More documentation and announcements can be found on the UTS Website at www.oakland.edu/uts

Topic: Distributed Support Service Level Agreement

Audience: Staff and Faculty who provide local or departmental information technology support.

Date: July 22, 2005

Distributed Support Service Level Agreement

1.0 Overview

This Service Level Agreement (SLA) is between University Technology Services (UTS) and the designated information technology support staff within the academic and administrative offices of the University, referred to in this document as Distributed Technology Support (DTS). Under this SLA, UTS agrees to provide specific information technology services and support and DTS agrees to provide support specific to the individual area. This SLA also covers performance and reliability targets and objectives.

2.0 Purpose

The purpose of this SLA is to establish a cooperative partnership between decentralized information technology support staff members (DTS) and the central information technology organization (UTS) by clarifying roles, setting expectations, and providing mechanisms for resolving problems.

3.0 Terms of Agreement

This service is provided on an ongoing basis. From time to time it may be reviewed and modified by agreement of both Distributed Technology Support Committee and UTS. All self-identified distributed information technology support staff members are eligible to be part of the Distributed Technology Support Committee. Changes to this agreement will be done with the approval of the Distributed Technology Support Committee, which has members from all areas of the University, including UTS.

4.0 Support Hours
In general, University Technology Services provides support as described in this document on regularly scheduled weekdays, during standard business hours, 8:00am to 5:00pm. When possible, UTS will attempt to extend the business day through flexible scheduling. The extended day is generally from 7:30am to 6:00pm on regularly scheduled weekdays. Extended day service is not guaranteed.

System monitoring and operation is handled 24 hours a day, 5 days a week, on regularly scheduled weekdays. Goodwill service may be available at other times, such as nights, weekends and holidays. Goodwill service is not guaranteed. Goodwill service refers to UTS staff members casually monitoring systems and notifications during their personal time. We do not have an on-call scheduled rotation at this time, due to staffing limits. Goodwill service coverage can be scheduled in advance through planning between DTS and UTS.

Regularly scheduled maintenance will be scheduled during low use hours as much as possible; such work will be done before 8am or after 5pm whenever possible. Scheduled changes usually must be done when contracted support for problem resolution is available, and due to budget constraints, UTS seeks to contract support for Monday through Friday (24x5) excluding holidays.

Requests from distributed support staff for singular coverage for special events that occur on evenings, weekends and holidays will be considered. Such requests should be submitted to UTS well in advance of the planned event.

UTS will respond to critical requests within 4 hours of receiving the report within the standard support hours. UTS will respond immediately to emergency situations as defined in the Oakland University Emergency Response Plan and the Desktop Emergency Guide.

5.0 Priorities

For application support and development, priorities are established:

Our top priorities are:

- Production down.
- Stopped critical business processes.
- Government mandated processes.
- Data integrity issues.
- VP or Assoc. VP approved projects.
- Oldest request first.

All other work is prioritized by:

- Work from the entire University or campus is stopped or interrupted.
- Work from a department is stopped or interrupted.
- Work for an individual is stopped or interrupted.
- New system install, requested activation or move.

6.0 University Technology Services Responsibilities
University Technology Services consists of several organizational teams: Network Communications, Technical Support, Database Applications, Operations and Helpdesk. The leadership of University Technology Services is responsible for:

- Information technology technical direction, strategic planning and capacity planning
- Information technology policy, standards, guidelines and service level agreements
- Security, risk assessment, legal compliance, business continuity planning
- E-learning infrastructure
- Enterprise systems, E-commerce and web-based service delivery
- Relationship building
- Resource allocation, budget, and project coordination

All UTS teams work in compliance with University information technology policies.

6.1 Network Communications Services Responsibilities

The Network Communications team is responsible for the wired and wireless voice, video and data communications network. This team will:

6.1.1 Evaluate, engineer, purchase, configure, install, troubleshoot and maintain the data network switches, servers, wireless access points and software related to the communications infrastructure.

6.1.2 Provide a connection to the campus Internet backbone and assure successful operation of the University in conjunction with that connection.

6.1.3 Diagnose all reported backbone problems.

6.1.4 Provide a static or dynamic IP address for each server. If the server is a mobile server, Network Communications will register IP addresses in the campus-wide DHCP system for use in each building.

6.1.5 Provide DNS name administration services for each server. This includes entering the server name and appropriate aliases in the university-wide DNS system. UTS does not support dynamic DNS updates and only one DNS name/IP address pair is supported per server. Administrative changes to the server DNS name/IP address pair are restricted to 3 per year.

6.1.6 Perform regularly scheduled maintenance on Wednesday mornings between the hours of 4am and 8 am.
6.2 Technical Support Responsibilities

The Tech Support team is responsible for the servers, operating systems, identity management and middleware. This team will:

6.2.1 Provide maintenance of the hardware and software on servers in the Dodge Datacenter or other UTS facilities, or on other servers under a pre-arranged service level agreement.

