

January
2019

UNMANAGED WORKSTATION AGREEMENT
Memorandum of Understanding
Academic Computing and Networking Services - Colorado State University

Agreement: Academic Computing and Networking Services (ACNS) offers a fee-based service for directory/print/management services as well as secure network file storage/backup. The department or unit using this service is referred to as the subscriber. The term of the agreement is twelve months from July 1 through June 30.

Fees:

BASIC FEE:

- Service charges are based on the number of subscriber's unmanaged workstations at the start of the fiscal year. The fee is \$150 per year per unmanaged workstation and 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 (UAL) for any user to connect to a Microsoft Exchange Server for e-mail. The subscribing department is responsible for CAL and UAL purchases.
- Antivirus software is required for any computer covered by the unmanaged workstation agreement. The subscribing department is responsible for antivirus software licenses and installation/maintenance.
- Support of unmanaged workstations provided by ACNS staff not directly related to file management or networking infrastructure (i.e. virus removal, troubleshooting workstation hardware or software issues, etc.) will be billed at \$60.00 per hour (1 hour minimum).

**Disk storage &
Quota Management:**

The subscriber will be allotted network storage on ACNS file servers based upon the total number of machines supported. The network storage quota is 10 GB x the number of supported machines. Quota software is implemented and if additional network storage is needed, 10 GB increments can be purchased for \$6/year.

Security:

Per Colorado State University network security policy, no Windows clients previous to Windows 8 will be allowed to connect to the network.

Storage Services:

Users will be given access to password-secured file storage on our file server. Daily backup of files stored on the server is provided. Restoration of stored files is provided upon request. Server system tuning, resource management, and server security management is provided.

ACNS staff:

ACNS will assign a primary and first-level backup support person for the subscriber. All other members of the ACNS Desktop Support group provide back-up to these individuals.

IT Liaison

The subscriber will assign an "Information Technology Liaison" within the department who will work closely with the primary ACNS Desktop Support group member. The Liaison will consolidate and place service requests

Service Requests:

ACNS uses a trouble ticket system to organize and track service requests. Service requests should be submitted to this trouble ticket system by sending an email to helpdesk@colostate.edu detailing the issue. If a request via email cannot be sent due to workstation and/or network related problems, then place a phone call to the subscriber's primary ACNS support person.

Response:

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.