Master Service Agreement
Simple Level of Support for Journals

This document represents a Master Service Agreement ("MSA") between the Center for Digital Research and Scholarship ("CDRS") and [*Partner Name*] ("Partner") for the provision of services required to support and sustain a **Simple** online journal. This MSA remains valid until superseded by a revised agreement mutually endorsed by the stakeholders. Incremental changes will be recorded in an Amendments section of this Agreement and are effective upon mutual endorsement by the primary stakeholders.

Section 1: Definitions of terms

1.1   "Open Journal Systems," or "OJS," shall mean an application that is installed by CDRS and utilized by the Partner to distribute academic content via the Internet. It is a software and web interface bundle that was authored and is maintained by the Public Knowledge Project, offered as an open source application.

1.2   "Journal" shall mean the content placed into OJS by the Partner.

1.3   "Configuration" shall mean any method by which the Open Journal Systems application is changed from its default installation state.

1.4   "Workflow" shall mean the manner in which all the pieces of the Open Journal Systems application work. This encompasses authoring, submission management, article review, acceptance, and publication.

1.5   "Server" shall mean the hardware, the Apache/Tomcat package, and the file system on which the OJS install has occurred

1.6   "Setup" shall mean one unique, customizable instance within the Open Journal Systems.

1.7   "Permission(s)" shall mean any type of view, read, write, or execute ability to folders and files within the server on which the system is hosted.

1.8   "Patches" shall mean any incremental software fixes released by the Public Knowledge Project.

1.9   "Upgrades" shall mean the install of any new version of the OJS application as released and verified by the Public Knowledge Project, or the install of any new version of a requested plug-in or operant extension (see Section 3.7).

1.10   "User" shall mean any person who is given access to the web development space in which OJS resides – not a participant in the Journal.

1.11 "Admin" shall mean a person designated by the Partner to have full and comprehensive permissions to all areas of the site, and who is authorized to add or remove other users.

1.12 "Service" shall mean the offering CDRS provides as a whole, not restricted to OJS install and maintenance. Please see Section 2 for full definition.

1.13 "Commencement Date" shall mean the date that CDRS will start development work on the Service.

1.14 "Launch Date" shall mean the date that the Service will be available to the Partner, as set forth in the proposal or such other written notice from CDRS to Partner. Notwithstanding anything in this Agreement or any Partner Order to the contrary, no Partner-requested date for delivery of Service will be effective unless and until confirmed in writing by CDRS.

1.15 "Reporting" shall mean text status updates from CDRS to the Partner concerning actions that have been performed on the Service.

Section 2: Definition of Service
For the Simple level of Journals service, CDRS defines its offering as

2.1 SETUP of OJS.

2.2 Provision of server and web development ACCESS to OJS.

2.3 HOSTING of OJS.

2.4 CONFIGURATION of OJS WORKFLOW.

2.5 Creation and implementation of COLORING on OJS per CDRS-provided palette and Partner-provided logo.

2.6 Creation and implementation of a single LAYOUT CUSTOMIZATON for the public-facing pages of the OJS application.

2.7 MAINTENANCE of the application and underlying systems.

2.8 REPORTING concerning status of the system as a whole and actions taken upon said system.

Section 3: Description of Service
The following details describe the responsibility of CDRS in the ongoing support of this Agreement:

3.1 Setup of OJS – CDRS will provide Partner with a unique instance within the Open Journal System. Any Service setting decisions will be changed as

required to fulfill the workflow needs of the Partner. Any application setting decisions that require Partner feedback will be done in tandem with the Partner and be defined prior to setup, via discussion meetings. A list of common requested settings will be provided to the Partner prior to discussion meetings.

3.2   Provision of access to OJS – CDRS will deliver appropriate access permissions, as well as access documentation, to any requested users within the Partner's organization.