6.2.2 Offer three levels of server support:

1. Departmental Support

   The Department controls and administrates the server while a staff member from University Technology Services acts as a consultant to describe proper security measures, settings and patch installations. In this case, the department handles the server backups, restores, reboots, installations, and patches. The server is completely the responsibility of the department staff.

2. Facilitated Support

   The department controls the server physically for reboots and backup procedures, but installations, patches and security settings are managed by a staff member from University Technology Services. Here the department is still responsible for backups, restores and reboots but UTS performs standardized security settings, patches and software setups. This must be prearranged by Service Level Agreement.

3. Managed Support

   University Technology Services is responsible for the server, handling software, security, managed backups and restores. The department is still responsible for understanding departmental software, understanding the licensing, and maintaining currency as well as providing funding for necessary upgrades, tape media, etc., if UTS cannot provide a centralized funding source. This allows UTS to provide physical security, backup procedures, fire suppression systems, and battery power systems to protect the server, but removes it from departmental physical accessibility.

6.2.3 Provide assistance with purchasing decisions. Department, academic, administrative, or research units may purchase a server, or may request that UTS purchase a server. Technical Support may assist with the purchasing decisions on the request, providing evaluation appropriate to the project, including, but not limited to, server sizing, purchasing options, configuration, security, licensing and network requirements. University Technology
Services sometimes has adequate capacity on existing servers or existing software license agreements, so prior review with a Tech Support team representative is recommended.

6.2.4 Provide a secure server location, if possible. Technical Support cannot guarantee that a location in the server room is available for a new server; if the installation of a new server is planned for the Dodge Datacenter or other UTS facility. Servers installed in the Dodge Datacenter must be purchased as rack-mount. Approval must be obtained from Tech Support prior to purchase if the server is to be located in a UTS facility.

6.2.5 Provide review of a proposed physical location. Installations outside the Dodge Datacenter or other UTS facility should be reviewed carefully in advance of server installation. The physical location of the server requires environmental (air cooling), physical security and network availability review. In particular, attention must be paid to academic versus administrative networking issues.

6.2.6 Provide server installation according to the selected service level. Requests for installation must be submitted 4 weeks prior to server arrival. To install Win2000 Server on a system, the owner should provide a full hardware system that is Win2000 Certified by the vendor, or that has been verified to have all hardware listed on the Win2000 compatibility list (www.microsoft.com/windows/compatible/default.asp).

Similar standards apply if a UNIX install is requested; all required hardware components must be ready for the install as appropriate to the purpose of the system.

If the owner has performed the component verification, the list of components should be forwarded to Tech Support along with the request for service.

6.2.7 Install or upgrade Windows systems, service packs, hot fixes, option packs, resource kits and operating systems, according to the selected service level agreement, on systems on a planned schedule with agreement from the owner.

Tech Support will install or upgrade UNIX based operating systems based on current support strategies.

Proof of license and vendor-provided drivers or installation diskettes are necessary for both installations and upgrades.

Tech Support will inform the owner when operating system upgrades, service packs, or applicable hot fixes are released by Microsoft or other vendors, and will coordinate a time for installation of these items with the owner. Tech Support will not assist in use or configuration of products or upgrades more than one full version behind the currently released version.

6.2.8 Comply with current technical directions. Tech Support will not install or support the following OS components:

- Microsoft DNS Server
• Microsoft DHCP Server
• Microsoft RAS Server
• Microsoft Internet Connection Services for RAS
• Microsoft WINS Server
• Microsoft Netware Services
• Windows 2000 Domain Controller

Each system will be set up in a Windows 2000 Organizational Unit. The owner will have control of the Administrator account on the system. UTS will need a separate administrative account on the system for system support.

6.2.9 Tech Support will maintain the collaborative work environment, including identity management (login accounts, email addresses, LDAP directory, etc.), email, file storage, and calendar systems.

6.2.10 Tech Support will maintain the E-learning infrastructure systems, including WebCT, Scantron and Go-Print. Vendor support contacts will be provided to DTS for these systems so that DTS members can facilitate problem resolution directly. Any unresolved problem will be escalated to Tech Support for resolution.

6.2.11 Tech Support will maintain the systems security environment, including operating system push systems, central gateway anti-virus and client/server anti-virus systems.

6.3 Operations

Operations is responsible for Helpdesk, Telecom, systems monitoring, operations and facilities. This team will:

6.3.1 Provide the following services: telecommunications; coordinated office moves covering network, telecom and PC connection; backup/restore services; system monitoring; security access processing; and Helpdesk services.

6.3.2 Helpdesk operations will follow the Desktop Service Level Agreement standards.

6.3.3 The Helpdesk will troubleshoot problems with the desktop operating system, including performance problems, consistent with established service priorities, and will escalate issues to senior technical or network support staff as needed. Troubleshooting services are available only for those systems installed with the current release and one full version behind.

