

# CEE Computing Service Level Agreement

Department of Civil and Environmental Engineering  
University of California, Berkeley

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## 1. Introduction

This document defines the computing services that the CEE department provides to its faculty, staff, students, post-doctoral, and visiting scholars (a.k.a “the CEE community”). The CEE Computing Systems Manager (CSM) and his/her staff manage the departmental computing resources. The CSM reports to both the CEE Management Services Officer (MSO) and to the Vice Chair for Research and Technical Services.

The departmental computing staff is available for consultation Monday through Friday, 8 a.m. to 5 p.m. and computing services can only be assured during these times. The phone number of the CSM is 642-2023 and the email address to report problems is [help@ce.berkeley.edu](mailto:help@ce.berkeley.edu). The computing staff is located in 305 Davis Hall.

## 2. General Description

The goal of the department’s computing group is providing a reliable and secure computing environment for the CEE community. A Windows Active Directory domain provides the majority of services for users. Some services are provided via Linux servers. The department’s instructional computing facilities consist of Windows XP PCs located in several instructional labs available to all CEE students. Unix computing is provided to users through the department’s affiliation with the Davis-Etcheverry Computing Facility (DECF) located in Etcheverry Hall.

## 3. Department Provided Computing Services

### 3.1 File Server

The department maintains a file server that provides backed up disk space for the CEE community. Disk space is managed via a quota system. Quotas for users are listed in the following table.

### Disk Quotas on CEE File Server

User Category	Disk Quota
Undergraduate student	1 GB
Masters student	1 GB
Ph.D. student	1 GB
Post-doctoral researcher	1 GB
Staff	10 GB
Faculty	10 GB
Visiting scholar	1 GB

The file server will be backed up every night using an incremental backup policy (files changed since the last backup will be backed up).

Requests for restoration of files should be sent to help@ce.berkeley.edu with complete information about the file name, directory, and date of the file to be restored.

#### **3.2 Windows Domain**

The department maintains a Windows domain, which is a standard computing security environment that allows members of the domain to access any computing resource to which they have been granted access.

#### **3.3 Web Server**

The department maintains a web server (www.ce.berkeley.edu) on which the official CEE website and web applications are hosted.

#### **3.4 Print Server**

The department maintains printers in the instructional labs in 345 Davis Hall and 118 McLaughlin Hall. These printers are accessible to anyone logged into the CEE Windows domain. Printing is managed via a quota system. All new accounts are given a one-time account creation quota of 100 pages, which may be increased as described in Section 8.2.

#### **3.5 Email Forwarding Server**

The department maintains an email server that forwards email for members of the CEE community who have chosen to use a “@ce.berkeley.edu” email address. Such email will be forwarded to another email server<sup>1</sup> of the user's choice, where the user will send and receive their email.

#### **3.6 DHCP Server**

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<sup>1</sup> The two main options at present are CalMail and DECF.

The department maintains a DHCP server to provide dynamically assigned network addresses as necessary.

#### **4. CEE Computing Network**

Department facilities have connections to the campus computer network. The campus Computer Network Services (CNS) owns these connections. Users of the network agree to follow the rules established by CNS.<sup>2</sup>

At least one network connection will be active in each occupiable room in the CEE space inventory. The department will provide ethernet switches and cables to minimize the need for the activation of additional connections.<sup>3</sup> Additional connections can be made active upon request. Requestors will be responsible for CNS charges for such activation.

Users who connect to the network will be assigned a network address dynamically using the DHCP protocol. For a computer to be assigned an address, the user must first register the ethernet address of their computer with the CEE computing staff. The procedure is documented in the computer systems FAQ.<sup>4</sup> Department IP address resources are limited, but DHCP-assigned fixed IP addresses can be provided when absolutely necessary.

Additionally, Davis Hall has AirBears wireless network coverage in many locations. The establishment of additional wireless networks by users is permitted only if a wireless router is configured in bridge mode and the user complies with CNS regulations on wireless networks.<sup>5</sup>

If the department CSM receives notice from CNS that a computer is or might be compromised by a computer virus or other anomaly, the CSM reserves the right to disable the infected computer's network access. In all cases, the CSM will first attempt to contact the owner of the infected computer before taking this step. In severe cases, the network connection for the infected computers can be disabled directly by CNS.

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<sup>2</sup> See <http://cio.berkeley.edu/policies.html> .

<sup>3</sup> This service is only provided in CEE spaces with switched networks. Currently this excludes portions of McLaughlin Hall.

