CAS Project Share terms and conditions

Last Revised - 4/28/2016

I.   Eligibility

This service is available to faculty or staff within the College of Arts and Sciences (customer). At least one College of Arts & Sciences faculty or staff member must remain on a project to continue using this service. Student use is allowed when a student is part of a faculty or staff sponsored project but not solely for student use (for example class projects).

II.   Purpose

This simple file share service is intended for temporary and specific project's active file storage.

III. Service Description

This network based storage service is intended as a solution to centrally share files between project collaborators. Files are stored within the control of Illinois State University and thus does not violate FERPA or HIPAA like 3rd party services such as Dropbox, Box.net, iCloud, etc. do.

This service is capable of storing individually large files (over 4 GB) where web based services typically are not.

Features not available in this service:
- Archival storage
- Long term storage
- Streaming video storage
- Web based access
- Multiple concurrent editors
- Off-line Syncing to one or multiple computers (like drop box)
- Multiple levels of access (only some people can add files, delete files, etc)
- Extreme file size needs

IV.   Requirements and Availability

- Windows or Mac computers should be able to easily connect to this file share service
- Other platforms like iOS or Android may be able to connect with 3rd party apps but this is not tested or supported
- A VPN connection is required for off-campus access
- An internet connection is required to connect
- ULID based permissions for access (guest ULIDs are acceptable)
- Users can either read-only or read/edit/delete all files or folders

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 8am to 4:30 pm except for University holidays and other closures. This service does not qualify for emergency support outside of 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 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 project is funded, loss/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 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 is invoked, decommission must be completed within 30 days.

VII.   Customer Support
Self-help documentation is available on the CAS-IT website at https://about.illinoisstate.edu/casit. All requests or issues must be reported through the help request tool provided on that site.

VIII.   Responsibilities
A. Customer

- 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

B. CAS-IT

- Maintain best security practices
- Configure and/or Modify share 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. 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

- o Telecommunications and Networking; campus network backbone
    - Microsoft
        - o Windows Server Operating System

IX.   <u>Fees</u>

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.   <u>Requesting Access</u>

A request to use the "CAS Project Share" service must be submitted through the help request tool provided on the CAS-IT website. The following information will be necessary to establish access to the service:

- Requestor(s)
- Project description
- Type of files to be stored
- Anticipated length of service use
- Projected total amount of storage needed
- Date needed by