CTDA
Subscription Agreement for Institutional Channel Services

1. Introduction

The University of Connecticut Libraries (UCL) provides reliable, global, 24X7X365 hosted management and presentation channels through Connecticut Digital Archive. A CTDA channel is a set of applications and services designed to provide institutions with the ability to manage and present the CTDA content they own on their own presentation and/or management site. Institutions that have their own site have the ability to control their site's theme and the customization of how content is delivered to their users based on their users' needs. These channels are offered to CTDA participants on a yearly subscription basis.

1.1 Review Process

This document defines the practices that UCL will use in supporting an Institutional Channel in the CTDA infrastructure. The details of this document may be reviewed and amended as required, or at least annually, to accurately reflect business and service needs.

1.2 Time Conventions

Unless otherwise indicated, normal business hours are from 9:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays and reduced schedule days.

2. Service Description

This service delivers a set of applications and services designed to provide institutions with the ability to manage and present the CTDA content they own on their own presentation site. This service allows institutions to adapt their site theme and develop their own unique site configuration that better fits the needs of their users and content.

2.1 Supported Computing Environment

The service and support levels documented in this subscription agreement assume certain minimum configurations in the user desktop environment. Reasonably up to date web browsers and network bandwidth are required to manage the applications and configurations of CTDA channels.

2.2 Technical Support and Requests for Enhancements

Technical support, problem report/resolution, and requests for changes and enhancements will be administered through the CTDA's support system:

- ctda@uconn.edu

Note: Change and enhancement requests that have a system-wide impact will be reviewed by the CTDA Advisory Committee to determine feasibility and priority.

2.3 Customizations

The institution may configure and customize its channel to meet specific user needs but will be responsible for maintaining all such customizations. CTDA is not responsible for ensuring that any customizations implemented by the institution will continue to function properly following upgrades of the supported software and hardware. CTDA reserves the rights to charge an additional fee for upgrades that require additional effort due to extensive customization or other unique requirements of the institution.

2.4 Subscriber

The Subscriber, ____<Enter Institution Name Here>_____, requests ___<Enter Channel Name Here>_____, with the following domain name, ____<Enter Channel URL Here>_____.

2.5 Institutional Site Administrator

The Institutional site administrator will be the main point of contact for the CTDA for this subscription.

The Institutional Service Administrator for ___<Enter Channel Name Here>_____ will be

_____<Enter Institutional Site Administrator Name Here>_____.

The Site Administrator manages their Institutional Channel only and can make changes to blocks, theme appearance, and create users. The Site Administrator agrees to abide by all policies and best practices regarding channel administration.

3. Service Availability

This section provides information about the standard times when the service is available, the times reserved for scheduled maintenance, and defines expectations for reporting service problems and changes.

3.1 Normal Service Availability

CTDA channels are designed to be available for use 24-hours-per-day, seven days-per-week, 365 days-per-year (24x7x365) excluding scheduled maintenance times.

3.2 Scheduled Maintenance

Scheduled maintenance is critical for upgrades and to maintain security. When maintenance is required it will occur in a window on Wednesdays from 1 a.m. to 6 a.m. Services may not be available at times during times when maintenance is scheduled.

3.3 Problem and Change Notification

If ever necessary, the CTDA will notify the Institutional Site Administrator of service availability and service interruptions via notification or on the CTDA web site. To the maximum extent possible, installation of service, application, and security updates will be performed during scheduled maintenance periods.

Whenever possible, maintenance that affects service availability during business hours will be communicated 48 hours in advance.

4. Incident Response Time

CTDA staff is available to address issues only during normal business hours. Outside of normal business hours there is no guarantee of the availability, or anyone on call to address problems.

For incidents affecting multiple users:

- During normal business hours, CTDA staff will respond to incidents within 20 minutes of the report of an issue and will communicate with Site Administrators.
- Update status reports will be given at least every 4 hours during service outages.

The CTDA has limited staffing for System Administrator duties. When primary staff is out of the office, there may be delays in fixing major problems until this staff returns.

5. Service Cost

5.1 Set up Fee

Setting up an Institutional channel of any type requires an investment in time and effort by both the institution and the CTDA. There are a number of one-time, or first-time decisions that will be made and implemented. This fee reflects the approximately 30 hours of consulting, server administration, and configuration time to set up a channel. This fee includes the yearly maintenance for the first year and training for site administrators. This fee may be waived or reduced at the discretion of the Assistant University Librarian for Archives, Special Collections and Digital Curation.