     3.2.1 Pre-Launch Date, Partner may ask via email notification for additional users to be given access permissions. CDRS will provide access to Columbia-based users within 5 business days of email receipt. Users external to Columbia will take more time. Partner will be notified when external users have been added.

     3.2.2 Post-Launch Date, the designated admin will also have the ability to add Columbia-based users. The designated admin will have the ability to delete any users.

3.3   Hosting of OJS – CDRS will create the Partner's setup at a server location with 10 gigabytes of storage space, with an expectation of a maximum of 10,000 visits per month. If Partner exceeds this capacity, an Amendment is required.

     3.3.1 The server on which the installation resides will have a cap of 60 MB per file for upload via the OJS web tool. Users with appropriate server access (described in 2.2) may place larger files directly onto the server via FTP.

3.4   Configuration of OJS workflow – CDRS will set up the pattern of the application workflow for the Partner. This will require in-depth discussion with Partner's editorial staff ahead of Commencement Date.

3.5   Coloring of OJS – CDRS will come up with a palette of colors to use on the public-facing pages of the OJS application. CDRS will also ensure that the colors adhere to accessibility guidelines.

3.6   Layout Customization of OJS – CDRS will design *one* custom layout for the Partner, designing components from navigation to fonts to column sizes.

3.7   Maintenance of system – CDRS will keep the OJS installation up to date with patches, installing required patches within 20 business days of distribution. CDRS will also ensure any upgrades required to OJS are performed in a timely fashion, and will initiate any patches or upgrades to the server platform on which the Service lives. CDRS will also ensure that valid backups are performed on a regular basis. CDRS will also ensure that

the layout configuration continues to adhere to any new iterations of W3C best practices.

3.8   Reporting on maintenance of system – On a quarterly basis CDRS will deliver status reports describing what has been done for maintenance.

Section 4: Partner Requirements
The following detailed responsibilities and/or requirements in support of this are the responsibility of the Partner in the ongoing support of this Agreement:

4.1   Partner is responsible for having an authoritative representative attend discussion meetings to define requirements of workflow prior to Commencement Date.

4.2   Partner is responsible for delivery to CDRS of a list of names and Columbia UNIs of those who will be users and who will need access to the server on which their OJS instance is hosted, including any specific levels of access required. As part of this list, a designated admin user must be selected and indicated to CDRS prior to install.

4.3   Partner is responsible for delivery to CDRS of all details concerning people outside of Columbia University who might need access to the server on which their OJS instance is hosted.

4.4   Partner holds complete responsibility for assignation of OJS registration IDs to appropriate participants within and without Partner's organization. These are specifically used to associate participants with Journal roles (authors, editors, etc.).

4.5   Partner holds responsibility to provide CDRS with a logo within one week of Commencement Date.

4.6   Partner and CDRS share responsibility for setting up any web statistics or metrics system they so choose. If the Partner has no preferred metrics system, Partner will be provided access to Google Analytics.

4.7   Partner should not attempt to customize their setup. Partner holds complete responsibility for informing CDRS of any desire to expand or customize the setup beyond what has been delivered by CDRS at Launch Date.

Section 5: Supplemental Services
Should the Partner desire to add a blog or wiki to their Journal service, the following Service expansions apply:

5.1   Blog – CDRS uses WordPress as its blog software. If Partner chooses to add a blog, CDRS will:

5.1.1 install the system and create a full-access account for the designated admin. No user roles or workflow shall be implemented by CDRS.

5.1.2 create a layout consistent with that of the custom OJS layout.

5.1.3 implement coloring consistent with that of the custom coloring used on OJS, as per the approved palette.

5.1.4 place logo and search for the blog to mimic their location on the OJS application. Partner can alter placement at any time.

No shared user registration system between the blog and OJS will be implemented. WordPress training will be provided.

5.2   Wiki – CDRS has several options for wiki-style content. For independent hosting use with more options for layout, CDRS uses MediaWiki; for more simple content with a more intuitive collaborative system, CDRS can offer a Wikispaces area. If Partner chooses to add a wiki, CDRS will:

5.2.1 install or configure the system and create a full-access account for the designated admin. No user roles or workflow shall be implemented by CDRS.

