

North Carolina Central University

1801 Fayetteville St., Durham, NC 27707

**WEB SERVICES CLIENT AGREEMENT**

The following document outlines and constitutes the client–provider agreement for all projects undertaken by the Web Services department at North Carolina Central University (NCCU).

**Web Services Responsibilities**

1. Assess project requirements, resource capacities, and overall client goal in consultation with the client.
2. Clearly articulate an estimated completion date and review the plan of action prior to commencement of work.
3. Arrange and conduct demonstrations with the Web Services team and client in attendance. The dates and times for these meetings will be agreed upon in advance, as defined below:

**Meeting 1**

**Type:** Choose an item.

**Date:** Click or tap to enter a date.

**Meeting 2**

**Type:** Choose an item.

**Date:** Click or tap to enter a date.

If changes are needed to the above dates, Web Services will provide a minimum of 2 days’ notice.

1. Complete project tasks within the timeframe agreed upon internally (within Web Services) and in accordance with the completion date agreed upon externally (with the client).
2. Obtain final client approval of the completed project.

**Client Responsibilities**

1. Be present at all scheduled meetings (including demonstrations), as specified in the above documentation. If changes are needed to the predetermined dates, the client agrees to provide a minimum of 2 days’ notice.
2. Identify a primary contact for the project and a secondary contact should the first be unavailable. The contacts for this project are defined as follows:

**Primary Contact:**

**Name:** Click or tap here to enter text.

**Email:** Click or tap here to enter text.

**Phone:** Click or tap here to enter text.

**Secondary Contact:**

**Name:** Click or tap here to enter text.

**Email:** Click or tap here to enter text.

**Phone:** Click or tap here to enter text.

In the event of changes to the primary contact, the client agrees to notify Web Services immediately.

1. Submit any content or base materials needed for successful completion of the project.
2. Provide timely feedback and answers to any questions related to the project. As part of the project consultation, the client should define ultimate goals, intended audience, and objective measures of success.
3. Complete any testing requested by Web Services within the specified timeframe. It is the client’s responsibility to notify Web Services if s/he has any difficulty completing testing.

**Statement of Cooperation**

I hereby declare that I understand the responsibilities of all parties outlined in this Web Services Client Agreement and agree to abide by them for the duration of the project.

**Client Signature:** **Date:**

**Web Services Coordinator Signature:** **Date:**