

Share Data Storage Agreement – S Drive

1.0 Overview

This S Drive Storage Service Level Agreement (SLA) is between the University of Arkansas - Division of Agriculture and the faculty and staff using the S Drive storage location.

The S Drive storage space is a secure Division resource provided to store and share current work related materials and files. The Division requires the use of the S Drive (where available) in the case(s) where shared network storage is needed. Each employee is responsible for managing the provided storage space, which includes deleting nonessential or obsolete files to keep space utilization at a minimum.

2.0 Personal Use

Personal data files such as documents, music, images, or videos are prohibited on network drives.

3.0 S Drive Use

The S Drive is a shared network drive. Disk space on this drive is to be used to store college related information including instructional, research, or work materials.

The S Drive is subject to the following guidelines:

- Each S Drive will be assigned an Owner. The Owner acts as the primary contact for permission change requests (adding or deleting a username) and must give written approval before AGRITech will process the request.
- Each S Drive will be billed annually at the start of the fiscal year using the following rates:
 - \$25 for initial 100GB
 - \$100 for initial 500GB
 - \$20 for each additional 100GB
 - First year will be pro-rated (pro-rated quarterly)
 - Renewals for full year only – no refunds
- Each S drive will incur a one-time cost per user account added (payable as incurred)
 - \$20 for each user account added to the S Drive
 - User accounts are non-transferrable

4.0 Disaster Recovery and Data Replication

All network drives are backed up nightly and the backups are kept for one month.

Local share drives on individual desktops and laptops and Network Attached Storage (NAS) devices are not supported by the Division of Agriculture. When granted access to the S Drive, no other data sharing methods will be supported by the Division of Agriculture.

A data center disaster is declared when an event occurs that prevents use of the S Drive. A data center disaster is not declared for user error (saving over a file). To minimize outages, especially in case of a disaster, two data centers are maintained. The shared data will be replicated at both sites. Service restoration priority will be determined at the time of disaster.

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