5.2 Maintenance Fee

The yearly cost of a CTDA Channel is set each year in the spring for the fiscal year July 1 to June 30. This fee reflects the hardware and server administration duties required to run the channel (Server Administration, Networking, Backup, Licensing, etc.), and a yearly site audit. This fee may be waived or reduced at the discretion of the Assistant University Librarian for Archives, Special Collections and Digital Curation.

5.3 Invoicing

CTDA will issue the invoice to the institution for the institutional channel fees on an annual basis. CTDA will send all invoices to the address set out at the end of this agreement. The institution will pay such invoices at most 30 days after the issue date of the invoice.

6. Key Service Metrics

The following provides a description of the key service level objectives defined by this

SLA. These will be measured on a monthly basis.

Measurement	Definition	Performance Target
Overall Availability	The percent of time that the service is available	99.9%
Business Hours Availability	The percent of time the service is available during normal business hours.	100%
Total Storage Used by the Service	The amount of storage in use	None (Informational only, and used to determine charges)

6.1 Dependencies on other Services

CTDA channel hosting is dependent upon the UConn Libraries Storage Infrastructure (SAN), Active Directory, the UConn network, and related systems. The availability of those services will have a direct impact on channel availability.

6.2 Service Level Performance Reporting

The CTDA will publish performance metrics against the service level metrics described in this document on the CTDA web site: http://ctdigitalarchive.org

7. Other Responsibilities and Services

7.1 Applications and Set Up Services Performed by the CTDA

A CTDA Channel consists of:
- One Islandora/Drupal site running on UCL's xpartner installation
- A connection to the CTDA's production Fedora Commons repository
- A connection to the CTDA's handle service and inclusion in the CTDA handle prefix.
- The generic standard CTDA Drupal theme, with the channel name at the top
- An assigned web address linked to a DNS name supplied by the subscriber
- Site administrator permission in the channel for the Institutional Site Administrator
- CTDA standard forms for data entry and data editing
- CTDA standard indexing, faceting, and display templates
- One day's (7 hours) consulting and training for site administrators
- Google analytics code for usage monitoring. Google analytics account for usage monitoring. Note: if institution prefers to use its own existing Google Analytics account, UConn requires access for two Google user accounts. These accounts need to have the following user permissions: Read & Analyze, Collaborate, and Edit. If desired, this may be done by creating a new Property in the institution's GA account for use only by CTDA channel(s).

7.2 Ongoing CTDA Responsibilities
- Maintain systems and software to run the channel
- Implement Modules, Solution Packs, and other enhancements as agreed to through the process described in Section 2 or as required to maintain system functionality

7.3 Subscriber Responsibilities

The Subscriber is responsible for:

- Managing user accounts and permissions through the management interface of the channel according to CTDA policies and best practices.
- Theme development and channel development beyond the standard set up.
- Monitoring usage
- Configuring displays and other user configurable aspects of the channel beyond the supplied CTDA standard
- Insuring that the channel is for non-profit educational and research use only.

8. Participation and Term of the Agreement

8.1 Term

Unless the start and completion dates are expressly included in the invoice, this agreement will be valid from the date of the last signature and will remain in effect for an initial term of twelve (12) months.

8.2 Renewal

This agreement will be automatically renewed for twelve (12) months until terminated by either party giving to the other following a mutually agreed upon format, method, and timeline at least 30 days' prior to the expiration of the initial term or any renewal term.

8.3 Non-Compliance

Participating institutions are expected to comply with the terms of the MOU, CTDA policies, and to meet their financial obligations in a timely manner. Any institution consistently out of compliance with the policies of the CTDA may have its *management* access to the CTDA services blocked until the situation is resolved. Since the trustworthiness of the CTDA is tied to the persistence of the historical record of what it contained and when, viewing access to an institution's digital assets will not be affected.

8. Termination

If the CTDA or subscriber wishes to terminate this service, the subscriber may request, at its own expense, the channel's discontinuation following a mutually agreed upon format, method, and timeline. In the event the subscriber terminates the agreement, the channel will be discontinued by the CTDA. (Note that content in the CTDA repository is not affected by the creation or termination of an Institutional Channel).

 In Handbook

Signed,

Institution   **Connecticut Digital Archive**

_____   _____
Authorized signature   Authorized Signature

_____   _____
Print Name   Print Name

_____   _____
Title   Title

_____   _____
Date   Date

_____
Address 1

_____
Address 2

_____
Address 3

_____
City   Sate   Zip code

_____
Telephone