

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:
 - a. Initial loading and installation of the required operating system.
 - b. 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. 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, including adding users, debugging problems in the application and the troubleshooting 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.