

CAS Lab Drive terms and conditions

Last Modified 7/16/19

I. Eligibility

The CAS Lab Drive service is available to active researchers within the College of Arts and Sciences (customers). Student use is allowed when a student is member of a customer's lab.

II. Purpose

This simple file sharing service is intended for ongoing storage and sharing of data collected by the customer and their lab members.

III. Service Description

This service is intended to be a solution to centrally share files between lab members. Files are stored within the control of Illinois State University systems, and thus does not violate applicable state law or ISU policy like 3rd party web-based services such as Dropbox, Box.net, iCloud, etc. might.

To start, all customers will receive a pre-determined amount of space. There is no specific maximum a customer can receive, though CAS-IT will begin to work with the customer to determine long-term needs when space begins to run low. CAS-IT will proactively monitor usage, increase space, and engage the customer as needed.

Features available in this service:

- Long-term storage
- Research groups can be granted permissions at the top folder level within each lab drive to read, edit, and delete all files or folders or can be granted read-only permissions
- Capability of storing individually large files where web-based services typically do not
- Regular automatic back-ups
- Network-based storage not dependent on an individual computer or device

Features not available in this service:

- Archival storage (ex: files of previous projects)
- Streaming media storage (Like YouTube)
- Web-based access (like OneDrive)
- Multiple concurrent editors of a single file (like Google Docs)
- Off-line syncing to one or multiple computers (like Dropbox)
- Extreme file size and/or space needs
- Logging or reporting of user actions

IV. Requirements and Availability

To access the service a user would need:

- A Windows or Mac computer
 - Other platforms like iOS or Android may be able to connect with 3rd party apps, but this is not tested or supported
- A VPN and internet connection for off-campus access
- A network connection while on-campus

- A ULID for each person requiring access (guest ULIDs are acceptable)

This service is available outside of systems maintenance windows. Details and a schedule about CAS-IT maintenance window is available on the [CAS-IT Services website](#). It is highly recommended that all invested parties subscribe to emergency alerts at the [ISU Tech Alerts website](#).
"http://alerts.illinoisstate.edu/subscription/"

V. Service continuity

This service relies on CAS-IT server infrastructure. CAS-IT has implemented reasonable data redundancy and backup standards to best ensure that a system failure resulting in data loss is not likely to occur. We cannot guarantee a “zero downtime” environment though. It *is* possible to recover accidentally deleted files, but not guaranteed, especially as time passes.

VI. Decommission of Service

The customer may initiate decommission of service at any time, for any reason. When the customer’s research or project is funded, loss or expiration of such funding will invoke decommission of services. Changes/degradation in technology availability or security, by CAS-IT discretion, may cause a need to decommission or transition the service.

In the event that decommissioning of service is necessary, CAS-IT will communicate with the customer and offer any products of the service, such as data. The customer will assume all responsibility for archiving or storage of any products of the service and notifying other lab members/users of the service. CAS-IT will be responsible for permanently deleting any files associated to the service.

Once decommission is invoked, the decommission must be completed within 30 days.

VII. Customer Support

Self-help documentation is available on the [CAS-IT website](#). All requests or issues must be reported through the [ISU IT Help website](#). Support for this service is available during normal business hours. This is generally Monday through Friday from 8 am to 4:30 pm, except for University holidays and other closures. This service does not qualify for emergency support outside of normal business hours.

VIII. Responsibilities

A. Customer:

- Maintaining files stored within the network shares
- Archiving and deleting files according to Illinois State University policies
- Notifying CAS-IT through the [ISU IT Help website](#) prior to any personnel/lab member changes requiring the addition or deletion of permissions to this service
- Immediately report any suspected security breaches, potential vulnerabilities, or found vulnerabilities
- Adhere to all pertinent laws or regulations including Illinois State University policies and procedures found at the [ISU Policy website](#)
- Only use the provided service for the intended use as defined in the “purpose” section

B. CAS-IT:

- Maintain best security practices
- Configure and/or modify share and access permissions
- Backing up server data with approved Illinois State University backup solution

- Maintain a secure environment

C. 3rd Party:

The listed parties below are relied upon to deliver this service. Outages and maintenance initiated by these parties may impact delivery of CAS-IT hosted services. CAS-IT will make the best efforts to coordinate with these parties on behalf of the customer.

- Illinois State University Administrative Technologies
 - Telecommunications and Networking; campus network backbone
 - Identity and Access Management; ULID and guest accounts
 - Infrastructure, Operations, and Networking; central backup system
- Microsoft
 - Windows Server Operating System
- Dell
 - Server, storage, and networking equipment

IX. Fees

Funded by the College of Arts & Sciences and CAS-IT.

X. Requesting Access

A request to use the “CAS Lab Drive” service must be submitted through the [University IT Help website](#). Once on that site:

1. Click “Get Help”
2. Complete the form details and in the description field type “Request for CAS Lab Drive from CAS-IT” and also include the following information:
 - a. ULID of lab owner if other than the person submitting the request
 - b. ULIDs of lab members that require access
 - c. A general indication of the type of files to be stored (ex: Word, MP4, SQL, etc.)