CTS World Wide Web Server Policy
IRSS/CTS
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1.0 Background

This document details the policy for using the World Wide Web server maintained by CTS. As with any such document, we expect to review andrevise this policy when necessary to make sure we keep up with any changesthat occur over time.

2.0 The NAU World Wide Web Server Mission

Computing Technology Services believes that a campus World Wide Web serverwill allow departments to electronically participate as informationproviders on the Internet in a cost effective and efficient manner. This service provides a method for meeting the demand for high quality, interactive information sharing using our existing TCP/IP network on a worldwide level.

3.0 The CTS WWW Service

Any campus department or official Northern Arizona University organization can participate in this information sharing medium as long as the information being stored is relevant to the mission of the University and the department or organization abides by the rules laid out in this policy guide. Unethical, privileged, copyrighted, or illegal information is not allowed on the CTS Web server.

Individual and group, rather than departmental, participation is allowed on a case by case basis under the same rules as above. Generally it must make sense to have this data in a separate area related to the individual or group's focus and relationship to NAU.

3.1 Description of the Service

There are a number of options for departments or organizations who are considering offering World Wide Web information on the Internet. CTS recognizes that some departments or organizations will want to run their own server, on their own hardware, with their own computer support staff. Others have WWW and HTML expertise but lack a server that is guaranteed available 24 hours a day with minimal down time. Still others lack both the equipment and the technical experts necessary to deliver WWW documents on the Internet.

The following services are offered in order of CTS involvement:

1. Adding a link to a department's "home" page from the main NAU "home" page. Departments with robust servers and sufficient staff support are encouraged to contact us in order to have a link added to our "home" pages so that their NAU Web pages are accessible from the campus NAU "home" page. 2. An account and disk space on the main campus WWW server in order to develop WWW pages. Departments with local experts already proficient in developing WWW pages may ask for an account on our campus server. Note that the campus server is on maintenance, has clean power, is backed up daily, has sufficient capacity and is professionally administered. Hence departments and organizations are not faced with the problems of administrating or maintaining a mission critical server. CTS recommends that most departments or organizations strongly consider using our server for at least their initial WWW development. 3. An account and disk space as well as assistance in developing WWW pages. Department and organizations who are strongly motivated and willing to appoint a Web data administrator (with responsibilities listed below) will be given a limited amount of assistance toward actually developing WWW pages to go on the server. Ideally, this assistance will decrease over time in order for CTS to have the capacity to continue to bring new departments and organizations on line.

Most campus departments or organizations will want to be listed with the NAU "home" page. CTS will edit and update links on the appropriate NAU WWW document once the department or organization has their information ready for general public access. This does not happen automatically, each developer will have to contact CTS to get linked into the NAU "home" page.

3.2 Cost of the Service

Currently there are no fees associated with this service. There are, however, identifiable resources that cost real dollars to run the World Wide Web service. These include disk usage, server maintenance and upgrade, the cost per transaction, and CTS staff time spent administering and maintaining the World Wide Web server. Clearly some of these resources may be abused, especially disk usage and CTS staff time.

For that reason we have set upper limits for disk space and CTS staff time. Staff assistance of up to five hours will be considered a "reasonable" or "normal" request by a World Wide Web developer. Disk space of up to five Mbytes will also be considered an "acceptable" amount of disk space. Service requests beyond these levels may result in a charge and will be discussed individually on a case by case basis. Individual providers are certainly encouraged to use disk space and staff time efficiently as they approach their Web projects.

As with the rest of this document, this section is subject to review and revision at any time.

4.0 Responsibilities

Full participation in using space on the CTS Web Server involves identifying a departmental Web data administrator. This person is responsible for the content, style, accuracy and organization of the data that resides on the Web server. Further, this person will receive, from time to time, information through electronic mail that concerns the Web server or their information area. Web data administrators are encouraged to become directly involved in designing, editing, and uploading their own World Wide Web pages.

CTS will attempt to provide tools, methods, training, and documentation to assist departmental data administrators in managing their data on the Web server. We believe an individual with strong Macintosh or PC skills should be able to be a successful Web data administrator for their department or organization. However, we recognize that there are important data providers who do not have the local expertise to be successful in directly managing their information. CTS currently has a student worker who will assist these departments in developing and uploading World Wide Web information.

