Service Level Agreement

Web Hosting

EMORY | UTS University Technology Services

This document outlines the Service Level Agreement (SLA) between University Technology Services (UTS) and our Customers for the delivery and support of Emory's Web Hosting service. 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 Web Hosting service allows Emory departments and other groups to make their website accessible on the World Wide Web. The service supports a rich set of technologies that enable web developers to create highly functional sites and applications, while maintaining a high level of security.

The Web Hosting environment features robust blogging, forums, backup and restore functionality, professional server maintenance, proactive monitoring, and a high level of availability. Applications such as Cold Fusion, PHP 5, and Apache allow for creation of dynamic content. HTTPS encryption allows sites to connect seamlessly to the Emory authentication 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 License
In-scope applications	• PHP 5 • Apache 2.2 • Cold Fusion 7
Dependent infrastructure services	• Internet • Network • Network Attached Storage (NAS)

In-scope hardware components	• Virtual Machines (6)
	  ▪ wh-admin (prod)
	  ▪ wh-mysql (prod)
	  ▪ wh-mcache (prod)
	  ▪ whentwebprod1 (prod)
	  ▪ kassad (dev)
	  ▪ masteen (dev)
	• Physical Solaris Servers (3)
	  ▪ Web1a (prod)
	  ▪ Web1b (prod)
	  ▪ Saaitdev01 (dev)
	• Physical Linux servers (3)
	  ▪ Keats (prod)
	  ▪ Cantos (prod)
	  ▪ Consul (prod)

☑ 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 Content Management (Cascade) • Applications, websites, and content created in the environment • WebDrive File Sharing • Personal Web Pages
Infrastructure services	• Cascade Server

Assumptions

1. Users must have an Emory Network ID or a sponsored account.
2. Authorized contractors may have access to this service through a sponsored account.
3. Account sizes are limited to 500 MB.
4. Customer responsible for creating content, development, support, and maintenance of the applications created in the Web Hosting environment.
5. Web Hosting is a Tier 1 service. Service Tier descriptions can be found at: http://it.emory.edu/itil-service.
6. Additional software or hardware above what is listed in scope will require new funding.

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 1 service, the target availability of the Emory Web Hosting 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 Web Hosting.

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.

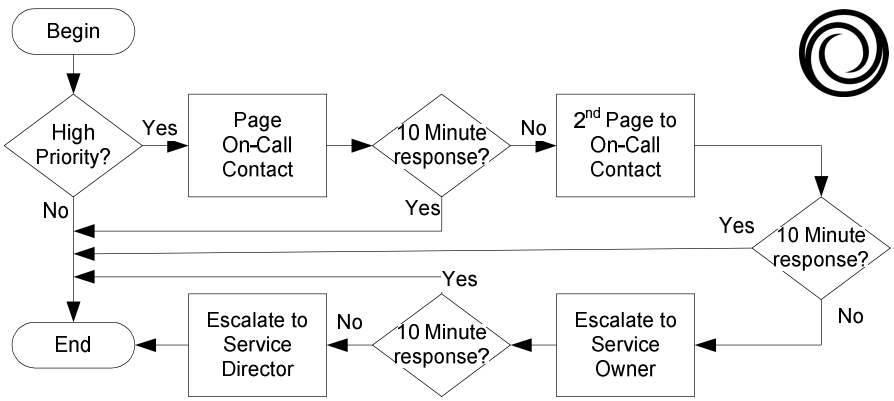
UTS Escalation Contacts

Role	Contact	Phone (Office & Mobile)	Email
Service Owner/ Mgr	Elliott Kendall	O: 404-727-4584	elliot.kendall@emory.edu
Director	John Ellis	O: 404-727-4871	john.ellis@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
Elliott Kendall	Service Owner		
Jeff Fennell	Business Relationship Manager		
John Ellis	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
New website	5 Days	Create new website and supply domain name	Website content
Set up redirect	2 Days	Redirect traffic to new domain name	More than one redirect domain
Modify permissions	1 Day	User profile or permissions	
Setup discussion forum	5 Days	Discussion forum	
Grant access to statistics logs	5 Days	Access only	
Set up account for database web form	5 Days	Web form only	
Create or edit Cold Fusion source	2 Days	Cold Fusion	

**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

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

Reviewed by:	Initial/Date
Service Operations Manager:	____/_____
Business Relationship Manager:	JEF /11-30-09
Service Owner:	____/_____
Director ITSMO:	KJ/12-06-09