

CaTS Server Support Agreement and Server Hardware Requirements

Items that are the responsibility of CaTS Network Services:

1. A reliable and redundant power source, including battery backup.
2. **Maintenance of core operating system.**
This maintenance includes:
 - Initial loading and installation of the required operating system
 - Application of any hot fixes, patches, or service packs that are needed to maintain the security and integrity of the operating system.
3. Backup and restore capabilities – Network Services performs nightly backups. These backups will backup any unopened files. We will restore files and entire servers if need be.
4. Coordination with the hardware vendor to replace failed parts.
5. Network Services will establish and maintain network and internet connectivity.
6. Support security standards established by the University.
7. Virus scanning and removal

Items that are the responsibility of your department:

1. Installation, patching, and updating of the application and any supporting applications are the responsibility of the client.
2. If Network Services is unable to install all of the latest hot fixes and security patches because of Application Vendor restrictions, it becomes the responsibility of the client to ensure that the system is secure. If the system becomes insecure, it will be removed from the network immediately.
3. Administration of the application, this would include adding users, debugging problems in the application and the trouble-shooting of application features.
4. Ensuring that any files or databases are closed during the backup window. **Our backup software will not backup open files.** In the case of database files, it is important to work with your vendor to ensure that a database maintenance plan is in place.
5. Tuning, debugging, and restoration of database files and upgrades of database engines.
6. Any request for remote access must be coordinated through the University Information Security Officer.
7. Replacement of server every four years.

Please sign and return to **John Gabriel 040 Library Annex**

Signature: _____

CaTS Hardware Server Requirements

In order for CaTS to provide you with the highest level of service possible, we have established server standards for any hardware that will be placed on our computer room floor.

All Novell and Windows servers MUST have the following specifications:

- Manufactured by Hewlett Packard
- Rack mountable
- Power supplies must be redundant
- Redundant cooling
- Fibre Card for connection to external storage
- Hot swappable card slots
- Remote management capabilities
- Redundant NIC cards