Service Level Agreement

Internet

This document outlines the Service Level Agreement (SLA) between University Technology Services (UTS) and our Customers for the delivery and support of the Internet. The purpose of this agreement is threefold:

1. To clearly represent the capabilities of the service.
2. To establish a shared set of expectations regarding the operation and support of the service.
3. To provide a framework for bidirectional communication regarding overall satisfaction with the service.

Service Description

Emory's Internet service provides access to the World Wide Web and to Emory partners on the web. Access to Emory's Internet service is available to all faculty, staff, students, researchers, and physicians who have an Emory network connection, Emory Network ID, and login. Given the growing dependence and criticality of using the Internet to conduct mission critical teaching, research, and patient care, the Emory Internet service utilizes multiple Internet Service Providers (ISPs) to deliver a highly available service to the Emory Enterprise.

This service also provides access to multiple internet services designed to promote high-speed collaboration and partnerships among academic and research institutions such as Internet 2 and Southern Light Rail. These peering relationships provide additional bandwidth and offload some of the traffic from our traditional Internet service.

Scope of the Agreement

The scope of this agreement includes the software, hardware, and infrastructure components (Configuration Items) operated and maintained by UTS to deliver the complete service.

Items included within the scope of this agreement	
Number of users / licenses	Enterprise Service

In-scope applications	• Internet
	  ▪ (2) 1 Gigabit Ethernet (GE) links
	• Southern Light Rail (SLR)
	  ▪ (1) 10 GE link
	  ▪ Southern Crossroads (SoX)
	  ▪ Internet2
	  ▪ National LambaRail (NLR)
	  ▪ TransitRail
	• Telx Internet Exchange (TIE)
	  ▪ (1) GE link

Dependent infrastructure services	• Network
	• Firewalls
	• Intrusion Prevention System (IPS)
	• Internet Service Providers:
	  ▪ Global Crossing (1 x GE)
	  ▪ Global Net Access GNAX (1 x GE)

Hardware and software components	• Network Address Translation (NAT)
	• (2) Border Routers (Brocade MLX-4) each with:
	  ▪ (2) 4-port 20 GE modules
	  ▪ (1) 10-port 1 GE module

☑ Component refresh is included in UTS refresh budget

❑ Component refresh requires non-UTS funding

Items and functional areas that are outside the scope of this agreement include the components listed below.

Items NOT within the scope of this agreement	
Out-of-scope applications	• All Browsers
Infrastructure services	• PC/Laptop • Mobile device

Assumptions

1. Users have a desktop, laptop, or other mobile device that can access the Internet.
2. Refreshed or additional hardware and/or additional ISPs above what is listed in scope will require new funding.
3. Internet is a Tier 0 service. Please refer to http://it.emory.edu/itil-service for a description of service tiers.

Legal Requirements

This service must comply with the following legal/compliance regulations:

☑ None ❑ HIPPA ❑ FERPA ❑ SOX ❑ Other: _____

Availability

Availability is the percentage of time the service is operational and ready for use. Some services can be designed for high availability by increasing the reliability, scalability, and fault tolerance of the individual components. Because high availability always comes at a cost in both money and additional complexity, organizations must make careful tradeoffs.

At times, services may be partially available, meaning that some customers are working and others or not. Or, it could be that some features are working while others are not. Adjusting for partial availability gives a more accurate reflection of how well the service is performing but is more complex to calculate. Refer to Attachment A for a description of the method(s) used to calculate availability.

Service Hours

In addition to regular maintenance, there are other time periods when a service may not be required. For instance, some non-critical services may only need to be up and running during office hours. Selecting service hours has implications for engineers and customer support personnel. Excluding maintenance, this service is available:

❑ Monday – Friday, 7:00 am – 9:00 pm, excluding Emory holidays

☑ 24x7x365

❑ Other: _____

Maintenance Windows

All services require regularly scheduled maintenance windows in order to:

1. Keep system components up-to-date and secure by applying recommended patches and updates
2. Keep applications and infrastructure current and up to vendor supported patch levels.

