# Customer Responsibilities

For applications that will be integrated into the main UC San Diego mobile site (including RSS and other standard data feeds), the following guidelines shall be followed.

## Content Guidelines

The client mobile web application shall be UCSD related whose target audience consists primarily of prospective students, current students, faculty, staff or other related on-campus audiences. The client is responsible for using professional language throughout the site. If at any time the client deviates from these guidelines, the service providers have the right to remove links to the offending content.

|  |  |
| --- | --- |
| Mobile App Short Name to be displayed on m.ucsd.edu ( up to 10 characters) | Mobile App URL |
| [enter name, i.e. Dining] | [enter URL, i.e. http://yourApp.ucsd.edu/m] |

## Designated Points of Contact

Three designated points of contact shall be assigned for the application owner. Please provide contact information during business hours and during off-hours:

|  |  |  |  |
| --- | --- | --- | --- |
| Contact Type | Name, Title | Phone | E-mail |
| Business |  |  |  |
| Technical |  |  |  |
| System |  |  |  |

* Business Contact: coordinate all activities from the client’s side
* Technical Contact: manage development activities from the client’s side
* System Contact: support system or server during off-hours (may be same as Technical Contact)

## Reliable Server

Client mobile applications linked from the main UCSD mobile site, shall be hosted on reliable server, hosted in a server room, backed up, and immediately recoverable. Client shall provide information on where server is hosted.

|  |  |
| --- | --- |
| Server Information |  |
| Server Location |  |
| Server Type |  |
| Back-up Frequency |  |

|  |  |
| --- | --- |
| [Enter Name of Responsible Party]Client Business Contact | [Enter Date of Agreement]Date of Agreement |