Academic Research Computing
Service Level Agreement

Introduction
It is the goal of Academic Research Computing (ARC) to provide a stable and secure environment for UNCW researchers while maintaining a freedom and openness that allows for customization of projects and modifications to those projects’ systems running in the ARC environment.

In order to provide this environment it is important that all parties understand their roles in the installation and ongoing support of ARC-based systems. These commitments and relationships will continue to evolve as support resources change.

Each project that operates a system within the ARC environment must designate a liaison that will be the primary contact for the ARC staff. This contact is the responsible party for all aspects of the system.

Project Title

Requestor/Liaison Information
Name: ___________________ Phone: ___________ Email: ___________________

Additional Project Team Members
Name: ___________________ Email: ___________________
Name: ___________________ Email: ___________________
Name: ___________________ Email: ___________________

Terms
Arbitration of disagreements will be handled by the liaison’s supervisor and the Director of Operations and Systems Administration. Additional stipulations can/will be made on a per project basis.

ARC staff will:
- Physically house system(s)
- Advise on the setup and configuration of the system(s) for the project in order to meet university baseline requirements.
- Setup system(s) and install basic software.
- Will work with liaison to setup advanced software.
- Install security and maintenance patches for hardware and software.
• Send notification prior to installing security and maintenance patches.
• Work with liaison to troubleshoot problems with the system(s).
• Setup domain security groups as needed.
• Grant access to team members as requested by liaison.
• Develop a backup plan for system(s).

Liaison and team members will:

• Use system(s) in a responsible manner and in compliance with UNCW’s Responsible Use of Electronic Resources policy found at [www.uncw.edu/itsd/documents/use.pdf](http://www.uncw.edu/itsd/documents/use.pdf)
• Communicate any problems to ARC staff.
• Be responsible for developing specialty software or code for projects.
• Avoid making changes to system(s) security configuration without first receiving approval from ARC staff.
• Work within the scope of the project as defined by the official project request with ARC and ITSD. Changes in scope should be communicated to ARC staff and should not be implemented without prior approval.
• Avoid any actions that could possibly jeopardize the stability or security of the UNCW computing environment.
• Conform to licensing for all hardware and software.
• Ensure that applications and data on the system(s) adhere to University policies, FERPA, HIPPA, IRB, Copyright, and all other applicable Federal and State laws.
• Maintain applicable maintenance contracts for products outside the scope of the baseline system(s).
• Be responsible for training additional team members.

**Signatures of Agreement**

Liaison Signature: ___________________________  
ARC Staff Signature: ___________________________

Print Name: ___________________________  
Print Name: ___________________________

Title: ___________________________  
Title: ___________________________

Department: ___________________________

Date: ___________________________  
Date: ___________________________

Name of system(s): ___________________________