UTS makes every effort to minimize the impact of maintenance on the availability of the service. However, you should know that the service may be unavailable during a portion or the entire maintenance window.

The standard maintenance window occurs once per month and begins at 6:00 pm on Saturday and extends until 6:00 am on Sunday (12 hours). The schedule for the current academic year is listed on the Change Management Calendar at http://cm.service.emory.edu. Not every service undergoes maintenance every month. Specific service outage timeframes are listed on the Change Management calendar.

Mission critical services may be designed to remain operational during maintenance periods, although this arrangement typically incurs additional cost. UTS can provide quotes for this premium service as requested.

At times, a mission critical service or infrastructure component may require an exception to the standard maintenance schedule. The maintenance agreement for this service is:

- ☑ Standard UTS monthly maintenance window
- ❑ Quarterly maintenance
- ❑ Other: _____

Service Changes

There may be times when you request new capabilities or other changes that are intended improve the service. All service changes (except for emergency situations) must be scheduled through the UTS Change Management process, described in Attachment B. Emergency changes are those required to restore the service to normal operations, such as dealing with an outage. These are executed as quickly as possible, without the need for a Change Review Board approval.

Availability Target

As a Tier 0 service, the target availability of Internet is 99.9%.

Service Level Reporting

UTS will gather the information on regular intervals and will consolidate the results into reports that are shared with the customer on a regular basis. Service Level Reporting is important to provide regular open communications with the customer, identify areas of improvement, agree upon any corrective plans, and generally review and align the service with the customer and business requirements. The reporting cycle for this service is as follows:

❑ Monthly ❑ Quarterly ☑ Annual ❑ Other: _____

Service Performance Review

This document will be reviewed and amended based upon mutual agreement on an annual basis. This review will include updates to service level targets, effective dates, costs, and other specific items as required. The Business Relationship Manager is responsible for providing a service performance review with the customer. Refer to Attachment C for the BRM Assignment Matrix.

Service/Support Requests

The customer may request service or report a non-critical incident by directly entering their request at http://help.emory.edu or by calling the UTS Service Desk at 404-727-7777. The customer may also view and check on the status of their request at this location. Customers should call the Service Desk for any critical incident. The Service Desk is staffed to respond quickly to customer requests and escalate to the appropriate team to restore to normal service as quickly as possible.

All service requests are addressed during normal business hours (Monday-Friday, 8:00 am – 5:00 pm, excluding holidays). Refer to Attachment D for the list of requests and their associated response times for Internet.

Incident Response Times

An Incident is any disruption to the normal operation of a service. UTS will accept and resolve incidents as defined in the UTS Incident Management process included in Attachment E. The standard UTS Incident Response Service Level Agreement targets apply to services provided within this agreement. The response time targets are based on the priority assigned to the incident in the UTS IT Service Management System.

Contact Points & Escalation

The primary contact points for the service are listed in the table below. These contacts will be notified by the UTS Service Desk as depicted in the Escalation Procedure when responding to service outages or other critical service impacts.

