Conditions for services from ICT-Bèta

Services

Services are understood to be: the use of facilities for storing and/or publishing data or content, including supporting technology such as databases.

These services usually, but not necessarily, take on the form of web services, e.g. a web site with active content that depends on PHP, that is linked to a database, or from which mail is being sent. This includes setting up a CMS on a web server.

Using such services from ICT-Bèta is seen as supportive. This means that these services (both in functionality and support) cannot be taken to be equal to dedicated services on offer commercially.

Ownership

The owner of a service is understood to be the person responsible or the organisational unit that use the service from ICT-Bèta.

Applying for a service

ICT-Bèta offers a number of services. For other services the following applies.

Web services

ICT-Bèta will request a clear functional description for the web site.

The Faculty of Humanities maintains a shared WordPress environment, that will suffice for a large number of University applications. The primary advice is to use this service. If this service in the opinion of ICT-Bèta does not suit the functional description, the site can be set up on Faculty of Science systems.

Other services

The guidelines for web services apply: primarily we look for services available within the UU. If these do not fulfil functional requirements, ICT-Bèta services can be used.

Preconditions and responsibilities

ICT-Bèta sets a number of limitations and preconditions on the use of services.

1. ICT-Bèta offers and maintains the following basic facilities:
   a. Web server as part of an existing infrastructure: Apache, IIS
   b. Scripting languages: php, perl
      Embedded scripting: php, Javascript
      CGI scripts: python, perl, other binaries
   c. Databases: SQL Server, MySQL, PostgreSQL
   d. DNS-related actions such as linking to host names
   e. An individual virtual server running Apache/Apache Tomcat
   f. Regular general back-ups on systems
2. ICT-Bèta offers support for setting up user rights, both for user access and for granting specific rights, specifically writing permissions of (parts of) the site or server. The same applies to granting access to a database. ICT-Bèta can limit the rights of end users.

3. ICT-Bèta does not generally offer (technical) support for setting up or maintaining code necessary to run (web) services. The service owner is responsible for initial support other than what is mentioned in the previous point; in this case ICT-Bèta can only offer support by technical necessity.

4. ICT-Bèta does offer support in case of technical problems that do not result directly from the specific service, such as technical problems with the web server. Support is only during office hours, and following priority of current affairs.

5. The service owner always is a staff member of the Faculty of Science or the UU.
   The service owner in any case is responsible for:
   a. The contact with ICT-Bèta. Contact can go through a contact person, in which case change of contact person must be reported. An external contact person (e.g. a developer) can be added as a second contact for ICT-Bèta.
   b. Administration of the service. This may be dealt with by an external contact.
   c. Maintenance of the service, specifically applying security updates on code and system software used on the service. This may be dealt with by an external contact.
   d. Keeping back-ups of data when the regular ICT-Bèta back-up scheme is deemed insufficient.
   e. Following instructions from ICT-Bèta.

   When a service owner or contact can no longer be identified, such 'orphaned' services may be taken off-line after forewarning.

6. The service owner is responsible for adhering to existing laws and regulations, specifically regarding privacy. The service must satisfy UU security regulations; see https://intranet.uu.nl/en/security

7. ICT-Bèta is responsible for keeping basic facilities up-to-date. Major upgrades will be announced to the contact person. The service owner is responsible for making sure that code or content is attuned to these upgrades.

8. Instructions from ICT-Bèta not being followed can result in closing off the service from the network. This can also be done following instructions from the Faculty Director or Security/UU, or when network safety is at stake.

Initial agreement, continuity

ICT-Bèta and the service owner will initially agree on specifics depending on aim and use of the service. This agreement, and information concerning the service, is set down in a **registration form**.

9. Things to be set down in the initial registration:
   a. Commissioning entity (which can be a person, an organisational unit or a supervisor), the service owner,
      and contact (which can be the service owner).
   b. In case of expenses, e.g. for a virtual server, a WBS account.
   c. The aim of the service, and which basic facilities will be used.
   d. The target audience and expected page visits / use. This may be reason to set up a separate virtual server.
   e. What initial support is needed from ICT-Bèta to set up the service.
   f. What functionality will be coupled to the service, e.g. CMS plugins.

g. Which persons need to have access to an account in connection to development and maintenance of the service.

h. The expected life span of the service; this may always be prolonged at the next review.

i. How contact relating to maintenance is ensured; contact with ICT-Bèta is usually through the ITS Servicedesk.

j. In case external (non-UU) persons are actively involved in developing/maintaining the service: agreement on access to systems.

10. ICT-Bèta will point out obligations concerning privacy and data security, and refer or assist in carrying out classifications.

11. The agreement is reviewed periodically, usually annually. The agreement may subject to change.