OVERVIEW

The purpose of this Service Partnership Agreement (SPA) between the University Technology Office (UTO) and *[department]* is to provide *[department]* with Webspark development support. Please refer to Appendix A for cost analysis.

Service Summary:

1. The service term of the agreement begins July 1, 2022 and renews annually.

2. ***Support Subscription for Website Maintenance*** at 10 hours per week for Webspark Web Development Support as described in the service description.

FUNDING

Employee Related Expenses (ERE) and other applicable university fees will be adjusted annually as needed. All payments will incur a risk management charge of 1.25%. Any payment funded through a general local account should include an ASC rate of 8.5% as identified in the university policy on general local accounts. All payments made in April, May or June will require the use of a local account.

SERVICE DESCRIPTION

Webspark Web Development

UTO Responsibilities
The UTO will be responsible for providing Webspark web development support for the websites listed in Appendix B, under this agreement.

Work Requests
Work requests will be prioritized via regularly occurring sprint planning meetings with the customer. The nature of work to be completed may include the following:

1. Consultation for site functionality, hosting, and maintenance needs.
2. Continued development service and maintenance: small to medium sized development requests that are deliverable within 1-2 sprints.
3. Deploy Webspark updates for ASU's brand standards.
4. Deploy security patches/code.
5. Expedite critical security patch deployment: will require customer review and sign-off. In the event that *[department]* is unable to review and sign off on test environments within 5 business days, critical Drupal updates will be deployed to live sites to protect the university from security incidents.

6. Provide vulnerability remediation.
7. Meet regularly with **[department]** staff to collaboratively assign priority to incoming requests, assign resources, and provide status updates.

New website Maintenance
Maintenance for newly launched websites may be added to this agreement mid-cycle as long as the following conditions are met:

1. The UTO has completed a developer review of said site(s).
2. The UTO has confirmed that it can support said site(s) based on current code base, architecture, staffing availability.
3. Website will be added to the agreement for tracking, if additional hours are need for support, the SPA will need to undergo a cost review to ensure costs are aligned appropriately with the level of effort.

Business Hours
In order to maintain a balanced work life, our developers will work the following hours and days.

1. 8:00 AM to 5:00 PM, Monday to Friday except for Arizona State University recognized holidays.
2. Alternate hours of coverage may be requested and scheduled on a case-by-case basis, subject to staffing availability.

Customer Responsibilities
The customer will be responsible for adhering to the following standards and procedures while UTO is providing Webspark web development support for the websites listed in Appendix B, during the duration of this agreement.

ASU Web Standards Compliance
Through the implementation of data-driven Web guidelines and standards, the university deploys highly effective strategies for information architecture, design, Web analytics, search engine optimization and security.

1. Your sites must be built in compliance with the ASU web standards.
    a. To learn more, please visit https://brandguide.asu.edu/execution-guidelines/web
2. It is the responsibility of the customer and/or website owner to ensure that continued compliance is met.

ADA Compliance
Web accessibility means making your website and its contents accessible to everyone, regardless of their abilities or the device they are using. Webspark is built with accessibility in mind.

1. It is the responsibility of the customer and/or website owner to ensure that website content is in conformance with level AA of Web Content Accessibility Guidelines.
    a. Responsibilities and resources are available at https://accessibility.asu.edu

b. Writing for accessibility: https://accessibility.asu.edu/articles/writing
c. Accessibility for videos: https://accessibility.asu.edu/articles/video
d. To ensure that your pages are accessible to persons with disabilities you can perform an ASU Web Accessibility Audit located at https://accessibility.asu.edu/audit

Data Handling Standards
Pantheon-hosted websites are not suited to collect/store sensitive information per ASU Data Handling Standards.

1. To learn more about data security here at ASU please visit the following resources.
   a. Data Handling Standard: https://uto.asu.edu/security-policies/policy/data-handling-standard
   b. Get Protected Website: https://getprotected.asu.edu/
2. It is the responsibility of the customer and/or website owner to ensure that continued compliance is met. Please work with the ASU Information Security Office (ISO) if you have questions.

Vulnerability Management
Vulnerabilities within websites must be addressed as quickly as possible to ensure a strong security posture at Arizona State University.

1. Customer and/or website owner is responsible for:
   a. collaborating with ASU Information Security Office (ISO) to gain access and training to applicable tools that will facilitate learning and understanding within their department. Learn more at https://getprotected.asu.edu/services/vulnerability-management
   b. requesting vulnerability scanning via Service Now and specifying what environments (DEV, TEST, LIVE) shall be scanned to best suit their needs, and risk acceptance.
   c. scheduling vulnerability scanning via Service Now at https://asu.servicenow.com/sp?id=sc_cat_item&sys_id=5f25a2a23dbb110047cd2eb67a2c306b. This is based on site criticality level or as needed. To learn more please visit https://drive.google.com/file/d/1J66vE8lD5c3Kt-okU_04Y7FkTRgTh3vx/view.
   d. sending vulnerability remediation requests to the UTO for completion.

Pantheon
Pantheon hosting is invoiced separately from this agreement unless otherwise specified.

1. Pantheon hosting plans and pricing may be viewed at https://drupal.asu.edu/host.
2. To learn more about Pantheon visit https://pantheon.io/docs/get-started

Website Content
The customer is the expert in the content of their specific websites and must adhere to the

current university policies for content.

1. Customer and/or website owner is responsible for content management, information/site architecture and compliance with best practices and standards as outlined by ASU's Marketing Hub at https://brandguide.asu.edu/execution-guidelines/web

Work Requests and Requirements
The customer will be responsible for communicating requests and requirements using the following process.

1. Customer and/or website owner is responsible for emailing requests/requirements to the following email: ***TBD@asu.edu***
2. Requests sent to this address will be prioritized in sprint planning meetings occurring at the following cadence:
   a. Every two weeks
3. Continued development service and maintenance will be provided for small to medium sized development requests - deliverable within 1-2 sprints.
4. Requests that cannot be accommodated due to their size and/or complexity, must be submitted as new project requests via the customer's Engagement Advisor.

Approval/Sign-off
UTO will strive to work with the customer to ensure that sign off and approval occurs for development deliverables, except in instances stated below.
1. Customer and/or website owner is responsible for reviewing and testing completed development work to ensure that deliverables look and function per expectations and scope. Sign-off via Jira will be required.
2. Critical security patch deployment will also require customer review and sign-off via Jira. In the event that ***[department]*** is unable to review and sign off on test environments within 5 business days, critical Drupal updates will be deployed to live sites to protect the university from security incidents.

REVIEWED BY

_____
[Department Site Steward 1 Name]
[Title]
[Department]

_____
[Department Site Steward 2 Name]
[Title]
[Department]

APPROVAL SIGNATURES

_____   _____
[Department Site Owner Name]   *Date*
[Title]
[Department]

_____   _____
[Name]   *Date*
Executive Director of Customer Engagement
University Technology Office

APPENDIX A, COST ANALYSIS

This cost analysis contains the full annual cost including the added development service.

TBD

APPENDIX B, SUPPORTED WEBSITES

Example.asu.edu
Abc.asu.edu
123.asu.edu