

CAS Shared Drive terms and conditions

Last Revised – 07/06/2018

I. Eligibility

This service is available to active departments and units within the College of Arts and Sciences (customer).

II. Purpose

The CAS Shared Drive service (aka S drive) is for the use of department administrators and office assistants to retain and share common files. This service is not intended for classroom or teaching materials.

III. Service Description

The CAS Shared Drive service is a network share. The root share is \\casfiles01. The top level shall then be subdivided by CAS department, school, or support unit. The subsequent structure within a department, school, or support unit's folder may be created as needed while maintaining the following standards:

- A flat structure should be utilized as much as possible
- Read only or read/write/delete permissions via AD groups, no direct user permissions
- Avoid nesting permissions
- Only the CAS-IT server team has the authority to create folder shares or modify permissions at the root level
- File sizes are restricted to reasonable levels and monitored

IV. Requirements and Availability

- Windows and Mac OS can connect to these network shares
- Various iOS and Android apps might work but are unsupported and not recommended

This service is available 24/7/365 except during CAS-IT 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/>.

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.

VI. Decommission of Service

Changes/degradation in technology availability or security may cause a need to decommission or transition the service. Impacted departments would be notified if necessary.

VII. Customer Support

CAS-IT 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 outage support outside of normal business hours.

VIII. Responsibilities

A. Users

- Maintaining files stored within the network shares

- Archiving and destroying files according to Illinois State University policies
- Adhering to all applicable federal, state, local laws and applicable Illinois State University policies
- Notifying CAS-IT prior to any personnel changes requiring the addition or deletion of permissions to this service

B. CAS-IT

- Proactively design a positive user experience
- 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
- General development and maintenance of the system

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
 - Backups
- Microsoft
 - Windows Server Operating System

IX. Fees

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

X. Changing Standard Access

All requests for change of access must be approved by the department chairs of the appropriate departments.