MEMORANDUM OF UNDERSTANDING
Between
INFORMATION TECHNOLOGY SERVICES
THE UNIVERSITY AT ALBANY
and
<Vendor Name>
Regarding
WEB SITE AGREEMENT
FOR UNIVERSITY AT ALBANY, <UA School, Department, or Unit Name>
<PO OR CONTRACT# OF AGREEMENT WITH VENDOR>

Objectives
The purpose of this MOU between the University at Albany and <VENDOR> is to:

- Establish the terms and conditions governing access on the part of <THE VENDOR> to University owned server systems.
- Establish the communications protocols related to systems access between the University's Information Technology Services (ITS), the (<UA Entity>), and <VENDOR>.

Background information:
<THE VENDOR> has been contracted by the <UA Entity> (CONTRACT REFERENCE) to manage the <UA Entity’s> web site located on the University at Albany enterprise web server (albany.edu/~<UA Entity>). This work requires that <THE VENDOR> have the capability of gaining remote access to the albany.edu server, and specifically, to directories where elements of the <UA Entity>’s web site are housed.

Terms and Conditions
Conditions for Access:

- <THE VENDOR> will be provided (an) account(s) with privileges sufficient to allow them to carry out their work on behalf of <UA Entity>. The <UA Entity> CSS Accounts Contact will request a generic Unix account with a one year expiration date. To provide the option for renewal of the account, ITS will notify the <UA Entity> CSS Accounts Contact prior to the account termination.
- Notwithstanding anything in the Agreement between <THE VENDOR> and <UA Entity>, <THE VENDOR> agrees to maintain the confidentiality of the credentials issued to it, strictly limiting on a “need-to-know” basis their distribution to only those employees of <THE VENDOR> who will be working directly on the <UA Entity> web site.
- <THE VENDOR> will not share these account credentials with any third parties or consultants contracted by <THE VENDOR> for the purpose of fulfilling the Agreement between <THE VENDOR> and <UA Entity>.
- <THE VENDOR> will immediately notify representatives of ITS (as outlined in the Communications Protocol) if <THE VENDOR> believes the account credentials have in any way been exposed or compromised.
- <THE VENDOR> will limit their activities on albany.edu to the directories needed to manage the <UA Entity> website.
• <THE VENDOR> will seek and obtain written approval from ITS before making any modifications that result in altered file or directory permissions, changes in access permissions, or the installation of *any* code or software requiring “execute” permissions.

• <THE VENDOR> will confine their activities on albany.edu to normal business hours (Monday through Friday, 8:00 am to 5:00 pm).

• Depending on the nature and sensitivity of the information, <UA Entities> employ certain protections to safeguard its confidentiality. <THE VENDOR> agrees to maintain equivalent safeguards to assure the same level of confidentiality of information shared by <UA Entities> with <THE VENDOR>.

**Revocation of Access Privileges**

• Access on the part of <THE VENDOR> may be revoked by ITS at any time for violations of any of the conditions of access.

• Access is granted for <check terms of service/contract> and will expire unless <UA Entity> responds to the ITS expiration notice and opts to renew <THE VENDOR> access for another year.

• <THE VENDOR> and/or the <UA Entity> must notify ITS when the contractual work with <UA Entity> is completed or terminated. At such time, all accounts and access privileges provided for this work will be revoked.

**Communications Protocols**

• All communication from <THE VENDOR> to ITS should be directed to the ITS Help Desk (518-442-3700). Such communications must reference this MOU.

• The <UA Entity> will be asked to name a <UA Entity> contact for assistance, if needed, and provide contact information for this individual, or individuals, to the ITS Help Desk.

• <THE VENDOR> will provide ITS with complete contact information for each account assigned to <THE VENDOR>.
Approvals:
Your signature indicates that you are authorized to sign this MOU and commit the organization you represent to its terms and conditions.

For the University of Albany:

Kevin Wilcox
(Name)
____________________________
(Signature)
Associate Vice President & Controller
(Title)
____________________________
(Date)

For Information Technology Services:

Christine E. Haile
(Name)
____________________________
(Signature)
Chief Information Officer
(Title)
____________________________
(Date)

For <THE VENDOR>:

________________________________
(Name)
____________________________
(Signature)
________________________________
(Title)
____________________________
(Date)

For <UA School or Department>:

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(Name)
____________________________
(Signature)
________________________________
(Title)
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(Date)