

March 08, 2007

To: PUSH – Greg Sabens, Luke Pickett
From: Barbra Steinmetz, Manager Workstation Technology
Re: Memorandum of Understanding for OrchardSoft Harvest Client Mapper software

Purpose

The purpose of the Memorandum of Understanding (MOU) is to state the limitations that Student Services Workstation Technology (SSTA-WT) will encounter associated with the installation, support and recovery of OrchardSoft Harvest Mapper software.

Because the vendor's policy disallows anyone other than a member of their staff to install the Harvest Mapper software, SSTA-WT determined the following exceptions will be required to our normal support policies and procedures.

Installation Services

Per our negotiated [Initial Service Level Agreement](#), we maintain a standardized environment for cost-effective support efficiencies. New applications are [approved](#) to ensure they will work when installed in our environment. Our supported users do not have administrative permissions on machines to install software.

To install the software requires a code which the vendor has declined to provide to SSTA-WT; therefore we cannot provide a managed installation of this application. The initial installation will be coordinated by PUSH with the vendor and SSTA-WT.

Recovery and Support Services

Since a manual installation involving both SSTA-WT and the vendor will take longer than an automated deployment, any recovery effort will be delayed. Equipment replacement or hardware malfunction which requires application re-installation will be coordinated by PUSH with the vendor and SSTA-WT. The procedure used by PUSH is outlined in Attachment A.

Attachment A

1. PUSH will contact both OrchardSoft and SSTA-WT and determine the time when both parties are available to complete the install of Mapper.
2. At the designated time, PUSH will enable pcAnywhere and contact OrchardSoft that they can login into the workstation remotely.
3. During the designated time and after OrchardSoft has logged in, PUSH will contact SSTA-WT that OrchardSoft is ready to install Mapper. SSTA-WT personnel can either come to PUSH or connect to the workstation remotely to allow OrchardSoft the ability to run the Mapper install software with local administrative access.
4. OrchardSoft installs Mapper and SSTA-WT confirms that all local administrative access is closed. At this point SSTA-WT personnel can log off of the workstation.
5. OrchardSoft configures the Mapper software and assists PUSH Laboratory and Computer Services Personnel test the workstation to place it into production.
6. OrchardSoft logs out of the workstation.
7. PUSH disables pcAnywhere.