6.3.4 Backups are performed locally by the system owner. Storage of backup media in UTS can be arranged.

If performed locally, University Technology Services is available to set up the backup software and process. The owner is responsible for purchase and licensing of the desired backup product and for changing tapes and administering the software after initial setup.
UTS administered backups consist of a weekly full backup with daily differentials or incrementals. The weekly full and daily differentials / incrementals are available for three weeks after creation. These tapes are kept in one of three storage facilities. These include the UTS Operations vault, North Foundation Hall, and an offsite facility. Tape copies are made in the event that information on disk is lost or destroyed, and allow UTS to restore data when necessary. Verification of backup should be coordinated with University Technology Services staff. Ownership and responsibilities of the backup/restore process must be defined for UTS (i.e., who is authorized to make a restore decision).

6.4 Database Applications

Database Applications provides support for database applications, enterprise systems and integration. The Database Applications group at Oakland University encompasses both information delivery and information management components. The group is responsible for:

- SCT Banner2000 Modules
- Microsoft Access
- SAIL and Banner Web Products
- Universal Algorithms Schedule25
- Touchnet Payment Gateway
- Interfaces to other database or application systems
- Systems Integration

6.4.1 Installation and support of server applications other than the products listed are the responsibility of the owner. Units may contract with the application vendor or with UTS to provide this service.

All applications installations of any kind on centralized servers must be coordinated between UTS and the owner with a minimum of 10 days notice in order to ensure adequate availability of resources if problems arise from the installation. Complete backups of the server should be taken immediately prior to any installations. UTS will respond to operating system problems arising from an application installation consistent with established service priorities.

Administration and support of all server applications are the responsibility of the owner. Contact with the application vendor is the responsibility of the local owner, not UTS, unless otherwise negotiated. This includes all use of the application itself, including setting of privileges, training, tuning, client connectivity, generation of reports, and so forth. UTS may be able to supply these services, if desired and contracted by the system owner in advance.

7.0 Distributed Technology Support Responsibilities

Distributed Technology Support staff will:
7.1 Provide the name and contact information of a primary technical contact to the UTS.

7.2 Create a local information technology organization that complies with usage described in university policy #890.

7.3 Maintain local network connections in accordance with university policy #850.

7.4 Perform system administration for systems outside the UTS Dodge Datacenter and other UTS managed facilities, in accordance with university policy #880.

7.5 Assure that local software usage is compliant with policy #870.

7.6 Assist University Technology Services in the identification of priorities, potential cost cutting or service improvements. DTS will provide local priority assessment and will initiate scheduling of goodwill service with UTS.

7.7 Be responsible for local disaster recovery and business continuity planning within the guidelines of their unit operations, including development of hardware and software asset management lists. For systems under UTS management, DTS will provide specific backup / restore instructions, including names of those authorized to restore, as needed (in absence of specific instructions, UTS will make the judgment).

7.8 Notify UTS of any system or server to be installed in a UTS managed facility or on a UTS managed server prior to purchase of the system or server.

7.9 Provide support including, but not limited to the following:

- Selection, purchase, installation and distribution of software and hardware specific to departmental operations.
- Distribution of applicable documentation and training materials, and distribution of information learned at DTS meetings or email notice, as appropriate.
- Localized training and information sharing, particularly about University information technology policies and activities.
- Initial desktop and printer installation, proper property release and problem triage.
- Assistance with Helpdesk contacts.
- Local application support, including contracting the appropriate service and support contracts for departmental systems.
- Initial Banner problem triage and support.
- Identification of security issues.
- Maintenance of open communications about local events with UTS staff members.
APPENDIX A

UTS Service Level Agreement for the Oakland Center
Addendum to the Distributed Service Level Agreement
Update on January 6, 2006

(1) When does UTS contact the System Specialist for Student Affairs about something in the OC?

System Specialist for Student Affairs supports the following departments that are located in the Oakland Center:

a. Student Technology Lab
b. Reservations
c. Administrative Offices
d. Banquet Rooms
e. Meeting Rooms (All Levels)
f. Chartwell Offices
g. Public Computer Labs (O'Bears Cafe, Oakland Center Lower Level, and Kiosks)
h. Wireless Networking in the Oakland Center
i. Print-wise System (Go Print)
j. Scheduling System (CEO)
k. IP Video Surveillance System
l. Network connection from the Oakland Center to other campus buildings is unavailable
m. Internet access is unavailable
n. GrizzNET in the OC is unavailable
o. Wireless network issues or localized network issues within the Oakland Center

(2) When is the Manager of ID Card Operations contacted?

a. Any issues relating to the functionality of the ID Card System

(3) Who do other departments or organizations not listed above contact for technical assistance?

The UTS Helpdesk will support all student organizations as outlined in the Desktop Service Level Agreement and Policy #890. Student organizations would include the Oakland Post, WXOU, Student Congress, Student Program Board, and other General Student Organizations located in the Oakland Center.