

Service Level Agreement

Overview

The purpose of this document is to detail an agreement between Customer (hereafter referred to as “Customer”) and NDSU Enterprise Computing and Infrastructure (ECI) for hosting services including:

- Network connectivity
- Maintenance and Monitoring
- Server Administration and Security
- Storage and backup services (if indicated in “Estimated Cost” section)
- Application support
- Terms

Network Connectivity

ECI will provide network connectivity for the services provided by this agreement. The server used to host the services covered by this agreement will be connected to the NDSU campus network. Customer may choose a Domain Name Service (DNS) name for the server’s public network address or ECI will assign one. ECI will maintain the DNS records as appropriate. If Customer wishes to establish a new domain name outside of the NoDak.edu namespace, they will be responsible for all fees associated with registering that domain and must agree to relevant North Dakota University System policies governing such domain names.

Server Equipment

ECI will provide all server equipment necessary to provide acceptable performance of the Customer’s software application as specified below. ECI owns the host hardware and is responsible for keeping the host hardware and software maintained and configured appropriately. ECI is responsible for replacing hardware when needed to ensure acceptable performance of the Customer’s software application. ECI will provide system monitoring and backup services, as well.

The server(s) will be physically located in ECI computer facilities, which are environmentally controlled. Only authorized ECI staff are permitted in these facilities. The server(s) will be connected to a UPS power source with motor-generator backup.

Monitoring and Maintenance

ECI will monitor the server and its basic services and will notify Customer of any system failures we detect. Problems resulting in system failure detected during regular University business hours

will be corrected as soon as possible. Other, non-critical problems will be resolved during regularly scheduled maintenance periods.

- Thursday mornings between 4 and 7AM
- Sunday mornings between 6 AM and 12 Noon

Occasionally, longer outages or non-standard days and times will be needed for maintenance. ECI will provide notification for these outages one week in advance. Notifications will take place via ECI's normal notification channels. For more information, see www.ndsu.edu/its.

ECI makes no guarantees of system availability. In the event of a natural or other disaster, ECI has a plan for restoring services. Our services have been categorized into four different levels of importance ranging from "Essential" to "Desired." Services provided under this agreement are categorized as a third level priority ("Necessary"). Services will be restored beginning with Essential services and moving down the priority list from there.

Server Administration and Security

ECI will provide systems administration and security management for the servers that host the customer's services covered by this agreement. Customer will need to initiate support by contacting the Information Technology Services (ITS) Help Desk. Services will include:

- Monday through Friday, 8am to 5pm contact support
- System configuration
- Operating system level user administration
- Hardware installation
- Installation and maintenance of power distribution system
- Installation and maintenance of console access system
- Application software installation
- Installation of operating system
- Maintenance of system security

Requests for services under system administration (user management, etc.) are to be made by Customer contacting the Information Technology Services (ITS) Help Desk. All system management practices will conform to NDUS procedure [1901.2](#), which governs computer and network usage.

Storage and Backup Services

ECI will provide enough disk storage to accommodate the operating system, monitoring software, backup software and customer's application software. The customer's data is backed

up on a daily basis by ECI for disaster recovery purposes. However, you may choose to forgo backup services.

Recovery of data from backup may be requested during regular business hours by contacting the Information Technology Services (ITS) Help Desk. ECI will restore the data as soon as possible, typically no more than one working day from the time the request is made. In some cases data recovery may require the customer's application to be stopped and re-started. ECI will inform you when this is necessary and schedule the recovery per your requirements.

ECI's backup system is very reliable but has limitations. It is a "snapshot" system meaning that backups are done only once per day. Any files which change between backups will be included in each subsequent backup run. However, it is possible that a file could be created and lost or damaged between backup cycles in which case the file cannot be recovered. In some cases (e.g. database applications) special software may be required to provide the backup service which will be added to the annual service charges.

Application Support

The responsibility for supporting the application hosted by ECI rests exclusively with Customer. This includes all software licensing charges (as appropriate). ECI will not provide technical or end-user support for your application. In particular, the Customer will be responsible for naming staff in your unit who "run" the application, provide technical support to other staff and serve as technical liaisons to ECI.

Once the Customer has contacted the Information Technology Services (ITS) Help Desk, ECI's systems administrator will work with your named technical support staff to install the application software according to the vendor's recommendations. If there is a technical problem after the installation and your vendor needs to speak with our system administrator we will be happy to do that. However, the technical support person(s) in your group will need to be a part of those conversations and assist our system administrator in resolving the problem and verifying that the software is running correctly.

ECI requires that you contract (at your expense) with your software vendor for technical support and software updates (as appropriate). These updates typically include planned enhancements but also include fixes for security vulnerabilities, functional issues discovered after the software is released and support for newer operating system versions. ECI will install all software updates as part of this agreement. "Open Source" software applications that do not have commercial support available are exempt from this requirement. Discontinuation of support by the vendor (or development in the case of open source) will result in the termination of this agreement.

Changes in the Customer's application(s) must be agreed to by ECI. In some cases, applications may be incompatible with each other or have differing operating system requirements. ECI discourages running multiple, unrelated applications on the same server because it violates good security practices and often involves conflicting service levels.

Annual Cost for Fiscal Year 2012

Customer will be billed on July 1st and payment due within 30 days.

| <i>Service Component</i> | <i>Cost</i> | <i>Quantity</i> | <i>Total</i> |
|---|-------------|-----------------|-------------------|
| Usage Fee: server and operating system hardware and/or software * | \$1,740 | 1 | \$1,740.00 |
| System Administration / hr. | \$53.17 | 123 | \$6539.91 |
| Mirrored Storage / gigabyte | \$.42 | 0 | \$0.00 |
| SAN Equipment Fee | \$815 | 0 | \$0.00 |
| Network Connection Fee | \$150 | 1 | \$150.00 |
| Additional Backup of SAN / gigabyte | \$1.12 | 0 | \$0.00 |
| Administrative Processing | \$159.00 | 1 | \$159.00 |
| Annual Fee Total | | | \$8,588.91 |

** This is a fee for use of the server and operating system hardware and/or software and represents the cost to ECI for your use of this resource for one year. ECI retains ownership of the actual hardware your service is hosted on, if any.*

Please note that costs are likely to change in FY13 as a result of an ongoing cost study in the IT division.

Terms

ECI will bill Customer on a fiscal year basis for the services described in this document. Agreements begun during a fiscal year will be billed pro-rated through the end of the current fiscal year. This agreement may be cancelled by either party with a minimum of 30 days advance notice. In the event of cancellation, Customer is responsible for making alternative arrangements for hosting their application, if appropriate. ECI will determine a schedule for halting services in conjunction with Customer and assist in transferring any application data.

Fees for services under this agreement will be re-calculated annually and announced 60 days prior to the end of each fiscal year (May 1st). Unless we receive written notice, agreements will automatically renew each fiscal year based on the announced pricing.

Signed:

Customer Name
Customer Department

Date

Marc Wallman
Enterprise Computing and Infrastructure

Date

Customer Technical Support Contact(s): _____

Customer's Application(s): _____

Hosts: _____