

Custom Developed Website Terms and Conditions

Last Revised - 1/3/2017

I. Eligibility

This service is available to departments, schools, units, centers, initiatives, and research projects within the College of Arts and Sciences (customer). At least one College of Arts & Sciences faculty or staff member must remain involved to continue using this service. This service is not provided to individual faculty, staff, or students.

II. Purpose

Custom website design or development is intended to convey information about the customer, facilitate interaction between the customer and their intended audience(s), to encourage a call-to-action, or any combination of these.

III. Service Description

CAS-IT offers this service to blend the needs and specific expertise of our customers while addressing applicable laws (FERPA, HIPAA, Illinois Information Technology Accessibility Act, Americans with Disabilities Act, etc.) and providing expertise in website design, development, and hosting best practices. We utilize accepted standards for developing websites including HTML 5, CSS, C#, XML, XSL, and JavaScript. Often, and as much as possible, we utilize a custom developed template to provide a consistent, low-error, and supportable website. Customers will have the ability to make simple content changes (text, images, links, etc) and CAS-IT staff can help with this too.

Commissioning CAS-IT to custom develop a website is engaging us as a partner in the on-going life of the website. Customers should be prepared to meet in person to determine website goals and project details. Customers should also be actively engaged with CAS-IT throughout the design and development process. We utilize web based tools to asynchronously communicate on progress.

IV. Requirements and Availability

- The website must remain current, purposeful, and actively edited
- A Windows or Mac computer is necessary to edit website content
- Purchase of an Adobe Contributor license for each person who has editing permissions
- Editors must be designated as entire site editors or by top-level navigation (tabs)
- A VPN connection is required for off-campus access
- An internet connection is required to edit website content
- ULID based permissions for access (guest ULIDs are acceptable)
- All media files other than images or text documents (video, audio, etc.) must be hosted on other services like YouTube, Vimeo, Office 365 Video, Sound Cloud, etc.
- A single web page may only be edited by one person at a time

The website produced by this service is available all times except during systems maintenance windows. Details and a schedule about CAS-IT maintenance window is available on the CAS-IT website at <http://cas.illinoisstate.edu/about/casit/services/>. It is highly recommended that all invested parties subscribe to emergency alerts at <http://alerts.illinoisstate.edu/subscription/>.

Support for this service is available during normal business hours; generally M-F 8 am to 4:30 pm, except for University holidays and other closures. This service may qualify for emergency support outside of normal business hours. Resources that are shared to deliver this service to other users do qualify for emergency support outside of normal business hours. Content related issues on a single website do not qualify for emergency support outside of normal business hours. CAS-IT recommends any content changes be made by editors during normal business hours.

V. Service continuity

CAS-IT has implemented reasonable 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 it is not guaranteed, especially as time passes.

VI. Decommission of Service

The customer may initiate decommission of service at any time, for any reason. If the customer experiences a loss/expiration of funding decommission of services will begin. 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 decommission of service is necessary, CAS-IT will communicate with and offer any products of the service either in data, software, or hardware to the customer. The customer will assume all responsibility for archiving or storage of any products of service and notifying other users of the service. CAS-IT will be responsible for permanently deleting any files associated to the service.

Once decommissions are invoked, decommission must be completed within 30 days.

VII. Customer Support

All requests or issues must be reported through <http://ITHelp.IllinoisState.edu>.

VIII. Responsibilities

A. Customer

- Create and maintain all content including, but not limited to, text, illustrations, images, and photographs
- Immediately report any suspected security breaches, potential vulnerabilities, or found vulnerabilities
- Immediately, or proactively report any changes in personnel
- Adhere to all pertinent laws or regulations including Illinois State University policies and procedures found at <http://policy.illinoisstate.edu/>
- Only use the provided service for the intended use as defined in the “purpose” section
- Both CAS-IT and the customer must take appropriate steps to maintain a secure and safe environment

B. CAS-IT

- Website design and development/the presentation of the content
- Monitoring changes to standards for websites
- Maintain best security practices

- Configure and/or modify access permissions
- Backing up server data with approved Illinois State University backup solution
- Maintain a secure environment
- Both CAS-IT and the customer must take appropriate steps to maintain a secure and safe environment

C. 3rd Party

The listed parties below are relied upon to deliver this service. Outrages 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.

- Illinois State University Administrative Technologies
 - Telecommunications and Networking; campus network backbone
- Microsoft
 - Windows Server Operating System

IX. Fees

Reasonable and normal use of this service is free of charge. Large data requirements may require fees or cost sharing or cause denial of service.

X. Requesting Service

Contact the Director of CAS-IT Training and Advanced Projects to discuss. Please keep in mind that we often have a backlog of projects to contact us early!