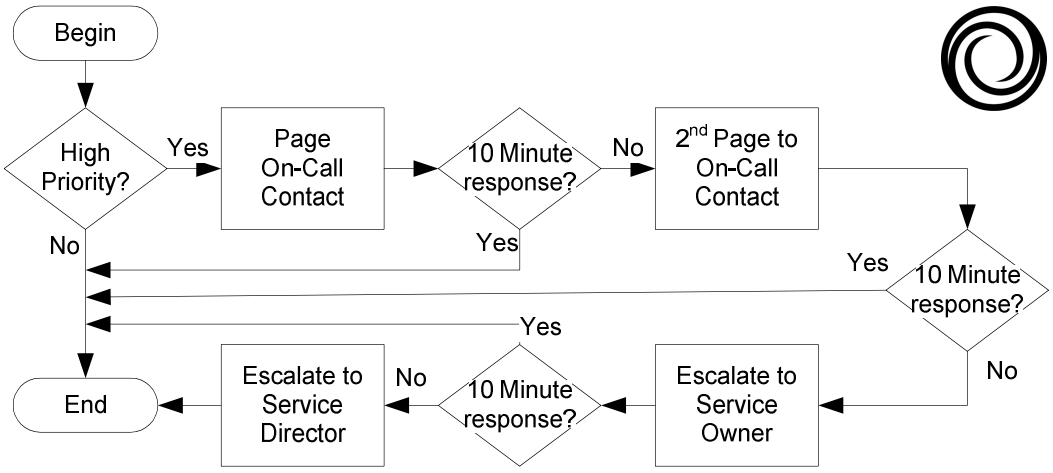
UTS Escalation Contacts

Role	Contact	Phone (Office & Mobile)	Email
Service Owner/ Mgr	Chris Camacho	O: 404-727-5423	Christopher.camacho@emory.edu
Director	Paul Petersen	O: 404-727-7686	Paul.petersen@emory.edu

Escalation Procedure

The escalation process is managed by the UTS Service Desk. The customer may also escalate as needed by contacting the Service Desk or Service Owner as listed in the UTS Contacts to provide the necessary visibility and management attention to critical issues.

The following flow diagram depicts the workflow used when a service incident is not following the standard guidelines for resolution according to service tier and priority. The Service Desk monitors incidents for timelines and milestones and may escalate the priority of any incident as warranted.



Cost of Service

The costs of many UTS services are met through the University allocation model. Some services with a delimited user base also have an additional cost.

- ❑ All costs paid through the standard University allocation model
- ☑ Additional costs are assessed for this service (details included in Attachment F)

Approval

Name	Title	Date	Signature
Chris Camacho	Service Owner		
Sheila Ackie	Business Relationship Manager		
Paul Petersen	Director, Infrastructure		
Brett Coryell	Deputy CIO		

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Attachment A – Availability

The availability target of this service is a measure based on SIR (Service Impact Report) data. Unplanned Downtime for each service is captured as part of the standard SIR process. Regularly scheduled maintenance and incidents that do not impact service availability are excluded from the Downtime calculation. The formula used to calculate availability is:

Availability = (365-Unplanned Downtime)/365

Attachment B - Change Management

The UTS Change Management procedure is described in the document posted at: http://it.emory.edu/itil-change

Attachment C – BRM Assignment Matrix

Sheila Ackie	Tina Crum	Jeff Fennell	Val LaManna	Carol Livsey	Hans Sarju
EUH	President	WHSCAB	EVP F&A	College	EHc IS
Midtown	Provost	SOM	Finance	Law	UTS
Wesley Woods	General Counsel	SON	HR	Graduate School	Security
TEC	Communications	SPH	Investment	B-School	R&HS
	DAR	Yerkes	Audit	Theology	
	Campus Life		Campus Services	Oxford	
	Affiliates		Research Admin	Libraries	

Attachment D – Service Requests

Service Request	Target*	In Scope	Out of Scope
Grant access to a blocked website	2 Days	Grant access to a previously restricted website with proper approval	
Block a specific website	2 Days	Block access to a website with proper approval	

**Note: Response times are normal business days M-F, excluding Emory holidays*

Attachment E – Incident Management

The UTS Incident Management procedure is described in the document posted at: http://it.emory.edu/itil-incident

Attachment F – Detailed Cost of Service

The Internet service is included in the $15.00 per month data charge.

The following checklist must be completed before the SLA is forwarded for approval.

Reviewed by:	Initial/Date
Service Operations Manager:	____/_____
Business Relationship Manager:	SLA /12-08-09
Service Owner:	____/_____
Director ITSMO:	KJ/12-10-09