4.1 Department or Organization Commitment

A key to success for any group's Web data depends upon that group's Web data administrator. This person must be willing to take responsibility for the content and quality of the final product as it appears to Web browsers. Ultimately it would be ideal if this person actually learned to modify, test, and directly change their group's data on the Web server. At a minimum, however, we expect this person to review work that is done on the group's behalf in a timely fashion and take responsibility for any errors, corrections or problems that occur.

A minimally compliant Web data administrator needs to be able to use a Web browser (such as Mosaic or Netscape) in order to review and test the group's Web pages. This person should also be able to provide the group's information in a standard format acceptable to the CTS student worker and is responsible for providing all of the content that appears for their group on the Web server. The Web data administrator also decides layout, style, information design and the basic hypertext look and feel

of the group's documents, consulting, of course, with department or organization leaders and any available NAU style guides. Also, the Web data administrator is responsible for respecting copyright laws.

Ultimately, CTS desires that the Web data administrator learns HTML (the Hyper Text Markup Language) and becomes proficient enough to directly edit and produce HTML files. This is a long term goal, however, and should not stop a department or organization from participating even if this capability is in doubt.

Finally, the department or organization should make a good faith effort to commit to this project a Web data administrator with enough available hours to accomplish these new duties. This should be viewed as a long term commitment which the department or organization will support into the future. In particular, if the current Web data administrator leaves the University, the department or organization will agree to replace, and if possible to train, the new person before the old person leaves.

Any department or organization that no longer has an acceptable Web data administrator fulfilling the above described duties may be contacted by CTS and asked to remove their Web information from the server.

4.2 CTS Commitment

Currently, two staff members in CTS have been designated (on a limited basis) to be directly responsible to Web data administrators. These staff members are responsible for adding and removing department or organization accounts from the server machine, scheduling initial meetings with new Web data administrators, answering questions from Web data administrators, identifying WWW end user tools and scheduling and supervising the CTS student worker who assists the Web data administrators developing WWW pages.

CTS will also announce and advise Web data administrators of new features and changes as they occur on the Web server. Frequently, because this is such a fast moving area of network research, there are Web services mentioned in literature, or on the Internet, that we either haven't had time to implement or are simply not working correctly and require a bug fix in order to get them working. While CTS needs to be notified when there are new features that would assist in improving this service, there is no guarantee that CTS will be able to respond to these new requests in a timely manner.

The CTS Web server is known as www.nau.edu and, as such, is the main Web server for the NAU campus. The Web data administrators form a cooperative group of data administrators who ideally assist in deciding how the server should function. CTS, however, has the main responsibility for insuring that the service is up and running and that the data meets the ethical, legal and organizational requirements stated above. This means CTS reserves the right to remove a department or group that puts inappropriate data on the server and is uncooperative when asked to rectify the situation.

Currently, the hardware being used to provide the Web service for NAU consists of a SUN Sparc 5 machine with an external 1.2GB hard disk. In order to assure reasonable robust access to the data, CTS has placed the SUN machine on same day service and purchased a second 1.2GB hard disk to be used if the first should fail. The disks have a five year warranty, with a 48 hour replacement policy. While it is impossible to guarantee the actual down time we might experience with this sort of arrangement, we will try to be down no more than 24 hours for any given hardware problem.

From time to time, the server software is upgraded to fix known bugs and to bring new features to the campus Web server. Normally, these functions are tested on another machine before software changes are made on the actual campus Web server.

4.3 Data Integrity

CTS is responsible for maintaining the overall integrity of the Web data on our disk. To this end, CTS has established backup procedures and disk management policies sufficient to recover from a disk or machine failure and restore the data to within 24 hours of the disk crash. At this time, however, CTS does not expect to restore individual files for people on the Web server. It is the Web data administrator's responsibility to backup any data put on the server. The best approach is to keep a copy of the Web data locally. When the Web data administrator deletes a file off the Web server, it should be assumed this file is gone for good.

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