<sup>4</sup> <http://www.ce.berkeley.edu/ceec/faq.html>

<sup>5</sup> [http://www.net.berkeley.edu/policy\\_review/user\\_installed\\_netequip.html](http://www.net.berkeley.edu/policy_review/user_installed_netequip.html)

## **5. Services to Faculty**

Each faculty office will have one active data connection. In locations with switched network access, the department will furnish a 5-port Ethernet switch when requested so that faculty members can connect more than one network device to the campus network.

The provision of computing equipment for faculty offices is made via start-up funds. Subsequent upgrading of the equipment is at the discretion of each faculty member and must be done using their extramural funds, endowed chairs, or discretionary funds. Requests for ergonomic furniture should be directed to the department's MSO.

The department will provide laser printer cartridges and printer paper for faculty offices through the supply system.

The CSM and his/her staff will maintain the official department homepage for each faculty member.

Faculty members are expected to provide computing equipment for their research group.

Faculty desiring to connect to the campus network from off-campus should obtain software and instructions from campus Workstation Support Services (WSS).<sup>6</sup> Department computing staff can assist in basic trouble shooting and advice on connection issues; however, for detailed help faculty are directed to WSS.

The department will install software on the instructional computing systems each semester at the request of faculty members. Requests for software that need to be purchased should be directed to the Vice Chair for Research and Technical Services. Prior to the beginning of each semester, deadlines for software requests will be announced in the Faculty Broadcast.

Faculty members may also consult with the CSM, or his/her staff, on matters relating to web site construction, instructional and research computing technology, and classroom support.

## **6. Staff**

All staff members will be furnished with the computing resources necessary for them to accomplish their job. Requests for computing resources should be made through their supervisor to the CSM.

The staff's physical computing environment (e.g. chair, desk, monitor, etc.) will be adjusted to provide an ergonomically comfortable workstation, subject to campus guidelines.<sup>7</sup> Requests for adjustments for the computing environment should be directed to the staff member's supervisor.

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<sup>6</sup> <http://wss.berkeley.edu>

<sup>7</sup> <http://ls.berkeley.edu/lscr/support/faq/ergo>

Staff use of Department computing resources for personal purposes will be limited according to campus guidelines.<sup>8</sup> This is especially important for email account use. The department reserves the right to access staff member email within the parameters established in the University of California Electronic Communications Policy.<sup>9</sup>

## **7. CEE Community**

All members of the CEE community will have access to the instructional PC laboratories. If performing research, they are to use equipment provided by their research advisor. Members of the CEE community are also responsible for first reading the CEE Computing Frequently Asked Questions web page<sup>10</sup> before requesting help and for being in compliance with all campus policies on computer use.<sup>11</sup>

Account data for CEE community members will remain as a courtesy for 2 months past the end of University affiliation. After this courtesy period, accounts will be deleted with no advanced notification.

The CEE Computing Staff will do their best when working with computers already running non-English software. However, they will not install any non-English software.

## **8. Recharge Computing Services**

The department provides the following computing services, some of which must be recharged. Staff time for these services will be recharged at a rate of \$65/hour in addition to any other specified costs.

### **8.1 Email servers**

It is recommended that individuals and research groups not set up their own email servers. However, if compelling reasons exist the CSM and his/her staff can assist in setting up email servers.

### **8.2 Printing**

To increase a print quota beyond the initial allocation of 100 pages, users must provide to the CSM or the CSM's staff one 500 page ream of paper for every 400 pages they print. This paper must be provided before printing is done. Refunds are not given for unused allocations.

### **8.4 Web servers**

As with email servers, it is recommended that individuals and research groups not set up their own web servers. However, if compelling reasons exist, the CRM and his/her staff can assist in setting up a web server.

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<sup>8</sup> <http://cio.berkeley.edu/policies.html>

<sup>9</sup> <http://cio.berkeley.edu/policies.html>

<sup>10</sup> <http://www.ce.berkeley.edu/ceec/faq.html>

<sup>11</sup> <http://cio.berkeley.edu/policies.html>

**8.5 *Web page construction***

Web page authoring is available from the CSM and his/her staff. Basic questions and minor trouble-shooting are provided free of charge. More involved web design and construction must be recharged and is subject to staff availability.

**8.6 *Research computing environments***

The CSM and his/her staff may provide assistance in the setting-up and configuration of research computing environments. Initial consultations and minor troubleshooting are provided without charge. Additional services must be recharged and are provided depending on staff availability.