

DLO Network Backup Agreement for Laptops on Docking Stations

1.0 Overview

This DLO Network Backup Service Level Agreement (SLA) is between the University of Arkansas - Division of Agriculture and the faculty and staff using the Symantec DLO Network Backup.

The DLO Network Backup is a college resource provided to replicate current work-related materials and files. Each employee is responsible for managing the provided backup space, which includes deleting nonessential or obsolete files on the computer to keep space utilization at a minimum.

2.0 Personal Use

Personal media files such as documents, music, images, or videos are prohibited on network drives. As an alternative, an external USB drive can be used for personal files.

3.0 DLO Network Backup Use

The DLO Network Backup is the preferred backup solution for laptop/docks. The DLO Network Backup is setup for each employee to automatically connect upon logon when on the campus wired network.

Only data stored in the user's following folders will be replicated: Desktop, Documents, Favorites (Internet Explorer), Music, Pictures, and Videos.

An initial full backup will be created upon first login. Once the full backup is made, DLO will make incremental backups. If file changes are made off-campus, the file will be replicated next time the computer connects to the campus wired network and the user logs on.

4.0 Disaster Recovery and Data Replication

When granted access to the DLO Network Backup Service, no other backup methods will be supported by the Division of Agriculture.

A disaster is not declared for user error (saving over a file).

5.0 Cancellation/Termination

We may interrupt or terminate your service for conduct that we believe violates this agreement.

Examples include but are not limited to:

- If we determine that the service is used in an abusive manner
- If we have cause to believe that you are not complying with Division of Agriculture policies, or state or federal law regulations