5.2.2 place logo and search for the Wiki.

No shared user registration system between the Wiki and OJS will be implemented. No layout changes will be implemented on the Wiki.

Section 6: General Terms of Service
6.1   Communications – In order to speed service, communications from Partner to CDRS via email should have [Name of Journal] in brackets in the subject line. CDRS will utilize any communication format the Partner desires for reporting and notification purposes.

6.2   Bug fixes – CDRS is responsible for any bugs that arise or are discovered from the standard use of the Service or any CDRS-managed patches, standards changes, or upgrades. Partner is responsible for any bugs that occur as a result of any efforts at self-customization.

6.3   Unrecoverable configuration – Should the Partner be unable to correct bugs created by their own efforts at customization, CDRS will roll back the site to its original configuration settings.

6.4   Expansion or reduction of service – Partner can request a service expansion at any time, with the understanding that a service expansion will render the original agreed-upon Launch Date invalid. If a service expansion is

desired, CDRS will respond with new projected timelines for Commencement Date and Launch Date, and if this is agreeable to all parties, an Amendment will be created or, if necessary, a new MSA will be drawn up.

6.5   Transfer of Stakeholding – Either the Partner or CDRS may change their designated stakeholders at any time. Notification should be given 10 business days prior to stakeholder transfer, and an Amendment attached to the MSA.

6.6   Force Majeure – Both parties acknowledge the possibility of failure of performance or equipment due to causes beyond such party's reasonable control ("force majeure event"). In the event CDRS is unable to deliver Service as a result of a force majeure event, Partner shall be notified within 24 hours of discovery, and all effort will be expended to repair the issue.

6.7   Columbia Terms of Use – CDRS offers its Service under the auspices of Columbia University's Acceptable Use policy (found at http://www.columbia.edu/cu/policy/network_use.html). CDRS does not bear responsibility for any mitigation action that they are required to take due to the Acceptable Use policy.

Section 7: Duration of Service
The initial phase of the Service (Setup, Access, and Hosting) will take no longer than 10 business days from delivery of Partner requirements 4.2 and 4.3.

The second phase of the Service (Configuration, Coloring, Customization) is a flexible timeframe. Delivery of first palette and sample custom layout will take 15 business days from delivery of logo (Partner requirement 4.5). Delivery of customized setup will be delivered 20 business days after approval of palette and sample layout.

If content loading is required to complete the project, a separate time assessment will be made based on amount of content and application in which it is stored. An amendment will be created and attached to the MSA. Launch date will be based on the assembly of the above conditions.

The final phase of the Service (Maintenance, and Reporting) will continue until mutually agreed otherwise. If a Service expansion changes a free service into a chargeable service, Maintenance at the higher Service level will be included for a year. After a year, Maintenance will change to the highest free level, until otherwise negotiated.

Section 8: Terms of Termination
Should Partner wish to terminate the Service, CDRS requests a minimum 30 business days' notice via email. CDRS will transfer all content and access rights to whomever the Partner designates.

Should CDRS need to terminate its support of the Service, they will provide no less than 120 business days' notice via email. Staff will be on hand for the duration of that time period to facilitate handoff and deliver training to any members of the Partner's organization.

Section 9: Stakeholders
Stakeholders will be considered primary points of contact between CDRS and Partner. While direct communication will go on between other participants in the project, Service-level conversations must include and be signed off by stakeholders as designated.

Name, Dept	*Email*
Rebecca Kennison, CDRS	rkennison@columbia.edu
[PARTNER EIC]	

When either CDRS or Partner changes stakeholders, notification is required. Please refer to 6.5 for process.

Section 10: Endorsement

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Rebecca Kennison, CDRS Director

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[JOURNAL EIC, JOURNAL] Editor-in-Chief