

MEMORANDUM OF UNDERSTANDING

Between the Office of the Vice Chancellor for Research and Innovation (OVCRI) and _____ for the use of OVCRI IT Applications.

The Memorandum of Understanding (MOU) between the above-named parties establishes an agreement for the use of one or more shared application(s) created by OVCRI IT. The following represents the terms of this agreement.

I. Background

Information Technology (IT) staff in the OVCRI developed applications to help manage OVCRI HR and Financial processes and workflows. The VCRI is willing to share these systems across the UIUC campus to Colleges and Major Administrative Units (MAU)s upon execution of this MOU.

II. Purpose

The primary purpose of this MOU is to document a College/MAUs' access to OVCRI applications, identify a Primary Contact and outline responsibilities by all parties. This MOU does not represent a commitment on behalf of either party to pursue specific projects or obligations outside the use of the specified application.

Access to new applications may require subsequent agreements between the parties.

III. Process

A College/MAU may express interest in an OVCRI application by contacting Evan Simpson (esimpson@illinois.edu) or Michael Brosco (mbrosco@illinois.edu). A demo of the application(s) will be arranged for the College/MAU by OVCRI and any users or other staff with the College/MAU by OVCRI. After the demo, should the College/MAU desire to have access to the application(s), this MOU shall be fully executed and then access to the application will be provided by OVCRI IT.

Annually, typically before the start of each academic year, OVCRI will contact each College/MAU Primary Contact to confirm use of the application and extension of this MOU.

IV. College/MAU Responsibilities

The College/MAU shall identify a Primary Contact for each application and document at the end of this MOU. The Primary Contact is responsible for identifying users with the College/MAU, for setting up access levels for users within each application, and for setting up the hierarchy within their College/MAU. The Primary Contact is the point of contact with OVCRI IT regarding questions or reporting issues with the application and for collecting suggestions or ideas for enhancements from users. The Primary Contact shall notify OVCRI

IT of any issues with performance or misuse of the application. The Primary Contact may direct general use questions or suggestions for improvement to the general contact and technical questions or concerns (including performance issues, bugs, or problems) to the technical contact.

Users are responsible for maintaining a backup for the data and materials entered into the system, as OVCRI IT cannot assume responsibility for lost data. Occasional Primary Contacts may be invited to meet and discuss the application and possible modifications and enhancements.

Should a College/MAU no longer want to use an OVCRI application, the Primary Contact should notify OVCRI IT so access may be removed and arrangements made for any existing data to be transferred to the College/MAU.

The College/MAU shall notify OVCRI IT if the Primary Contact changes.

V. User Responsibilities

Users with Colleges and MAUs shall be identified and provided access with the authority of the College/MAU Primary Contact (as identified in this MOU). Users are expected to use these applications responsibly and for work-related purposes, and are responsible for proper use at all times. Users shall not share their account information or passwords or other information used for identification and shall not attempt to gain unauthorized access to the files or information of other units. Users will work with and direct questions to their Primary Contact regarding use of the application.

VI. OVCRI Responsibilities

OVCRI IT staff support for this system is limited and the staff do not have capacity to make changes to the application upon request. Minor changes, modifications, corrections, and performance enhancements to an OVCRI application will be made at the discretion of OVCRI IT.

VII. Application Modifications

Suggestions for modifications of the application(s) may be submitted via email to either the general or technical contact for the specific application(s).

VIII. Security and Performance

Access to OVCRI IT Applications utilizes 2-Factor-Authentication (2FA) and standard Shibboleth Authentication system credentials. Multi-unit security has been built into the OVCRI applications. Each unit that uses an OVCRI application is able to do so with confidence that their information will be private and cannot be seen by a user from another unit. Each screen has safeguards in place to ensure that only data from the allowable unit is shown.

OVCRI IT closely monitors performance metrics on its web server and database server such as disk usage, memory usage, and CPU usage. The servers have been built with growth in mind. Should a time come that capacity concerns arise, many options exist for scaling up such as adding disk space, memory, central processing units, and/or servers.

Before creating additional partitions of an application, the OVCRI IT staff will assess web-server and database capacity as well as overall impact on the shared system. The web-based application is running on web servers hosted by Technology Services staff and managed by OVCRI IT staff. The data for the system resides on Microsoft SQL database servers also hosted by Technology Service staff.

IX. Funding

This MOU is not a commitment of funds to either party on behalf of the other party. Access to OVCRI Applications is provided at not cost to the College/MAU.

When OVCRI and College/MAUs Priary Contacts agree that significant enhancements and modifications are needed to an application that will benefit all users, the OVCRI may propose a plan to share the development costs with stakeholder units. Financial commitments would be documented in an MOU. Small enhancements and modifications to applications to improve efficiency or solve minor problems or glitches will be completed by OVCRI IT at not cost to Colleges/MAUs.

X. Duration

This MOU is at-will and may be modified by mutual consent of the signers below. This MOU will become effective immediately upon signatures below.

College/MAU Authorization

College/MAU Authorization

Name/Title

Michael Brosco, Dir of Research App Devlp
Name/Title

Signature

Signature

Name/Title

Melanie Loots, Executive Associate VCRI
Name/Title

Signature

Signature

OVCRI IT Application Contact Information

Application	Contact	Technical Contact
Commitments	Evan Simpson (esimpson@illinois.edu)	Mike Brosco (mbrosco@illinois.edu)
FABplus	Evan Simpson (esimpson@illinois.edu)	Mike Brosco (mbrosco@illinois.edu)
HRSearch	Sue Key (susankey@illinois.edu)	Mike Brosco (mbrosco@illinois.edu)
TaskManager	Sue Key (susankey@illinois.edu)	Mike Brosco (mbrosco@illinois.edu)

College/MAU Primary Contact(s) Information

Commitments

Primary Contact

Email

FABplus

Primary Contact

Email

HRSearch

Primary Contact

Email

TaskManager

Primary Contact

Email