OIT Service Level Agreement (SLA)

Server/Database Administration/Tape Backup and Hosting Services

Service Provider:
Office of Information Technology Infrastructure Technology Services

1. Service Level Agreement Overview:

    a. This agreement describes the services to be provided to:

        (Hereafter referred to as "consumer") by the University of Alaska Office of Information Technology, Infrastructure Technology Services department (hereafter referred to as "OIT-ITS"), the responsibilities of the respective parties, and the service level objectives (if required).

2. General: Unless Otherwise Agreed to by OIT and the Consumer, these General Procedures Apply:

    a. OIT reserves the right to not enter in to a Server Administration or Server Hosting SLA if there are insufficient resources (e.g. space, power, cooling, network infrastructure) to support the system in the OIT Data Center. Prior to completing a SLA, OIT-ITS Data Center Operations must approve the SLA if the agreement pertains to physical servers.

    b. Pricing options are located at http://www.alaska.edu/oit/business/recharge-services/ or will be made available upon request.

    c. Outages may need to occur outside of the normal weekend maintenance window and will be coordinated with the consumer and published in advance of the outage. Additional maintenance windows may be required to allow for:

        i. Critical security updates as required
        ii. Facility outages as required
        iii. Installation of application patches or updates as required
        iv. Resolution of hardware/software failures

    d. Maintenance and related tasks will, in general, not be targeted to take place on holidays or during holiday breaks unless mutually agreeable to both OIT-ITS and the consumer.

3. **Type and Definition of Agreements:**

   a. Server and/or Database Administration: Installation, configuration and monitoring of Operating System software and databases in support of the consumer application. OIT-ITS will provide a physical location, hardware installation, power and network connection for consumer's server(s). Server/Database Administration agreement includes 8 hours of technical support for initial installation and setup of a server/database. Ongoing installation of Operating System/Database upgrades and patches is included in the cost. Installation, configuration and patching will be based on OIT-ITS standard OS/Database build/patch procedures. OIT-ITS will house the server(s). Consumers will not be granted root (Linux) or Administrator (Windows) access unless otherwise negotiated. Privileged account delegation software will be used to allow consumers the ability to run some commands as root/administrator as negotiated by the consumer and OIT-ITS on an application by application basis.

      i. A Server and/or Database Administration agreement with OIT-ITS comes with a backup SLA. The backup SLA includes 3 tapes (approximately 200 Gigabytes per tape). The amount of data being backed up will dictate the retention period of the backup tapes. Longer retention periods, different backup schedules and cloning of backup tapes with offsite housing of cloned tapes is available at additional cost. A pool of backup tapes will be allocated to each consumer.

      ii. OIT-ITS offers a back-end Oracle database service on a space-available basis. Databases will run on a farm of database servers maintained by OIT-ITS. If application software is required to run on the database server consumers will need to purchase a Server Administration SLA in addition to a Database Administration SLA.

   b. Server Hosting: OIT-ITS will provide a physical location, hardware installation, power and network connection for consumer's server(s). Consumer is responsible for everything else related to the server(s) such as, but not limited to:

      i. Operating System software installation, configuration and maintenance
      ii. Application software installation, configuration and maintenance
      iii. Operating System and Application problem determination and resolution
      iv. Operating System and Application monitoring and support
      v. Operating System and Application backup and recovery
      vi. Hardware Maintenance

4. **Service Levels:**

   a. Server/Database Administration SLA:

      i. Availability of services being furnished via the server will be dictated by the redundancy of hardware and the applications itself. In the case of insufficient

hardware and software resources (non-redundant hardware components, stand-alone systems versus clustered systems etc) OIT-ITS will not guarantee availability.

    ii. If OIT hardware and software recommendations for highly available systems are followed, service level goals will be as follows:
1. System available 99% of time (note – application availability is a responsibility of the consumer).
2. Percentage of availability does not include normal maintenance windows, down time required for system/database/application backup or down time to address the following:

       a. Critical security updates as required
       b. Yearly facility maintenance outages
       c. Application upgrades and patches
       d. Hardware failures
       e. Acts of God

b. Server Hosting SLA: Consumer is responsible for system and application availability. Percentage of facility availability does not include down time to address the following:

    i. Yearly facility maintenance outages
    ii. Acts of God

5. Operating/Database System Maintenance:

a. OIT-ITS and the consumer will negotiate a schedule for each OS software upgrade or patchset installation. The schedule will include the date/time of each upgrade or installation.
b. Processes to automate the application of OS patchsets will be developed by OIT-ITS with patchset installation to take place on a schedule as determined in (a.) above.
c. Whenever possible OIT-ITS will perform Operating System/Database software upgrades and patchset installations on internal OIT-ITS machines prior to performing the installation on the consumer's test-environment machine(s). OIT-ITS does not guarantee that the internal machine used for initial testing of the upgrade or patchset will mimic the hardware or software configuration of the consumer's machine(s).
d. OIT-ITS will perform Operating System/Database software upgrades and patchset installations on the consumers test-environment machine(s) prior to performing the installations on pre-production or production environment machines.

6. Renegotiations of SLA Terms:

a. Either party may request a renegotiation of terms in writing with a 30 day notification of intent.

7. Termination of this agreement:

    a. Either party may terminate this agreement at any time in writing with a 90 day advance notification of intent.

    b. If this agreement is terminated prior to the end date, OIT-ITS will return the prorated unused portion of payment by consumer within 90 days via Journal Voucher action.

    c. If this recharge agreement is terminated prior to the end date or end of a fiscal year, and a new agreement cannot be reached prior to the end date, OIT-ITS will discontinue all services and support on the termination date. Consumer has 60 days after the end date to coordinate the transfer of hardware/services/support/files-residing-on-shared-storage from OIT-ITS to consumer. If not completed within 60 days of the termination date OIT-ITS will:

        i. Provide consumer with written notification of the discontinuation of services
        ii. power server(s) off if a Server Administration or Server Hosting SLA is being terminated
        iii. stop backing servers up if a Backup SLA is being terminated
        iv. remove files residing on shared storage and disallow access to shared storage if a Shared Storage services are being terminated
        v. de-configure application load balancing if a Load Balancing SLA is being terminated
        vi. shut down all affected databases if a database SLA is being terminated

FY12 Effective Date: 1 July 2011 – 30 June 2012   **Renewal Date: 30 June 2012**

School/Institute and/or Department Funding Source:
(Specify Fund & Org for billing)

_____ - _____

Department Administrative or Fiscal Contact:

_____

Phone: _____
Email: _____

Department Contact/Designee
(technical):

_____

Phone: _____
Email: _____

Please select the services this SLA covers:

Physical Server ($1,500/ea/yr)   **Quantity**

Virtual Server ($1,400/ea//yr)   **Quantity**

VeriSign Certificates ($300/ea/yr)   **Quantity**

PGP Client ($125/ea/yr)   **Quantity**

Database Administration ($700/ea/yr)   **Quantity**

Additional Backup Tapes ($50/tape/yr)   **Quantity**

Data Center Hosting ($65/u/yr)   **Quantity**