Citrix File Server Quota Policy: Group Drives  
(February 10, 2014)

Definition of Terms

Disk quota: Each location is provided restricted group drive storage space. This space is limited by predefined quota assigned by the system administrator. This quota determines the maximum storage space allowed.

Actual space: The amount of data currently stored on disk. The actual disk space used is typically less than the quota.

Over quota: Condition which arises when a Group or Department has more actual disk space used than the volume's quota. Being over quota results in the operating system refusing to store any more data in the volume.

EDMC User: A member of EDMC faculty or staff.

System administrator: Any EDMC employee who has system administration level access.

Citrix File Server Quota Policy – Group Drives

This policy defines the standard disk quota for all EDMC users. A four-tier system has been determined to adequately support all EDMC departments. This policy will address the issue of additional user disk quota and the procedure for requesting, justifying, and recovering the same. All reasonable and justifiable requests will be granted as long as resources are available. This policy shall apply to all users, including faculty, staff and students, and system administrators. Please review this tiered system as outlined below.

<table>
<thead>
<tr>
<th>Tier Level</th>
<th>Disk Quota</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tier 1</td>
<td>30GB</td>
<td>This tier is assigned to all EDMC Departments and has been determined to be adequate for 99% of users</td>
</tr>
<tr>
<td>Tier 2</td>
<td>40GB</td>
<td>See “Request for User Disk Quota Increase”</td>
</tr>
<tr>
<td>Tier 3</td>
<td>50GB</td>
<td>See “Request for User Disk Quota Increase”</td>
</tr>
<tr>
<td>Tier 4</td>
<td>60GB</td>
<td>Executive Level Groups. See “Request for User Disk Quota Increase”</td>
</tr>
</tbody>
</table>

Intent of the Policy

The intent of this policy is to establish a reasonable framework and procedure to request and recover additional Group Drive disk quota in light of limited physical and personnel resources. The procedure will allow for uninterrupted use of EDMC Technology Resources as well as be implementable without undue burden on the system administrators' resources.
Request for Citrix File Server Group Drive Quota Increase

To obtain additional user disk quota a formal request shall be submitted using the below process.

**Tier 2 Request**
EDMC User contacts the EDMC Support Center (ESC) or sends an email to [help@edmc.edu](mailto:help@edmc.edu) to review and determine if more space is needed. This process will include the review of current files and any files that can be purged based on the [Records Management & Disposal Policy](mailto:help@edmc.edu). If the ESC is unable to assist the user the incident ticket will be assigned to the local technology support staff for further assistance. If the local technology support staff is unable to assist the user the ticket will be assigned to the Pending – SA_CTX user. If data has been determined to be justified, a Tier 2 Level adjustment will be granted.

**Tier 3 Request**
EDMC User contacts the EDMC Support Center (ESC) or sends an email to [help@edmc.edu](mailto:help@edmc.edu) to review and determine if more space is needed. This process will include the review of current files and any files that can be purged based on the [Records Management & Disposal Policy](mailto:help@edmc.edu). If the ESC is unable to assist the user the incident ticket will be assigned to the local technology support staff for further assistance. If the local technology support staff is unable to resolve the disk quota incident they will assign the ticket to their Regional Technology Manager (RTM) or the Desktop Services Supervisor as well as Pending – SA_CTX asking for assistance in reviewing current Disk Quota usage. A disk usage report will be submitted to the RTM or the Desktop Services Supervisor for further guidance. If data has been determined to be justified, a Tier 3 Level adjustment will be granted.

**Tier 4 Request**
EDMC Executive Staff contacts the EDMC Support Center (ESC) or sends an email to [help@edmc.edu](mailto:help@edmc.edu) to review and determine if more space is needed. This process will include the review of current files and any files that can be purged based on the [Records Management & Disposal Policy](mailto:help@edmc.edu). If the ESC is unable to assist the user the incident ticket will be assigned to the local technology support staff for further assistance. If the local technology support staff is unable to resolve the disk quota incident they will assign the ticket to their Regional Director of Technology (RDOT) or the Desktop Services Supervisor as well as Pending – SA_CTX asking for assistance in reviewing current Disk Quota usage. A disk usage report will be submitted to the RDOT or the Desktop Services Supervisor for further guidance. If data has been determined to be justified, a Tier 4 Level adjustment will be granted.

**Needed Information**
The request shall contain the following information:
- Requestor’s Information
- Brief justification of the request
- The Tier Level of user disk quota requested

**Justification of the Request**
The individual submitting the request is responsible for the accuracy and appropriateness of the request. The justification will include a brief description of the work for which the additional Group Drive disk quota is requested, as well as the software application(s) that are likely to be used.

**Service Level Agreement**
Quota adjustments will align with Priority 5 incident definitions. Within two business days of receiving the request, the EDMC Support Center will acknowledge and respond to the submitter. During the processing of the request, the system administrator may request additional relevant information and may initiate a dialog for fact-finding as it relates to the request. The length of this process varies based on local technology staff response. If there are alternative ways of
accomplishing the desired result, the request may be denied at the mutual discretion of the system administrator and the requester.

**Restoring Lost/Deleted Files**
Contact the EDMC Support Center to request the recovery of lost/deleted files. To ensure availability of restoration, the EDMC Support Center should be contacted as soon as the user is aware of a lost/deleted file. EDMC maintains back up copies for all Groups Drives. Typically, any files that are lost/delete can be restored within the Service Level Agreement.