



This document outlines the Service Level Agreement (SLA) between University Technology Services (UTS) and our Customers for the delivery and support of Learning Management System. 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

Blackboard is Emory's web-based Learning Management and communication resource. It is designed to encourage interaction, small-group work, and peer knowledge sharing, thereby creating an engaging online environment.

Blackboard facilitates participation and collaboration among faculty and students. Documents, audio and video files, and animation can all be incorporated using an online class template accessible at anytime from anywhere. It also acts as an internal departmental communication and file-sharing tool for staff.

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	<ul style="list-style-type: none"> • 47,000 users (faculty, staff, students) • Blackboard Enterprise Suite license: <ul style="list-style-type: none"> ▪ Learning System ▪ Community System ▪ Content System • Wimba (site license) • Campus Pack (site license)
In-scope applications	<ul style="list-style-type: none"> • Blackboard • Wimba • Campus Pack • Enroll User by Role Extension • SafeAssign • Blackboard Enrollment Manager • Manage Users in Course
Dependent infrastructure services	<ul style="list-style-type: none"> • Network • Firewalls • Load Balancing • Emory Shared Data • Student Administration (PeopleSoft Student) • Employee Information (PeopleSoft HR) • Web Hosting (host Blackboard Enrollment Manager) • Internet • University Authentication (LDAP)



	<ul style="list-style-type: none"> • Shared File System (NFS) • See list of supported browsers and plug-ins: http://www.aait.emory.edu/ats/blackboard/help/plugins.php
Hardware components	<ul style="list-style-type: none"> • Application Servers (9 dedicated) • All run Linux Red Hat Linux <ul style="list-style-type: none"> ▪ Virtual Machines (3) <ul style="list-style-type: none"> ▪ bbdevvm01 (dev) ▪ bbdevvm06 (dev) ▪ bbdevvm07 (dev) ▪ Physical Machines <ul style="list-style-type: none"> ▪ bbprodapp01 (prod) ▪ bbprodapp02 (prod) ▪ bbprodapp03 (prod) ▪ bbprodapp04 (prod) ▪ bbprodapp05 (prod) ▪ bbqaapp01 (qa) ▪ bbqaapp02 (qa)

- 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	<ul style="list-style-type: none"> • Non-supported Browsers
Infrastructure services	<ul style="list-style-type: none"> • Personal Computing Devices <ul style="list-style-type: none"> ▪ Laptops ▪ Desktops ▪ iPhones ▪ Blackberries

Assumptions

1. Learning Management System is a Tier 1 service. Please refer to <http://it.emory.edu/itil-service/> for a description of service tiers.
2. Additional licenses and/or refreshed or additional hardware above what is listed in scope will require new funding.
3. The user has access to the Internet via his/her personal computing device with a supported browser and the appropriate plug-ins.



Legal Requirements

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

- None HIPAA 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 or users 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 1 service, the target availability of the Learning Management System service is 99.5%.

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 Learning Management System.

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.



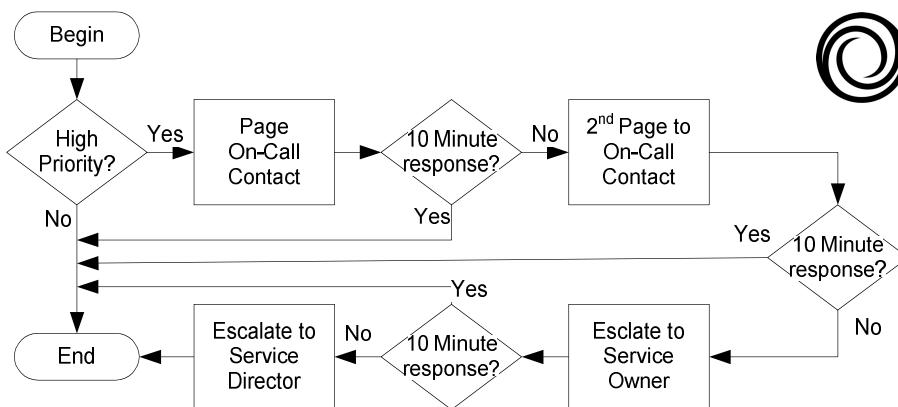
UTS Escalation Contacts

Role	Contact	Phone (Office & Mobile)	Email
Service Owner/ Mgr	Sandra Butler	O: 404-727-0541 M: 404-909-2189	sandra.butler@emory.edu
Director	Alan Cattier	O: 404-727-0515	alan.cattier@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.

Approval

Name	Title	Date	Signature
Sandra Butler	Service Owner		
Hans Sarju	Business Relationship Manager		
Alan Cattier	Director, Academic Technologies		
Brett Coryell	Deputy CIO		

Document Version: v4.3
Effective Date: September 1, 2009



Attachment A – Availability

The availability target of this service is a measure based on SIR (Service Incident Request) 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:

$$\text{Availability} = (365 - \text{Unplanned Downtime}) / 365$$

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
New or existing course site	2 days	Set up new or existing course shell; copy content from previous course site	Not responsible for removal of content by the user
New or existing organization/community site	2 days	Set up new or existing course shell; copy content from previous org site	Not responsible for removal of content by the user
New user enrollment	2 days	Enroll users in course; consult OPUS and/or ESD; may involve consulting with site manager and/or the Office of the Registrar.	Will not delve into users' flags or ineligibility with the Office of the Registrar.
Guest user enrollment	3 days	May involve consulting with site manager on role for guest user; advise site manager on enabling site and specific tools for guest access	
Remove course site	5 days	Archive site; Consult and notify other site managers; advise site manager on best practices to archive locally; remove existing site permanently; may involving archiving in the Blackboard archival directory for a restore later, if requested	Not responsible for restoring content after a request has been made to remove site permanently
Remove organization/community site	5 days	Ensure site manager has archived locally; check with and notify all site managers; remove site permanently	Not responsible for restoring content after a request has been made to remove site permanently
Remove discussion board forums or other specific areas	2 days	Consult with user	Not responsible for restoring after deletion
Remove user enrollment	2 days	Verify requestor's role; advise site manager on best practices. If necessary, ensure grade book has been archived and check OPUS for user status	Not responsible for restoring user interactions in course after removal
Check user postings; assignment upload timestamp; test submission timestamp	5 days	Check course and server logs; consult with site manager	Will present findings from logs IF AVAILABLE; not responsible for determining grade or advising site manager on steps to take
Modify course site/tools	2 days	Access course; modify tool settings after consultation with user	Will empower and not perform as the site manager
Modify user enrollment	2 days	Verify requestor's role; determine user's course role to be modified – depends on what user needs to do; if necessary, consult with the Registrar's office	
Consultation	5 days	Consult with user on tools, instructional design and/or best practices	Will empower and not perform as the site manager

*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>

Service Level Agreement Learning Management System



EMORY

UTS

University Technology Services

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

Reviewed by: Initial/Date

Business Relationship Manager: HS/12-10-09

Service Owner: SB/11-17-09

Director ITSMO: KJ/12-19-2009