

User Data Storage Agreement – U Drive

1.0 Overview

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

The U Drive storage space is a college resource provided to store current work-related materials and files. 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 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 U Drive Use

The U Drive is the individual user's network drive. Disk space on this drive is to be used to store college related information including instructional, research, or work materials. The U Drive is setup for each employee to automatically connect upon logon. Only data stored on the U Drive will be replicated.

4.0 Disaster Recovery and Data Replication

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

Local drives on individual desktops and laptops are not backed up. Local drives typically include C:\, D:\, and E:\ drives. When granted access to the U Drive, no other backup methods will be supported by the Division of Agriculture.

A data center disaster is declared when an event occurs that prevents use of the U 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 user's 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