

VT Office 365 – SharePoint Online

Memorandum of Understanding for Departments

VT O365 - SPO MOU

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Definitions

See [http://msdn.microsoft.com/en-us/library/office/gg191706\(v=office.15\).aspx](http://msdn.microsoft.com/en-us/library/office/gg191706(v=office.15).aspx)

Audience

This memorandum of understanding (MOU) is targeted towards VT department IT administrators who wish to learn more about the offerings that the VT Office 365 – SharePoint Online (SPO) service provides at an organizational level. (In this document, “department” may also refer to a college or other defined organizational unit.) This MOU is not intended for VT end users who simply wish to access SPO from an individual standpoint. For users who wish to utilize their individually licensed SPO services, please go to <http://onto.office365.vt.edu> for more information.

Purpose

This MOU was created to assist in addressing common questions, rights, and responsibilities related to VT Office 365 – SharePoint Online departmental delegation. It also provides a documented agreement on what local IT administrative staff will need to provide in terms of support and resources for a successful deployment of a departmental VT O365 – SPO rollout.

Microsoft SharePoint Online is a cloud-based SharePoint 2013 service offering that, when licensed at the individual level, provides access to three things:

- Office Online – a web based version of Microsoft Office applications
- OneDrive for Business – a web based storage repository (1 TB)
- SharePoint MySites – a personal SharePoint site (1TB combined with ODB)

Additionally, SPO can provide the ability to delegate “site-collections” within the environment (also called departmental SPO). These site-collections can be provisioned so that local departmental IT administrators can design, develop and

deploy their own sites and sub-sites. Site-collections facilitate departmental intranets, group file repositories, workflow and other web-based applications.

Participation

For a VT department to participate at the site-collection delegated level there are mandatory requirements:

1. You must designate two (or more) IT administrators who are full-time Virginia Tech employees to manage your site. They are responsible for management, support and governance for the site and any sub-sites.
2. You must have a managed Hokies Active Directory (AD) organizational unit (OU) in the VT AD.¹
3. A Dean\VP and a Department Head (if applicable), or their designee, must designate a records coordinator who will be responsible for records management duties associated with site content in accordance with Policy 2000, Management of University Records (<http://www.policies.vt.edu/2000.pdf>).
4. A Dean\VP and Department Head (if applicable) and the IT administrators must sign this MOU indicating they understand the rights and responsibilities imparted to them when a VT Office 365 SPO site is delegated to them.²

Access

All Virginia Tech faculty and staff are automatically licensed for VT Office 365 – SPO access after they have self-provisioned a Hokies user account (VT AD user account) and accepted the corresponding end-user license agreement (EULA). Once a user is licensed they have access to the personal service components of SPO (MySite, OneDrive for Business and Office Online). Authentications to SPO services are managed through a user's Hokies account via VT Active Directory Federated Services. There are no additional accounts or passwords necessary. Authorization to resources contained within MySite or departmental sites are managed by the corresponding administrator(s) of the site.

Microsoft can, and does, have planned and unplanned downtime for VT Office 365 SPO cloud-based services. Microsoft identifies possible scheduled maintenance in

¹ OUs are created based on the CNS DNS zone mapping for departments. See <http://groupw.cns.vt.edu/~benchhoff/cgi-bin/ipr-dump-wrapper.cgi?style=www> for a listing of departments sub-domains mappings. For example, the department 'Academic Assessment Program' has a sub-domain of aap.vt.edu. For this department to meet this requirement they would need a Hokies OU called 'aap' defined with OU administrators managing the OU.

² SPO is a very complex and powerful web-based applications framework. Simply being allocated the starting default site is a daunting and potential troubling prospect for those unfamiliar with how SPO works. Therefore, the IT administrators must be technically literate with existing SharePoint 2013 architecture. If training is required, you need to take the time and effort to become familiar with SP and SPO before beginning to build your departmental site. Failure to do so will only frustrate you, your users and ultimately cause confusion and anxiety about these types of technologies in the future

advance when possible. If service status question arise that may be impacting your departmental site, please contact 4Help for confirmation.

