



Policy & Procedures

Network Storage

Issued by: Department of Information Technology

Applies to: All members of the University community

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Introduction

Network storage is a collection of servers attached to the network that provides independent storage for individual users and departments. The storage space appears as a hard drive to the individual and is “attached” to the computer at login to the Gothic domain.

Network storage offers a number of benefits to users over storing files on the local computer. Besides offering enhanced collaboration through data sharing and the ability to access files from any workstation on the network, the system allows for automated daily backups of files to magnetic tape by the Department of Information Technology Services. Additionally, snapshots of document versions are being preserved on hourly and daily increments. This allows users to retrieve a version of a file in the state it was preserved few hours or few days ago. The obvious benefit here is immunity from corrupt files due to system crashes, viruses or accidental deletions.

Purpose

This document defines who may request network storage and under what conditions this storage is to be used.

Definitions

NAS – Network Attached Storage. A device dedicated to storing and sharing user files. The device is virtually connected to servers and users and is typically represented as a hard drive letter.

Network folder – A specific location on a NAS where departmental and user files are stored.

Policy

Use of this service is optional and is provided by request.

Network Storage is an internal intranet service and available only to holders of a Gothic account. The service is not accessible via the commercial Internet and you must be able to login to the Gothic Domain to use it.

All files stored in departmental folders on the University NAS are assumed to be the property of NJCU and are to be used for University-related purposes only. Files stored in user folders are assumed to be the property of the user. Copyrighted and non-licensed materials are not allowed on these servers. This includes all forms of multi-media data, particularly music and video files.

Data on these servers are backed up regularly (see IT Backup Policy). However, it is the responsibility of the NAS user to copy local files on the personal workstation to the network data storage area.

Department folder names will be the same as folders assigned for NJCU websites. This is typically the initials of the department, but a relevant abbreviation is also acceptable.

User folder names will also follow standard user naming conventions. That is, first initial, last name, up to 12 characters, with a sequential number in the last character position in the event of a duplicate name.

Key Performance Indicators (KPIs)

The following success of the policy will be assessed annually using the following quantifiable measures:

1. All members of the Gothic domain have an X: drive.
2. Requests for network storage match number of network folders in service.
3. Logs showing network storage successfully backed up
4. Periodic successful restoration of random files from backup

Procedures

Individuals are automatically provided network storage through login to the Gothic domain. This drive appears as drive X: on a Windows computer, My System view.

Requesting Network Storage

Departments interested in using centralized network storage for data backup and/or collaborative efforts must fill out the Network Storage Application Form. A printable version is available online in PDF.

Send the completed printed form to:

[Helpdesk](#)

Rossey Hall, Room 058

Form Notes

- The application must be filled out by the head of the department.
- The head of the department enters his/her name and contact information.
- The department folder name will be assigned according to the same naming conventions used for assigning web space names. If you have web space, please enter that folder name here. If web space has not been assigned, you may leave this blank. IT will assign an appropriate name for

you. If you desire a specific abbreviation, please note it here. However, IT reserves the right to change this name if it conflicts with an existing name.

- List all members of the department by full name and their Gothic Domain account names. This name is the same as the first part of the user's Email address (before the "@" symbol).
- For each member of the department, designate whether that person will be allowed full (read/write) or partial (read only) access to the department storage area. (see NetStorage Guidelines for more details).
- For help in filling out the form, please contact the IT Help Desk. It is provided on a departmental basis, at the request of the department chairperson by filling out an application.

Requesting Data Recovery

In the event of a hard disk crash, IT will reinstall all the computer files and system application personal preference files recorded from the most recent backup available. IT will not be responsible for restoring files that have not been backed up to Network Storage, nor the reinstallation of personal applications. See Network Storage Tips for other uses and helpful tips.

Call or Email the NJCU Helpdesk for recovery services.

Contact

This policy is managed by:

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Related Documents

Forms

- Network Storage Request Form

Policies

- Responsible Use of Computer Resources
- Copyright & Fair Use
- Data Backup

Support Materials

- Network Storage Guidelines
- Network Storage Backup Guide
- VPN Policy & Guidelines

All documents and forms are available from the IT website, Documents page and the University Policy website page.