



THE UNIVERSITY  
OF TEXAS  
AT ARLINGTON

Office of  
Information Technology

**Arlington Regional  
Data Center**

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## SERVER SUPPORT AGREEMENT

The Office of Information Technology, Enterprise Operations and Systems (EOS) will provide support services to departments who maintain their own servers on an as-requested basis. These services will be charged to the department at \$65.00 an hour with a minimum 4 hour charge.

Services offered are limited to the support of hardware and operating systems normally supported by the EOS department, Microsoft Windows Server, Red Hat Enterprise Linux, and IBM AIX. Each request will be evaluated for appropriateness of service. The delivery of service does not constitute a permanent support agreement; any further support will be agreed to at the time of the initial request.

All services are provided on an as-is basis; no warranty of any kind is stated or implied. Support services are offered dependent on resource availability. All parties understand that the support of the systems housed at ARDC is the primary responsibility of EOS and shall take precedence over all other requests.

Requesting department is responsible for providing or purchasing all required hardware and/or software prior to support. Requesting department will provide adequate facilities, media, licenses, administrative access, and all peripherals required for complete system access. Requesting department will provide a liaison to EOS personnel throughout the duration of the support activity. Requesting department liaison will provide any assistance required during the support activity.

Requesting department is responsible for prompt payment of all services rendered upon completion or termination of support.

The above terms of service are accepted and the following account number is provided for payment of services, an invoice and RTP will be produced to process the payment.

Account Number: \_\_\_\_\_

Name and signature of individual who has signature authority (according to CA3 in DEFINE) for this account:

\_\_\_\_\_  
Printed name

\_\_\_\_\_  
Signature Date

\_\_\_\_\_  
Date