

# University of New England Information Technology Committee

## ITD Disk Space Allocation Operating Procedure

### 1. References:

Approved By: Peter Edwards, Director ITD  
Date: August 2004  
Revision No.: 1.9  
Reference Authority: Director of Information Technology  
Author: Terry Cooke  
Access Level: Public

#### Related Policies & Documents:

- i. Rules for the Use of University of New England Computing and Communications Facilities.
- ii. Conditions of Use.
- iii. Security Policy.
- iv. Internet Data Privacy Protection
- v. File backup and restore policy

### 2. Preamble:

#### 2.1. Guidelines:

- 2.1.1. This operating procedure will be implemented under the direction of the Director of Information Technology.
- 2.1.2. The operating procedure will be made publicly available and communicated to the University community.
- 2.1.3. This operating procedure must be read in conjunction with the related policies and documents listed above and any other relevant University policy documents.
- 2.1.4. Changes to this operating procedure must be carried out in accordance with ITD's "Submission & Approvals Process for New & Amended Policy".
- 2.1.5. This operating procedure will be reviewed at least every three years.

#### 2.2. Objectives:

- 2.2.1. To provide disk space for the use of the University community and approved projects.
- 2.2.2. To backup and recover files stored on this disk space.
- 2.2.3. To maintain the disk space in a manner that provides an efficient, effective and reliable service to the University community while making the most effective use of resources.
- 2.2.4. To provide disk space that is accessible by the major operating systems at UNE and to provide a transparent interchange of files between these operating systems.
- 2.2.5. To provide disk space to individual operational units of the University where files can be shared by users within an operational unit.
- 2.2.6. To enable operational units to structure, control and make secure their own central file storage area.
- 2.2.7. To provide disk space for individual users to store their files.

- 2.2.8. To provide scalable services that will cost effectively meet the University's future demands.

### **3. Operating Procedure:**

#### **3.1. Scope**

- 3.1.1. This operating procedure applies to the University community, University funded Operational Units and approved projects of the UNE.
- 3.1.2. The operating procedure covers the provision of personal disk space for individual members of the University community.
- 3.1.3. The operating procedure covers the provision of shared disk space for the Operational Units and approved projects of the University.

#### **3.2. Eligibility**

- 3.2.1. Members of the University community have access to ITD provided disk space in accordance with the conditions set out in this operating procedure.
- 3.2.2. Non members of the University community may request disk space e.g. approved projects. Requests must be made through the Help Desk and be approved by the DIT or nominee.
- 3.2.3. Users of ITD provided disk space must agree to abide by the University's policies and rules on computer use.

#### **3.3. Availability of Disk Space**

- 3.3.1. ITD provided disk space will be available, with the exception of planned maintenance periods and unplanned outages, 24 hours a day, 7 days a week.
- 3.3.2. At least two days notice will be given for a planned maintenance period. Where possible maintenance periods will be planned for times when user demand is low.
- 3.3.3. Systems failures during normal business hours will be dealt with immediately.
- 3.3.4. Systems failures outside of normal business hours will be dealt with in accordance with the current ITD policies and procedures on after-hours support.
- 3.3.5. Where the security of the University's ICT infrastructure is considered to be at risk, access to ITD provided disk space may be restricted.

#### **3.4. Disk Space and File Quotas**

- 3.4.1. Disk space quotas are set-out in Appendix A.
- 3.4.2. Changes to these quotas must be approved by the DIT.
- 3.4.3. Details of disk quotas will be published on the ITD web site.
- 3.4.4. For quotas not specified in Appendix A ITD System Administrators will set such quotas. These quotas must be approved by the DIT or nominee.

#### **3.5. Requesting new disk space or an increase in quota**

- 3.5.1. Personal disk space will be allocated when a user registers as a University computer user.
- 3.5.2. Operational Units must request their disk space.
- 3.5.3. Students requiring an increase in their quota for files associated with their studies must make the request through the relevant academic staff member.
- 3.5.4. Requests for new disk space or an increase in quota must be made through the Help Desk.

- 3.5.5. All requests must be approved by the DIT or nominee.
- 3.5.6. In considering such a request the DIT or nominee shall take into account the cost and availability of resources and the importance of the provision of this space has in assisting the University meet its strategic objectives.
- 3.5.7. Where a request for extra, non-chargeable, disk space is not approved ITD will provide the option of a SLA to provide the disk space at a negotiated fee per Gigabyte.

