NAZARBAYEV
UNIVERSITY

Policy for using the file server of the autonomous organization of education "Nazarbayev University" and its organizations

Category: Policy

Approval Date: 25.11.2025

Effective Date: 25.11.2025

Level of Access: Open to Public

Classification Number: 7. IT

Approving Authority: Managing Council

Registration Number: 25.11.25

Owner: Data Center Infrastructure Service

Revision Date: 01.08.2028

Applicability: NU and its organizations

Retired Documents:

Title: Regulations on fileserver use in the autonomous organization of education "Nazarbayev University"

Date: 03.06.2014

Registration Number: 03.06.14

Approving Authority: Managing Council

Section 1. Purpose and Application

1.1.This Policy for the Use of the File Server of the Autonomous Educational Organization "Nazarbayev University" and its organizations (hereinafter "the Policy") have been developed to regulate the procedures for using the file server specified in subparagraph 3.1.2. of paragraph 3.1., Section 3 of this Policy, by the users specified in subparagraph 2.1., Section 2 of this Policy, of the Autonomous Educational Organization "Nazarbayev University" (hereinafter "the University") and its organizations.

1.2. This Policy defines the structure and organization of data storage on the server, the procedures for accessing resources, the main provisions regarding the storage of electronic documents and files, as well as the distribution of roles, rights, and responsibilities among designated personnel and users.

Section 2. Keywords / Definitions

2.1. The following key terms are used in this Policy:

1) Users – employees of the University and its organizations, as well as other individuals who have been granted access to the File Server Resources;

2) Responsible Unit – the Data Center Infrastructure Service of the Infrastructure Department of "Nazarbayev University IT Support" Private Institution;

3) File Server – a virtual machine with an operating system designated for storing files of the University and its organizations;

4) Disk Space – the data storage environment;

5) Resource – network directories or folders on the File Server with restricted access.

Section 3. Main Provisions

3.1. Procedure for Obtaining Access and Policy for Using the Resource

3.1.1. This Policy ensures the efficient use of Resource Disk Space, including monitoring, timely cleanup, and storage of service-related information.

3.1.2. Control over and provision of access to the File Servers and Resources are carried out by the Responsible Unit. Control includes:

1) ensuring uninterrupted operation of the File Server;

2) managing and monitoring the available amount of Disk Space on the File Server and its Resources;

3) managing and controlling access rights to the File Server and its Resources;

4) monitoring the availability of the File Server and its Resources.

3.1.3. Resources are created for the University and its organizations.

3.1.4. A Resource may be created based on a request from the head of a structural unit or from a User via the IT Helpdesk portal (helpdesk.nu.edu.kz), provided the request is approved by the head of the User's structural unit or an authorized substitute.

3.1.5. Access to Resources is granted based on a request from the head of a structural unit or from a User via the IT Helpdesk portal, provided the request is approved by the head of the User's structural unit or an authorized substitute.

3.1.6. The User may use the allocated Resource for file storage and sharing strictly for official purposes.

3.1.7. The size of a single file stored on the Resource must not exceed 1 gigabyte.

3.1.8. A file exceeding the specified size limit may only be used for file exchange, not for permanent storage on the Resource.

3.1.9. A separate Resource has been designated for exchanging files exceeding 1 gigabyte in size; this Resource is fully cleared every Monday at 13:00.

3.1.10. The total Disk Space allocated to a Resource is 200 gigabytes.

3.1.11. To request an increase in the total Disk Space of a Resource, the User must submit a request via the IT Helpdesk portal with a justification for the increase.

3.1.12. If the total Disk Space of a Resource is exceeded, the File Server's operating system will notify the User of insufficient space. When free space is lacking, Users with access to the Resource will be unable to upload files until sufficient space has been freed.

3.1.13. In case of access issues with a Resource, the User must contact the technical support service at extension 62-00 or submit a request via the IT Helpdesk portal.

3.2. Responsibilities of the Responsible Division

3.2.1. The responsibilities of the Responsible Unit for overseeing the use of the File Server and its Resources include:

1) granting or modifying access rights in accordance with User requests submitted via the IT Helpdesk portal;

2) providing the necessary amount of Disk Space for Resources;

3) monitoring the type of stored information. If entertainment-related files are found on a Resource, the Responsible Unit shall irreversibly delete such files without notifying the User;

4) monitoring the total Disk Space of the File Server and its Resources;

5) ensuring compliance with the provisions of this Policy.

3.3. Responsibilities of Division Heads

3.3.1. Heads of structural units of the University and its organizations are required to:

1) promptly approve requests that grant or restrict User access to the Resource;

2) monitor the efficient use of the Disk Space allocated to their unit's Resource;

3) comply with the provisions of this Policy.

3.4. Rights and Responsibilities of Users

3.4.1. The User has the right to:
1) access the Resources;
2) use the Resources to which they have been granted access;
3) upload, store, and share files related to their job responsibilities using the Resource's Disk Space;
4) receive necessary information from the Responsible Unit regarding the use of the Resource's Disk Space.
3.4.2. The User is obliged to:
1) monitor the relevance of the information placed on the Resource to ensure efficient use of its Disk Space;
2) maintain backups of their data stored on the Resource (local copy);
3) independently determine the retention period for files stored on their unit's Resource;
4) monitor and, with approval from the head of their structural unit, delete outdated or no longer relevant/necessary files;
5) refrain from uploading entertainment-related files to the Resources.

3.5. Final Provisions

3.5.1. In case of non-compliance with this Policy, Users shall be held accountable in accordance with the internal regulatory documents of the University and its affiliated organizations.

Section 4. Waiver

4.1. Not applicable.

Section 5. Temporary Provision

5.1. Not applicable.

Section 6. Revision

6.1. This Policy shall be reviewed each year within three years after its approval and revised if necessary.

Section 7. Related Documents

7.1. Not applicable.