i>N/A for 06-07</i>	\$0.00	\$0.00	\$0.00

**Central Server Support**

- Access to network server(s). Users will be assigned accounts, disk space and services from the Windows servers. Each user will be allocated 1GB of disk space.
- Password-secured file storage on the server.
- Management of print queues to printers in local offices.
- Daily backup of files stored **on the server**.
- File restoration of files stored **on the server**.
- Account management, server system tuning, and resource management.
- Server security management.

ACNS support staff will have system administrator privileges for all servers. **No other top-level system administrator accounts will be issued.** Lower-level system administrator accounts will be issued on a restricted and case-by-case basis.

ACNS will respond to all server and network problems as quickly as possible. If an issue is unrelated to the file server or the network connection between the workstation and the file server, ACNS will redirect the issue to an appropriate solution provider.

**IT Liaison in Subscribing Department**

The subscriber will assign an "Information Technology Liaison" within the department who will work closely with the primary ACNS Windows support team member. The liaison will consolidate service requests and place trouble calls.

**Reporting Problems and Other Issues**

ACNS uses a trouble ticket system to organize and track issues related to this network and its workstations. The first option for a support request should be via this trouble ticket system. A trouble ticket can be submitted by sending an email to [helpdesk@colostate.edu](mailto:helpdesk@colostate.edu) detailing the issue. Trouble tickets should be submitted by the subscribing department's IT liaison. If a request via email cannot be sent due to workstation and/or network related issues, the second option for the IT Liaison is to call Greg Diekman at **491-4385**.