Service Level Agreement

EMORY | UTS
University Technology Services

Self-Service Database

This document outlines the Service Level Agreement (SLA) between University Technology Services (UTS) and our Customers for the delivery and support of Self-Service Database. 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

The Self-Service Database service allows individuals, faculty or staff, and departments the ability to learn Oracle, create and build their own database schema to support their application and database needs. UTS provides two primary options based on specific customer needs. The first provides a service designed for the individual user just beginning to explore and learn about database and web development. This is referred to as the Personal option. For more advanced and larger scale development efforts, UTS provides a for-fee service referred to as the Departmental option.

The specific features of each option are listed below:

- Personal
    a. Small localized applications
    b. One request per NetID or department number
    c. Database space starts at 10MB and capped at 50MB
    d. No development assistance provided
- Departmental
    a. For more advanced production use
    b. One request per department number
    c. Database space is purchased at 1 GB per $100 per year
    d. Limited development instruction provided

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-wide
In-scope applications	• Oracle 10g • Linux Operating System
Dependent infrastructure services	• Network • Internet • Enterprise Authentication (LDAP)
Hardware and software components	• Currently 70 database servers for development and production purposes • Most databases are on the Oracle RAC, there are a few exceptions of Oracle standalone servers • The databases are used by PeopleSoft and non-PeopleSoft groups and individuals

☐ 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	• Web Hosting • MySQL • MicroSoft SQL
Infrastructure services	• Desktop/laptop

Assumptions

1. Self-Service Database is a Tier 2 service. Service Tier descriptions can be found at: http://it.emory.edu/showdoc.cfm?docid=12709&fr=1923
2. Additional licenses and/or refreshed or additional hardware above what is listed in scope will require new funding.
3. Currently the Personal and Departmental options do not comply with HIPAA standards.
4. The user must download and install the Oracle client provided by UTS.
5. Backup and recovery services are provided for data at an object level.
6. Unlimited number of departmental users may be assigned their own database user accounts.
7. A Personal Self-Service database request is limited to one NetID or department number.
8. A Departmental Self-Service database request is limited to one department number but unlimited users.

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.serivce.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 2 service, the target availability of Self-Service Database is 99.0%.

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 Self-Service Database.

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	Andrew Chin	O: 404-727-2948	achin4@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.
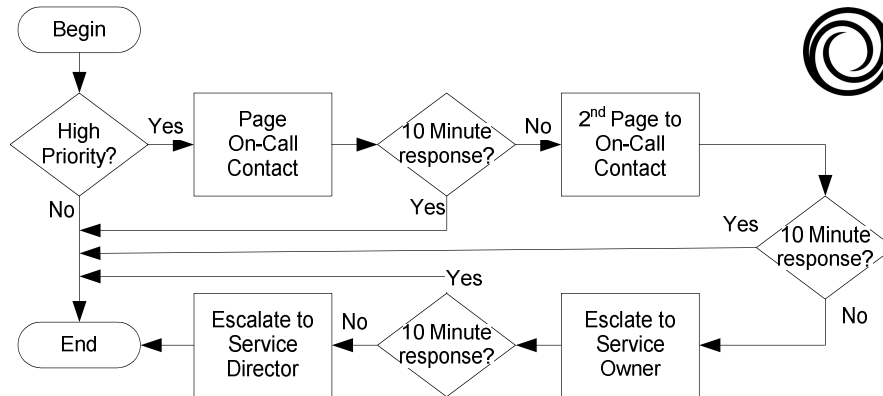
Cost of Service

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
Andrew Chin	Service Owner		
Hans Sarju	Business Relationship Manager		
Brett Coryell	Deputy CIO		

	Document Version: v4.0 Effective Date: September 1, 2009

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
New Personal Self-Service Database request	3 days	• Limited to one user request per NetID or department number for Personal Self-Service option • Database size starts at 10MB and capped at 50MB • Full Backup with 14 day retention • Snapshot export with 35 day retention	• Storage capacity monitoring • Administration of users access and auditing • No assistance in development database work for Personal Self-Service option
New Departmental Self-Service Database request	3 days	• Limited to one user request per department number for Departmental Self-Service option • Assistance provided for database development • Full Backup with 14 day retention • export with 35 day retention • Start size of database is 1GB with a cap of 5GB	• Storage capacity monitoring • Administration of users access and auditing
Remove Database	3 days	• Removal of database	• Retention of database
Increase database size for Departmental	3 days	• Increase in database size up to 5 GB	• Storage capacity monitoring • Administration of users access and

Database			auditing • Increases beyond 5 GB
Restore database (Both)	3 days	• Full Backup with 14 day retention • Snapshot export with 35 day retention	• Storage capacity monitoring • Administration of users access and auditing

*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 cost for the Personal option is included in the standard allocation. There is an additional cost for the Departmental option of $100 per GB annually.

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

Reviewed by: Initial/Date

Business Relationship Manager: HS/01/05-09

Service Owner: AC/12-07-09

Director ITSMO: KJ/11-24-09