Memorandum of Understanding
Virtual Machines

1. **Purpose** This Memorandum of Understanding (MOU) establishes an interdepartmental agreement between University Computing Services (UCS) and the contracting Department (Department). This agreement is effective the last day signed by UCS and Department.

2. **Scope** Under this MOU, UCS will provide support services to Department for hosting application(s).

3. **UCS Responsibilities** UCS will assign the necessary personnel determined by the level of services ordered by Department. UCS will:
   - 3.1. provide a virtual server on which the Department's application will run. This server consists of the following:
      - 3.1.1. Intel Xeon 3GHz processor, 1GB RAM, 12GB HD
      - 3.1.2. Operating system license (Windows 2003 Server Standard or Red Hat AS)
      - 3.1.3. Antivirus license (McAfee)
      - 3.1.4. Backup software license (Tivoli)
      - 3.1.5. Monitoring and Alerting (GFI Netowrk Monitor, and MOM if in the domain)
      - 3.1.6. Terminal Services access to Virtual Center console for managing the server
   - 3.2. Initially create the necessary user accounts;
   - 3.3. backup the server on a daily basis;
   - 3.4. guarantee backups for a period not to exceed 30 days;
   - 3.5. instruct Department on how to restore data from the nightly backups;
   - 3.6. collaborate with Department to ensure that the server operating system stays up to date and secure; and
   - 3.7. facilitate access to the server by Department so that they may administer their application;

4. **Department Responsibilities**. Department shall:
   - 4.1. ensure that this MOU is signed by an official who is authorized to commit Department funds and sign interdepartmental agreements;
   - 4.2. be responsible for the administration of the application(s) they wish to run on the server;
   - 4.3. be responsible for maintaining user account information for the users of the system;
   - 4.4. learn how to restore data from the nightly backups;
   - 4.5. advise UCS of critical time frames in the use of the application;
   - 4.6. advise UCS immediately of any problems in accessing the server; and
   - 4.7. pay invoices for services in a timely manner.

5. Costs.

5.1. Department shall pay UCS for services defined above $1,800 per year.

5.2. Should additional memory above the allocated one gigabyte[i] be needed, Department will pay UCS $1 per megabyte of RAM per year, assessed annually in arrears.

5.3. If additional hard drive volume for data storage over the allocated 12 gigabytes is required, the yearly cost will be an additional $15 per gigabyte per year, assessed annually in arrears.

6. UCS Billing and Payment.

6.1. The term of this MOU year will be from the first of the month after the last date signed for one calendar year.

6.2. Department agrees to prepay fees in paragraph 5.1.

6.3. Payment should be made by a Florida State University Interdepartmental Requisition and Journal Entry Form. In filling out the form, select "Other" for the Send To: and write in Office of Technology Integration (OTI). Non University departments should remit payment with a check.

7. Cancellation. This agreement may be canceled by either party with 30 days written notice.. If this agreement is canceled, all services under this agreement are canceled and the virtual server being used will be initialized. Re-imbursement of funds will be on a prorated basis for services not used.

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[i] **1 gigabyte is equivalent to 1,000 megabytes**

DEPARTMENT OFFICIAL:

Signature:_____ Date:_____

Name: _____

Title: _____

Department Name:_____

Campus Address _____

Phone: (   ) _____

E-Mail Address:_____

Reference to Invoice:_____

UCS OFFICIAL:

Signature:_____ Date:_____

Name: _____

Title: _____

Phone: (   ) _____

E-Mail Address:_____