Resources

The default allocation for a departmental site is 1 terabytes (TB). This cloud-based storage contains all SPO data within your site and any sub-sites. It is up to your IT administrators to further partition this space as departmental needs dictate. If this initial allotment is used at 90% or more capacity, a one-time additional allotment can be made for an additional 1 TB (2 TB in total). Once that space has been consumed, additional departmental SPO space must be purchased. Microsoft provides a mechanism to pay for additional SPO storage at a set dollar amount per gigabyte per year. This process requires several parties (the local department, Collaborative Computing Solutions, IT Acquisitions, Microsoft and a software reseller) to coordinate the sale and allocation of this storage. It also requires a yearly renewal of this additional storage. Failure to renew or upgrade in a timely manner may adversely impact the operations of the delegate site-collection.

If a departmental SPO site becomes inactive (has no local departmental IT admins) the site will be considered orphaned and deleted after six months for space and resource reclamation.

Data security

While Microsoft has entered into legal agreements with Virginia Tech about how data “in-cloud” can be accessed, managed and retained it is up to the department to ensure that sensitive or confidential information is not replicated to the cloud. Information with data restrictions such as ITAR, DFARS, PCI, or HIPAA should not be stored in VT Office 365 services. If you have questions regarding data classifications and potential exposure issues, please contact University Records Management and the Information Technology Security Office (ITSO).

Training

SPO is a complex and powerful set of services. It is vital that a department that wishes to be apportioned a piece of this cloud-based service have the requisite local knowledge to do so in an efficient and robust manner. It also behooves a department whose users will be accessing SPO to provide training and guidance to maximize the benefit of the solution.

We suggest taking advantage of the Lynda.com web training service provided by Technology-enhanced Learning & Online Strategies (TLOS). This service can be found at <http://www.olcs.lt.vt.edu/lynda> and contains many useful tutorials concerning Microsoft SharePoint and related technologies.³

³ Search for “SharePoint Server 2013 essential training”. Each section can be reviewed a necessary. We recommend that those responsible for SPO governance, design and operations review the entire training course.

Support

Departmental IT personnel are responsible for supporting SPO departmental site and sub-site usage. This includes all design, development and deployment of SPO sites. Collaborative Computing Solutions (CCS) is responsible for the proper licensing of faculty and staff Hokies domain user accounts for SPO and the ability for users to authenticate to related Microsoft cloud-based services. Please do not submit 4Help tickets related to SPO unless it relates to licensing, authentication issues or service availability!

When a department signs up for a SPO department site, the IT administrators will be added to a private VT Office 365 – SPO listserv. This listserv is intended to be only for rapid communication related to SPO services and offerings. It is not intended to be a general forum for SPO related technologies, questions or concerns.

Getting started

If you have met all the requirements (1-4) listed previously, you are ready to have a SPO site-collection allocated to your department! Please fill out the information below and submit a copy electronically to onto365@vt.edu (subject line: department SPO) or via campus mail to CCS c/o Marc DeBonis, Mail Code 0479.

Department full name: _____

Department OU name: _____

(Check only one)

☐ Make this OU a stand-alone site collection

☐ Make this OU a sub-site to the existing site collection _____ (OU name)

(Default sharing mode – check only one)

☐ Hokies account only, ☐ Hokies/MS Live ID, ☐ Hokies/MS Live ID/Anonymous

We the undersigned understand the rights and responsibilities imparted to us when a VT 0365 SPO site is delegated to our department. We also acknowledge our role in supporting the consistent and appropriate use of this cloud-based technology.

Dean\VP or signature delegate (print): _____

Dean\VP or signature delegate (sign): _____

Department Head (print): _____
(if applicable)

Department Head (sign): _____
(if applicable)

Departmental IT admin #1 (print): _____

Departmental IT admin #1 (sign): _____

Departmental IT admin #1 pid: _____

Departmental IT admin #2 (print): _____

Departmental IT admin #2 (sign): _____

Departmental IT admin #2 pid: _____

Designated departmental records coordinator (pid): _____

Date: _____

Once received we will work to build your departmental site-collection within 48 hours. If questions arise about availability, requirements or staffing, we will attempt to contact the primary and secondary IT admins. Once provisioned an email will sent indicating completion.