Service Level Agreement (SLA) # 34
CAWT LIMS Network Integration

Between:	**Information Technology Services (ITS)** **&** **Centre for Alternative Wastewater Treatment (CAWT)**
Effective Date:	17-July-2017
Contacts:	Paul Marchant - Director of IT Operations
Approvals:	X_____ Roger Fitch - Chief Information Officer X_____ Brent Wootton – Associate Vice President
Definitions:	CAWT – Centre for Alternative Wastewater Treatment ITS - Information Technology Services LIMS – Laboratory Information Management System RBAC - Role-based Access Control
Purpose:	CAWT currently operates a stand-alone Laboratory Information Management System (LIMS). As a system evolution, this SLA describes how the LIMS will integrate with the college network.
Service Description	**Role-based Access Control (RBAC): (2 Role Groups & 2 Access Groups)** 1. ITS to create Role Groups: • ROLE_CAWT_LIMS_**ADMINS** • ROLE_CAWT_LIMS_**USERS** 2. ITS to create Access Groups: • AG_CAWT_LIMS_**FULLACCESS** • AG_CAWT_LIMS_**READWRITE** 3. The CAWT leaders will appoint and maintain the membership of the LIMS Administrator Role Group as needed. 4. The LIMS Administrator will populate and maintain the members of the LIMS Users Role Group as needed. **New Network Folder & Drive Mapping:** Making use of existing ITS infrastructure resource, ITS will: 5. Create a new application folder: `S:\shared data\Applied Research\LIMS` and assign appropriate folder permissions to the Access Groups. 6. A quota on this folder will be limited to 250 GB.

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	7. Members of the LIMS Users Role Group will receive an automatic drive mapping (`L:\`) pointing to: `S:\shared data\Applied Research\LIMS\` The following established ITS practices remain in effect: 8. Only ITS administered Fleming Staff PCs may connect to, or make direct use of, the Fleming College Staff/Student wired network. (CAWT lab instrument devices are NOT permitted to connect to the LIMS network drive/location via this design.) 9. Data will be backed-up nightly via the existing file-based backup. (The vendor has stated that no special backup method for this data is required and that traditional file-based backup is sufficient.) 10. The ITS retention period for data back-ups is 60-days. **Client Installation:** 11. ITS will continue to provide 1 standard staff PC per full-time College employee. 12. CAWT can fund additional Fleming ITS Staff workstations as necessary. 13. CAWT will install the pre-requisite vendor software onto their Fleming staff PCs via their local administrative rights. **Roles:** 14. CAWT will appoint a LIMS Administrator(s). 15. The LIMS Administrator and product vendor will provide all application support. 16. ITS support is limited to the provisions outlined above according to our existing support method and prioritization. (https://department.flemingcollege.ca/its/)