

## Overview

The purpose of this Agreement is to precede a long-term contract arrangement under which NDSU Enterprise Computing and Infrastructure (ECI) in the Division of Information Technology (IT) will provide Content Management System (CMS) Web hosting services on behalf of Customer XYZ (hereafter referred to as “Customer”). The customer will be represented by one responsible staff or faculty member (referred to as “owner”) for primary communication with ECI and the Division of IT.

## Categories of Service

### Department/university organization/program/college (hereafter referred to as “department”) site

Feature	Annual charge
Site setup, initial configuration	No charge
300Mb file storage**	No charge
Group management with multiple content authors	No charge
Additional storage	Currently not available
One URL per site in the format <a href="http://www.ndsu.edu/identifier">www.ndsu.edu/identifier</a> <sup>††</sup>	No charge

\*\* Primary sites will be automatically allocated 300Mb, and secondary sites added to the initial request will be automatically allocated 200Mb of file storage

<sup>††</sup>The identifier must be approved by NDSU VP for University Relations.

### Faculty site

Feature	Annual charge
Site setup, initial configuration	No charge
50Mb file storage	No charge
One account	No charge
Additional storage	Currently not available
One URL in the format <a href="http://www.ndsu.edu/faculty/unixID">www.ndsu.edu/faculty/unixID</a>	No charge

## Relevant NDSU Policies and Procedures

1. NDSU Policy 158: Acceptable Use of Electronic Communication Devices (<http://www.ndsu.edu/policy/158.htm>)
2. NDSU Policy 710: Computer and Electronic Communications Facilities (<http://www.ndsu.nodak.edu/policy/710.htm>)

## Relevant North Dakota University System Policies and Procedures

([http://www.ndus.edu/policies\\_procedures/ndus\\_policies/default.asp](http://www.ndus.edu/policies_procedures/ndus_policies/default.asp))

1. NDUS PROCEDURE 1901.2 Section 1 Authorized use

2. NDUS PROCEDURE 1901.2 Section 2.3 Freedom from harassment and undesired information
3. NDUS PROCEDURE 1901.2 Section 4.2 Imposition of sanctions
4. NDUS PROCEDURE 1901.2 Section 4.4 Monitoring of usage, inspection of electronic equipment

### Customer and Service Administrator Roles and Responsibilities

1. Annual renewal of department and faculty agreement - Automatic
2. Timely update of department/ownership changes – The owner is responsible to notify ECI of staffing changes that will impair the serviceability of the agreement. Sites are locked if ECI is unable to service a site as a result of it lacking a current university staff/faculty owner.
3. Reinstatement of a locked site – When a site has become locked, it is not available online and authors will not be able to edit the site content. A current university staff/faculty member may request to assume ownership of the site. ECI will reassign ownership, and reinstate the site at the original address.
4. Suspending a site – At the request of the information technology security officer, a site that uses the service in violation of policy may be suspended. The site content and site's file location are removed from public view pending further action. The site owner is contacted, via email, of the action.
5. Suspending an account – At the request of the information technology security officer, a customer who uses the service in violation of policy may lose her account privileges.
6. Reinstatement of a suspended site/account – When a site/account has been suspended, it will not be reinstated without written approval from the information technology security officer.
7. Request additional storage - Additional storage is not in the current feature set of CMS.
8. Adding an account to a department site – Department site content may be accessed and modified by a group of individuals approved by the site owner.
9. Site template – The official NDSU templates are implemented for use by department sites; alternative, non-official, templates are available for faculty sites. The customer is not able to modify the site templates.
10. Site address – A site is provided with *one* Web address.
11. Site address change – When an organization changes its name such that its existing Web address does not reflect the new name, the organization may request an address change while allowing users to continue to use the old address for a period of time (generally 1 year).
12. Hostname – custom host names are not in the current feature set of CMS.
13. Site deletion – A site owner may request for a site and all of its related files to be deleted from the server. Once a site is expunged, it is not recoverable.

14. Site transfer – A faculty site may not be transferred in whole or in part to another individual or to a department. A part of a faculty or department site may not be transferred to another site or elevated to be its own site.  
  
A new site may be requested and the relevant content copied to the new site by the customer.
15. Expiration of service – When a faculty member separates from the university, this agreement terminates and all records and files related to his faculty site will be deleted. Once a site is expunged, it is not recoverable.
16. Issue reporting – in the event the customer discovers an issue with the service, she should report the issue to the IT Help Desk. Feature requests and low-priority bugs are queued at the project page <http://gforge.ndsu.edu/projects/cms/> and evaluated for inclusion into the service generally, though not necessarily, once per academic year.

### Terms of Service

NDSU will grant the customer the CMS service as a necessary privilege in order to perform her job functions. The customer will support and promote the highest standards, best practices, and ethical and legal use for IT devices, software, and services. The customer will not knowingly permit use of the customer's entrusted access control mechanism by any other individual.

The customer will abide by all applicable state and federal laws, the North Dakota University System, and NDSU policies and procedures.

The customer understands that the primary purposes of NDSU network resources are for education, research, and business related to the institution. If the customer observes any incidents of non-compliance with the terms of this agreement, the customer is responsible for reporting them to her supervisor and to the information technology security officer.

The customer understands that Enterprise Computing and Infrastructure, or appropriate designated University officials, reserve the right without notice to limit or restrict any individual's network services or otherwise alter any data, file, or system resource that may undermine the authorized use of an NDSU IT network resource.

The customer understands that it is the customer's responsibility to read and abide by this agreement, even if the customer does not agree with it. If customer has any questions about the Content Management System Agreement, the customer understands that the customer needs to contact her immediate supervisor or director.

By requesting the CMS service, the customer acknowledges that she understands the preceding terms and provisions, and the responsibility of adhering to the same. The customer further acknowledges that if the customer should violate this agreement, she may be subjected to disciplinary action.

### Unsupported uses / activities

- Individual student site

- Individual staff site
- Group-maintained faculty site
- Student, staff and faculty clubs / organizations regardless of their official sanctioned status with the exception of University Senate, Staff Senate and Student Senate
- Script/application integration
- Site metrics

Although students are not eligible to own any type of site, students may act as content providers for a department site by request.

#### Prohibited uses/activities

- Inappropriate or unlawful material:
  - Material that is fraudulent, harassing, embarrassing, lewd, sexually explicit, profane, obscene, intimidating, threatening, potentially violent, defamatory, racially offensive, inappropriate or otherwise unlawful; or in violation of NDSU or NDUS policies and procedures may not be sent by email or other form of electronic communication or displayed or stored in computers
- Political or personal commercial use
- Excessive use or misuse of electronic and network resources
  - Misuse of software includes but is not limited to Unauthorized sending, transmitting, receiving, storing, or otherwise disseminating proprietary data, intellectual property, and confidential/sensitive classified information on computer systems and/or external portable media without formal authorization from the data owner or user's supervisor.
- Collection, transmission or storage of confidential data is not allowed. Follow NDUS Data Classification Standard (NDUS 1901.2). Examples of confidential data include
  - Social Security Number (SSN)
  - Credit card information
  - Names and addresses of some categories of university constituents
  - **EmplID**
  - Date of birth