

# Changes in contract 2020

In this document, the significant changes between the previous and the to be signed contract are listed. They are sorted by the different sections of the contract.

## 5 1 General

- It is specified that SNT serves as an advisory board for LISA.
- The contract is valid until 31 December 2020.
- During the course of 2020, SNT and LISA will regularly meet to discuss the contract for 2021 and to discuss potential transfer of duplicate services to LISA.

## 10 2 Budget Association

The budget association has roughly remained the same, see the updated budget.

## 3 SNT Helpdesk

- The SNT Helpdesk will be opened for 3.5 hours instead of 7 hours each day.
- The SNT Helpdesk will only answer questions about SNT services.
- 15 • The LISA Servicedesk will take over any questions not related to SNT services.
- After 2020, SNT services that overlap with LISA services will no longer be financed by LISA.

## 4 Budget Helpdesk

- Rent, telephone, workstation will be paid in kind.
- The representation, yearly activity, management compensation will remain the same.
- 20 • The other costs which include, meeting, software, subscriptions, and unforeseen and flexworkers budget will decrease.

## 5 SNT Abuse

LISA will take over Abuse.

## 6 Budget Abuse

<sup>25</sup> SNT will no longer receive any budget for Abuse.

## 7 SNT Services

- Two SNT members will be able to enter the data centers independently. Other SNT members should ask the LISA Servicedesk or ITO for access.
- <sup>30</sup> • In 2021, it is no longer possible for SNT to enter the data centers independently. Only under guidance of LISA employees.
- The responsibilities for handling abuse on colocation are more strict. SNT is responsible if insufficient action is taken. LISA is also responsible for informing SNT about abuse.