**Terms of Service Agreement for Virtual Server Hosting**

This document (Terms of Service Agreement for Virtual Server Hosting) amends the Master Service Level Agreement for CIT Hosting Services. In the event of any inconsistencies between the terms of this document and the Master Service Level Agreement for CIT Hosting Services, the Master Service Level Agreement will take precedence.

The services are provided by Wayne State University’s Computing and Information Technology (C&IT) at the Wayne State Computing Center Building located at 5925 Woodward. In the document below, “S/C/D” will refer to the respective school, college, or division.

1. Term of Service

1. The initial term of this service will be from the date it is executed through the subsequent September 30th.
2. The service will be renewed automatically for twelve-month periods thereafter unless the S/C/D provides a minimum of one month’s advance notice of termination; or C&IT provides a minimum of 90 days’ notice that the service will no longer be offered.

2. Overview—Virtual Server Hosting

1. C&IT’s Virtual Server Hosting Service includes:
* The creation of virtual server(s) in C&IT’s Virtual Server environment including processors, memory, and disk allocations as described in the related Schedule A.
* One Software license for either Red Hat Enterprise Linux or Windows Server.
* One basic client backup license for the server.
* One Anti-Virus software license (for Windows server only).
* Initial installation of a VMware® Supported Operating System (OS)..
* Initial installation or installation support for the Backup client utility.
* Backup ability to C&IT’s Backup system.
* Initial installation of University site-licensed antivirus software (for a Windows environment).
* Remote access to servers 24 hours a day, 365 days a year, (Except during normal or preannounced maintenance windows) via the VPN client.

3. C&IT responsibilities include:

1. Create the virtual machine to the specifications as submitted by the S/C/D.
2. Re-creation of S/C/D’s virtual server(s) in the event of a C&IT-induced hardware or software failure in the Virtual Server environment to original server configuration as listed in (2a.) above.
3. Provides and operates a central backup system that the S/C/D can use to backup the VM data.
4. Approval of the S/C/D’s NetBackup configuration and backup scheduling.
5. Provide S/C/D with daily backup reports that verify success of the backup processes.
6. Provide procedures or assistance to support restoration of data from the backup system. If the data to be restored is offsite, then retrieval is generally next business day.
7. Monitoring of computer room environment and infrastructure and responding to environmental and computer room incidents including alerting the S/C/D’s designated contact person(s) if impacted.

**C&IT does not monitor, restore, or test the integrity of any individual S/C/D’s selected backup files on purchased virtual servers. C&IT only supplies the S/C/D with the Backup client to select the files to be backed up and run the daily backup process on the entire Backup system. Backup media used by the Backup system are for restoration to onsite C&IT-provided Virtual Servers only; the media cannot be released to the S/C/D.**

4. S/C/D responsibilities include:

1. Adhering to the “Acceptable Use of Information Technology Resources.”
2. Responding to issues found by the Information Security Office (please see “System Security Service”).
3. Installing, configuring, maintaining, and licensing of application software.
4. Configuring and maintaining the operating system.
5. System administration activities, such as operating system administration, application administration, and security administration, including updating and maintaining the antivirus software that is pre-installed on the server.
6. Configuring the backup schedule, including file selection and when and how often the system is backed up (including backup of the OS as well as data files) for approval by C&IT.
7. Verifying success of regular operational backups via the reports supplied by C&IT.
8. System restoration testing, if desired (highly recommended, especially for databases, by C&IT).
9. File restoration via the Backup client.
10. Communicating scheduled or unplanned maintenance of S/C/D’s servers to S/C/D’s users.

5. Change Management and Notification

1. C&IT will abide by its existing change management process for the Virtual Server environment, network, computing and utility infrastructure at the computing center.
2. In general, infrastructure changes will be restricted to C&IT’s scheduled system maintenance periods (i.e. Sunday mornings between 2 a.m. and 8 a.m.), as posted on the *tech.wayne.edu* website.
3. C&IT will inform S/C/D personnel via email about maintenance services that could have an impact on S/C/D’s services and when they are scheduled.
4. C&IT reserves the right to disconnect from the network and/or shut down any virtual server if the virtual server is compromising the ongoing production operations of the computing center. C&IT will attempt to notify the designated S/C/D contact(s) and provide a reasonable amount of time to resolve the problem before disconnection or shutdown is implemented.

6. System Security Service

1. The S/C/D will distribute, monitor and maintain staff accounts necessary to access its system(s).
2. If S/C/D is migrating from existing servers, the S/C/D’s existing server(s) will be scanned by C&IT staff for known software vulnerabilities prior to certifying the host for final installation into the Virtual Server environment. In the event that such vulnerabilities are discovered, the S/C/D will be required to clean or correct them prior to final installation.
3. C&IT will include the S/C/D in testing and configuring additional firewall services.
4. C&IT will provide and conduct monthly system security scans for known software vulnerabilities and notify (via email) the listed system administrator of any vulnerability found.