

Administrative Access to Workstations
Service Level Agreement
(Attachment 1 to BP-03-002)

This service level agreement (SLA) is between Channel Islands' Division of Technology & Innovation, hereinafter "T&I" and _____, hereinafter "user."

The purpose of this SLA is to establish clear responsibilities between T&I and the user for the support and maintenance of their workstation.

- (1) All administrative tasks including Operating System (OS) upgrades, patching to maintain commonality with the campus common environment, backups, restores and security are the sole responsibility of the user.
- (2) T&I staff members are not responsible for any administrative tasks on the workstation.
- (3) The user is responsible for ensuring that any of the software installed on their workstation beyond the campus common environment is properly licensed. Proof of proper licensing must be presented, upon request, to the University or to an appropriate outside agency.
- (4) T&I staff, on a workload-permitting basis, may provide consultation to the user in the event of OS instability, data loss, or application software problems, but will not provide hands-on support. The user is responsible for researching and implementing preventative and corrective measures to maintain their workstation.
- (5) The user may request a reimaging of their workstation by T&I staff. The workstation will be reimaged to match the initial software configuration of the campus common environment. In the event of a reimaging performed by T&I, the preservation and restoration of data on the workstation is the sole responsibility of the user.
- (6) The user is responsible for ensuring compliance with applicable CSU system-wide and University policy, including the [Statement on Responsible Use of Information Assets](#), as well as T&I Business Practices (<http://www.csuci.edu/ti/policy/>).
- (7) The user is responsible for maintaining adequate security vigilance and for the maintenance of the workstation.
- (8) T&I reserves the right to disconnect the workstation from the campus network if the workstation is generating excessive network traffic or if a reasonable suspicion exists that the workstation is responsible for a breach of information security.

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In the event of a network disconnection by T&I as permitted in item (8), the user assumes responsibility for taking corrective actions prescribed by T&I staff before the workstation will be reconnected to the campus network.

I have read and acknowledge this service level agreement.

Administrative User (print name) Signature Date

Supervisor (print name) Signature Date