MEMORANDUM OF UNDERSTANDING
BETWEEN
RESEARCH AND SPONSORED PROGRAMS
AND
INFORMATION TECHNOLOGY SERVICES (ITS)
FOR
INFORMATION TECHNOLOGY SUPPORT SERVICES

October 30, 2006

1. INTRODUCTION

This Memorandum of Understanding clarifies the set of information technology support services provided to Research and Sponsored Programs (RSP) by the Information Technology Services (ITS) department for the 2006-2007 fiscal year. These services are categorized as standard support services and specialized services. **Standard support services** are services which were formerly provided by a computer Local Support Provider (LSP) position in the Research and Sponsored Programs budget and/or ITS, and will now be provided by ITS. **Specialized services** are those services that ITS provides to departments on a direct-use cost-recovery basis. Specialized services rates are established and charged on an annual basis.

The standard support services established in this Memorandum of Understanding (MOU) shall be considered ongoing unless terminated or otherwise modified by an amendment to this MOU. The specialized services shall be clarified annually through amending Exhibit A of this MOU, which lists those services and rates for the 2006-2007 academic year.

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1 RSP is providing ITS with funding for approximately 1/8 FTE of standard support services via this MOU, as outlined in section 3.
APPROVALS

Dr. Christine Cavenaugh
Interim Director, Research and Sponsored Programs

Dr. Richard Podemski
Associate Vice President for Research and
Dean of Graduate Studies

Dr. Sandra Flake
Provost

Michael Dieckmann
Associate Vice President for Information Technology

Dr. Hal White
Executive Vice President

MOU between Research and Sponsored Programs and ITS
ITS is currently developing a new web-based Faculty Activity Reporting System, known as FARS. As part of that process, ITS will insure that FARS contains functions required to meet the needs of Research and Sponsored Programs. As defined in the Activity Reporting System Requirements Specification Version 1.01, these functions include:

- Activity report batch loading
- Individual activity reporting
- Effort tracking
- Effort timeline
- Overload certification
- Submission tracking
- Financial reports for Principal Investigators
- Conflict of Interest statement processing
- Intellectual Property Disclosure processing

3. SUMMARY OF COSTS

<table>
<thead>
<tr>
<th>Service</th>
<th>Support Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specialized services as outlined in Exhibit A</td>
<td>$8,360.00</td>
</tr>
<tr>
<td>Standard support services: Network service, help desk service, Technology consulting, Banner system programming and support, and Faculty Activity System programming and support</td>
<td>$16,640.00</td>
</tr>
</tbody>
</table>

Total Cost: $25,000.00
Exhibit A

Specialized Services Provided to Research and Sponsored Programs for the 2006-2007 Academic Year

Specialized services provided to Research and Sponsored Programs include server hosting and departmental web page support.

SERVER HOSTING

ITS provides hosting for physical or virtual departmental servers in the university data center, in accord with rates determined annually for this service. RSP is migrating three departmental servers to one virtual web server in the university data center, and will utilize up to 100 Gb of associated central file storage space. The one-time setup fee for this hosting and storage is $1,000; the recurring annual fee for 2006-2007 is $3360. A supplemental server hosting MOU will cover the specific service-level agreement for this service.

WEB PAGE SUPPORT

ITS provides templates and content management tools for use in departmental web pages, but does not construct individual department pages. However, departments may utilize ITS web developers on an overload basis for creation of departmental pages. RSP wishes to overhaul its web presence. ITS will deliver 80 hours of custom web page development, at a rate of $50/hour, for a total cost of $4,000.
APPROVALS

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11/2/06
Date

11/3/06
Date

11/9/06
Date

11/14/06
Date

11-9-06
Date

MOU between Research and Sponsored Programs and ITS
2. **Standard Support Services**

Standard support services will be provided to Research and Sponsored Programs by Information Technology Services, to the extent that ITS' resources and other constraints reasonably permit. The services include the following:

**Network Service**
ITS will provide standard 100 Mbps network connectivity to offices in the Research and Sponsored Programs department, providing the necessary number of wall ports and switch ports to connect all RSP networked devices, up to a maximum of 30 devices. At present, RSP has 25 networked devices. Expansion beyond 30 devices may require infrastructure upgrades not within the scope of this MOU.

**Help Desk Support**
ITS will provide standard help desk remote support and on-site support for all RSP computing equipment.

**Technology Consulting**
ITS will provide technology consulting services for the strategic information technology planning needs of Research and Sponsored Programs.

**Banner System Programming and Support**
Research and Sponsored Programs utilizes the Banner ERP system to meet the accounting and budget management needs of both the department and of grant- and contract-funded projects. ITS will continue to work with RSP to effectively utilize existing Banner functionality; implement new versions, bug fixes and other vendor-supplied enhancements; and provide and enhance Banner reports in order to meet the current and ongoing needs of RSP and of Principal Investigators.