

# Information Technology Administration Partnership Program ITAPP

## *Partnership Agreement*

The FSU *\*enter department name\**, hereinafter Partner, and FSU Information Technology Services (ITS) hereby submit through this agreement to enter into a partnership for the purpose of managing information technology resources through the Information Technology Administration Partnership Program (ITAPP). The intent of this agreement is to create a collaborative partnership between ITAPP and Partner to provide information technology management expertise and assistance to fulfill the Partner's missions and achieve its goals. This will involve and is not limited to the use of services provided by ITS, which are listed in its Service Catalog (<http://its.fsu.edu>).

ITAPP recognizes that its partners have information technology needs that are not always met through the university-wide services offered by ITS. When such needs are identified, ITAPP will work in collaboration with our partner to create a strategy to accommodate their needs. The ITAPP serves its partners by focusing on all of their IT needs, unique and otherwise.

### **Elements of Understanding:**

1. It is the mission of ITAPP to facilitate and assist the partner in accomplishing their academic, research or business objectives.
2. The partnership will continue year-to-year until terminated by either party.
3. In the event that either party desires to terminate the partnership, a thirty (30) days written notice shall be given to the other party. This action will initiate a six (6) month transition period.
4. Partner will agree to participate in additional information technology needs assessments. Representatives from ITS will review the current IT environment, which includes workstations, peripherals, servers, networking infrastructure and any other specialized services and/or applications that are maintained by Partner. ITS will also review the staffing levels and positions that need to be included in the program. Partner will work with ITS to conduct user surveys to determine the perceived effectiveness of Partner's IT operations. ITS will provide Partner with assessment information along with recommendations.
5. Partner will continue to maintain control and authority of the overall information technology budget for their organization. Partner and ITAPP will work together to provide ITAPP with the flexibility to initiate and approve miscellaneous IT resource expenditures to support day-to-day operations. All significant information technology purchasing decisions must be reviewed and authorized by the Partner. Partner and ITS will collaborate on an appropriate information technology budget each fiscal year. The budget will be based on the academic, research and/or business needs of Partner. The budget will also be based on Partner's financial conditions. The budget will include, if applicable, but not limited to:
  - a. A workstation support and replacement budget that is based on an acceptable replacement schedule and ITS recommendations.
  - b. Server maintenance and hardware replacement.

- c. Software purchases.
  - d. Hardware or software maintenance and support contracts.
  - e. Custom application development expenses.
  - f. Expenses for software and subscription services and training.
  - g. Expenses associated with ITS services utilized by Partner.
6. Partner will work with ITAPP to leverage and take advantage of services that are offered and maintained by ITS if the services are able to meet the partner's academic, research and business needs. In most cases, centralized services are a key component to having a successful ITAPP relationship because efficiency is gained, and the partner is relieved of burdens associated with managing highly specialized IT resources. An example of services that may be relevant include:
- a. Network infrastructure support
  - b. Workstation support (Windows and Macintosh)
  - c. Server support (Windows, Linux, Unix)
  - d. Server consolidation and virtualization
  - e. Website hosting
  - f. Data storage, backup and security
  - g. Directory services
  - h. Custom application development and support
  - i. Commercial-off-the-shelf application support
  - j. Database hosting
  - k. Security assessments and continual proactive monitoring
  - l. Consulting services
  - m. Classroom, computer lab and conference room technology support (computers, audio, visual, etc.)
  - n. Email services
  - o. Telecommunications (voice) services and support
  - p. Web-based collaboration technologies, (SharePoint, web conferencing, etc.)
7. Network infrastructure and computer desktop support are expected to be critical services associated with each partnership. Reliable and robust networking infrastructure and desktop support services are the foundation for the successful integration and use of various information technologies. ITS will work with Partner to develop network infrastructure and desktop support recommendations that are based on standardized configurations and technologies that can be supported by ITS and meet the needs of Partner. These recommendations may include network and desktop support services and support agreements between ITS and Partner.
8. If applicable, the research, design, programming, and maintenance of custom applications and databases will be managed as a collaborative effort with ITAPP, Information Technology Services groups and non-ITS organizations. The intention of this partnership is to provide the following:
- a. To determine if any existing ITS systems/services can be leveraged.
  - b. To research any commercial off-the-shelf or hosted application alternatives.
  - c. If application development must be outsourced, ITS will assist with the vendor selection process according to university guidelines.
  - d. To determine the funding requirements for ongoing maintenance and upgrades.

9. New information technology initiatives undertaken by Partner, and renewals of existing information technology initiatives, whether vendor provided or otherwise will be assessed by ITAPP in order to set expectations for support and resource consumption impacts.

10. The following information technology positions will be transferred to ITS:

- Position: 00000000 *Title*
- Position: 00000000 *Title*

The identity of these lines will remain whole and will not be converted for other purposes by ITS unless otherwise agreed to by Partner and ITS. ITS will assume responsibility as the home department for reporting and supervisory functions. Partner and ITS will jointly decide all position duties, upgrades or salary increases jointly with funding paid for by Partner or ITS to compensate salary increases. In the event that the position is ever transferred back to the Partner, the rate associated with an ITS allocation will not be transferred with the position to Partner.

If the work performance of the incumbent in this position falls below acceptable standards, the ITAPP management team will take appropriate actions to improve the areas of deficiencies and is not obligated to transfer the employee to another site. All disciplinary actions or personnel decisions will be made in consultation with Partner.

Unless otherwise agreed to by both ITS and Partner, all positions transferred to ITS will remain on the premises as much as possible and obligations off-site will be limited. Staff meetings and/or training will be held in order to communicate new policies, procedures and other job related information.

In the case of vacancy, Partner agrees to delegate the recruitment and hiring of qualified personnel to the ITAPP management team for vacant ITAPP positions in their department. No appointments will be finalized without Partner's approval. All special pay increases must be requested with the proper justifications and exceed the six (6) month period since the last pay increase. Promotional increases may not exceed the ITS pay scale without prior approval, justification and available funds.

When the services of temporary OPS employees are required to fulfill staff augmentation needs, or other specialized IT services, the Partner and ITS will work together to select and hire potential candidates. Once hired, OPS employees will report to the ITAPP manager, but their associated position(s) will remain with the Partner and under their budget.

11 Partner's IT environment will be jointly managed by ITAPP and the Partner through an IT manager. This person may also provide various IT resource support functions. This position will report to ITAPP. In addition, there will be a dotted line reporting relationship to Partner. The IT manager and the Partner's designee will meet on a regular basis to coordinate and evaluate the ITAPP partnership.

The Director of the ITAPP (or his/her designee) maintains the right, in consultation with Partner, to use this position for special projects and meetings within the ITAPP, specifically, and

ITS, generally. These activities will not negatively impact Partner's organization and IT resources.

12 This Partnership Agreement may be amended at any time, if Partner and ITS agree on the language of the amendment.

Information Technology Services:

\_\_\_\_\_  
(Name) Date: \_\_\_\_\_  
Senior Director, Community Technology Services

\_\_\_\_\_  
(CIO Name) Date: \_\_\_\_\_  
Associate Vice President and Chief Information Officer

Partner

\_\_\_\_\_  
(Dean, Director, Department Head Name) Date: \_\_\_\_\_  
Official title