### **3.6. Setting up and Security Settings of Files and Folders**

- 3.6.1. ITD is responsible for setting up the disk space for individual users, Operational Units and approved projects.
- 3.6.2. ITD is responsible for ensuring the security and integrity of file servers.
- 3.6.3. Files will be backed up and restored in accordance with the ITD file backup and restore policy.
- 3.6.4. Disk Space Administrators are responsible for the structure, control and security of their Operational Unit's disk space.
- 3.6.5. ITD is responsible for providing training and reasonable ongoing assistance to Disk Space Administrators.
- 3.6.6. Individual users are responsible for the structure, control and security of their personal disk space.
- 3.6.7. Personal disk space cannot be shared between multiple users.

### **3.7. Users' Responsibilities**

- 3.7.1. Users are responsible for ensuring their files are free of damaging code (e.g. viruses, worms, Trojan horses etc.). ITD reserves the right to scan its disks to detect such files and to modify, disable or delete such files.
- 3.7.2. Users are responsible for ensuring they remain within their allocated disk space quota. For users who are over quota ITD reserves the right to archive a user's files and delete files in order to bring their disk usage back within the quota.
- 3.7.3. Users are responsible for ensuring that their desktop computers are correctly configured to access ITD disk storage.

### **3.8. Shared Disk Space between Organisational Units**

- 3.8.1. Operational Unit disk space cannot be shared with other Operational Units.
- 3.8.2. Users requiring the sharing of files between Operational Units must negotiate a solution with ITD.
- 3.8.3. The DIT or nominee must approve the solution.
- 3.8.4. A SLA may apply.

### **3.9. Assistance with disk space problems**

- 3.9.1. All problems with Operational Unit disk space must be referred to the relevant Disk Space Administrator. The Disk Space Administrator will liaise with the ITD Help Desk.
- 3.9.2. All other problems with disk space are to be reported to the ITD Help Desk.

### **3.10. Supported File Systems**

- 3.10.1. ITD will support file access protocols as listed in Appendix B.
- 3.10.2. Requests to support file access protocols not listed may be made through the Help Desk. They must be approved by the DIT or nominee and may be subject to a SLA.

- 3.10.3. ITD will provide, where possible, cross platform access to files that is transparent and easy to use for the majority of end users e.g. Macintosh and PC platforms can transparently share files.

### **3.11. Charges for Disk Space**

- 3.11.1. There will be no charge to users for the disk space quotas set out in Appendix A.
- 3.11.2. Disk space subject to a negotiated SLA with ITD may be subject to a fee approved by the DIT or nominee.

### **3.12. Maintenance and Replacement**

- 3.12.1. ITD is responsible for the replacement, maintenance and support of the hardware and software required to provide the disk space provided by this operating procedure.

## **4. Definitions:**

**Disk Space:** Refers to disk space controlled by ITD and in which the file systems are maintained by ITD.

**Disk Space Administrator:** The person in an Operational Unit, trained by ITD, who has responsibility for the structure, control and security of the Unit's disk space.

**DIT:** Director of Information Technology, Information Technology Directorate, UNE.

**ICT:** Information Communication Technologies

**ITC:** Information Technology Committee, University of New England. The University committee that advises the Vice-Chancellor on IT policy.

**ITD:** Information Technology Directorate, University of New England.

**SLA (Service Level Agreement):** An agreement between ITD and an Academic, Research or Administrative Unit or others to provide a service. Charges may apply.

**Operational Unit:** An operational unit of the University is a unit such as a School in a Faculty or a Directorate. An Operational Unit must consist of at least fifteen staff. Units with less than fifteen staff require special approval from the DIT or nominee.

**Approved Projects:** Projects approved by the senior management of the University. SLAs and charges may apply.

**UNE:** University of New England.

**Normal Business Hours:** Normal business hours are between the hours of 9am and 5pm on week days excluding public holidays and University leave days.

**University Community:** University staff and enrolled students.

**Director ITD:**

Approved: \_\_\_\_\_

Date: \_\_\_\_\_

**Executive Director (Business and Administration)**

Approved: \_\_\_\_\_

Date: \_\_\_\_\_

## Appendix A

### Allocated Disk Space

<b>Category</b>	<b>User Space</b>	
Undergraduate Student	20 MB	
Postgraduate Student - Coursework	100 MB	
Postgraduate Student – Research Undergraduate Student – Honours	200 MB	
Staff	200 MB	
Operational Unit	1 GB	
Approved Non-UNE Community Members	100 MB	

## **Appendix B**

### **File Access Protocols**

#### **Unix**

NFS, FTP, HTTP, SSH, SMB, AFP

#### **Windows**

SMB, AFP