1 General Overview

This is a Service Level Agreement ("SLA") between ____________ and the CalWeb Farm Service to document:

- The technology services the CalWeb Farm Service provides to the customer
- The targets for response times, service availability, and maintenance associated with these services
- The responsibilities of the CalWeb Farm Service as a provider for subscription based services, hourly services or specific services
- Processes for requesting services
- Review and Reporting SLA process

This SLA will be reviewed annually to assess hardware, software and procedural accuracy.

2 Service Description

2.1 Service Scope

The CalWeb Farm Service provides either a Linux or Windows Environment.

The Linux Environment provides (RHEL 6 with Apache):
- Hardware/Software Load Balancers
- HTTP Proxy Service
- Apache for Customer Websites with support for the following toolsets
- PHP
- Perl
- Python
- CGI
- CSS
- Source Control (git and subversion clients)
- SSH
- Automated Customer Portal
- OS support via Puppet

The Windows Environment provides (Windows Server 2012R2 with IIS 8):
- Hardware/Software Load Balancers
- .Net
- PHP
- FTP
- ColdFusion

2.2 Assumptions

- Services provided by the CalWeb Farm Service are clearly documented in the IST Service Catalog - http://ist.berkeley.edu/services/catalog.
- All Subscription Services are provided on a recharge basis.
- At the discretion of the CalWeb Farm Service, any services provided outside of the scope of this Service Level Agreement are subject to time and materials cost on a case-by-case basis.
- Major upgrades, including Administration consulting for services outside of the scope of this Service Level Agreement, are treated as hourly projects and billed at the System’s Administration Consulting hourly rate.
- Changes to services will be communicated and documented via the change notification process.
CalWeb Farm

- Service will be provided in adherence to any related policies, processes and procedures.
- Scheduling of all service related requests will be conducted in accordance with the CalWeb Farm Service Level Agreement.
- In the event of a disaster or if the Data Center is not accessible, applications will be restored in priority order per the Emergency Operations Center direction.

3 Roles and Responsibilities

3.1 Parties

<table>
<thead>
<tr>
<th>Parties</th>
<th>Name</th>
<th>Contact Information</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>CalWeb Farm Service, IST-Infrastructure Services</td>
<td>K. Joey Curtis</td>
<td><a href="mailto:kjc@berkeley.edu">kjc@berkeley.edu</a></td>
<td>510-642-8020</td>
</tr>
<tr>
<td>Customer Technical Contact</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3.2 **CalWeb Farm Service Responsibilities**

**CalWeb Farm Service** responsibilities and/or requirements in support of this Agreement include:

- Meet response times associated with the priority assigned to incidents and service requests.
- Review Service Level Agreement annually and notify customer of updates or changes.
- Notify **CalWeb Farm Service** customers via email contact list for scheduled or emergency maintenance or outages.
- Appropriate notification to customer for all scheduled maintenance via the IST System Status Page -
  [http://systemstatus.berkeley.edu](http://systemstatus.berkeley.edu).
- **CalWeb Farm Service** will implement defined processes to deliver these service levels.

3.3 **Customer Responsibilities**

**Customer** responsibilities and/or requirements in support of this Agreement include:

- Customer must contract for any assistance on a Time and Materials (T&M) basis as the CalWeb Farm service is self-supported by the customer.
- Application/Data owners must provide and maintain contact information.
- Application/Data/Technical/Security owners must provide contacts with 24x7 availability.
- Application teams are required to perform application testing for all patches, upgrades, and database changes in a timely manner.
- Application teams are responsible for notifying application users of any service interruptions or outages.
- The application support group will triage all end user and development team issues to identify the root cause of the problems and engage the application vendor if applicable, prior to contacting **CalWeb Farm Service**.
- Approves those who can have access to the application’s data.
- *Ensure that no ecommerce is on CalWeb Farm.*
- Security contact approves accounts and permissions and is typically the same contact as the Data Owner.
- Technical contact will provide application support for the customer’s application or can act as a liaison to the customer’s application support group.
- Technical contact knows the application code and assists in troubleshooting issues.
- Technical contact is available for troubleshooting issues during the support availability hours defined in this document.
- Technical contact triages issues from general end-users before submitting service requests to the CalWeb Farm Service.
- Communicate specific service availability requirements.
- Prompt payment or provisioning of appropriate chart-string.
- Designated department-billing contact.

4 **CalWeb Farm Service Contact Information**

There are two methods of contacting **CalWeb Farm Service** to establish services:

4.1 **Email IST Service Desk** ([servicedesk@berkeley.edu](mailto:servicedesk@berkeley.edu))

Customers wishing to establish services should contact the IST Service Desk at the email address noted above.

4.2 **Phone – IST Service Desk** (510-664-9000, 1, 4, 2)

Telephone contact is available during normal hours of operation, 8:00 a.m. to 5:00 p.m., Monday through Friday. Messages left after normal business hours will be processed the following business day.
5 Hours of Coverage, Service Availability, Response Times & Escalation

5.1 Hours of Coverage
- The CalWeb Farm Service’s normal hours of operation are 8:00 a.m. to 5:00 p.m., Monday – Friday except Federal holidays, University holidays and announced University closures. Customers may use any of the methods of contact outlined in Section 4.

5.1.1 Service Availability
Service availability is defined as the time this service is to be in production (server up and accepting connections) with the exception of scheduled maintenance, and within service availability hours.

- 24 hours a day, 7 days a week for Production Layer only

The CalWeb Farm Service monitors its servers as a whole to ensure service availability. Note that the monitoring process does not include individual websites and applications hosted on this service.

5.1.2 Incident Support Hours, Response Times, and Reporting
A CalWeb Farm Service incident means any interruption of the normal function of the server so that it is severely malfunctioning.

CalWeb Farm Service technical contacts will respond to an incident within ninety minutes (90) after receipt of notification from the Service Desk via any of the methods outlined below during the following service availability hours:

- 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays

To report a CalWeb Farm Services Incident, please create a ticket and phone the IST Service Desk:

Ticket:
- Create either a UNIX trouble ticket by sending email to:
  - unix-tickets@berkeley.edu
- Create either a Windows trouble ticket by sending email to:
  - win-ticket@berkeley.edu

IST Service Desk:
- All CalWeb Farm Service incidents must be reported to the IST Service Desk as follows:
  - Telephone 510-664-9000, 1, 4, 2

5.1.3 Prioritization
The CalWeb Farm Service will prioritize incoming incident requests as “urgent” priority if it meets any one of the following criteria:

- Number of departments or people affected.
- Percentage of total tasks that can no longer be performed by individuals.
- Academic and Administrative Calendar deadlines.
5.1.4 Service Requests
A service request means a request made by a customer for UNIX System Administration Hourly Consulting for a service as published in the IST Service Catalog (http://ist.berkeley.edu/services/is/unix/appfarm).

Assistance is provided only by contracting on a Time & Materials (T&M) basis. Customers can expect a response with a Time & Materials quote within 1 business day. Service Request changes will be made during service request support hours.

Service requests for UNIX/Windows System Administration Hourly Consulting may be submitted by using any of the following methods:

- Call the IST Service Desk at 510-664-9000, 1, 4, 2
- Email the IST Service Desk at servicedesk@berkeley.edu

5.2 Escalation

5.2.1 Scheduled Service
If a service request is not implemented or scheduled with the response times outlined above, customers may escalate the request by contacting the IST Service Desk at 510-664-9000, 1, 4, 2. Please refer to the service request ticket number before contacting.

5.2.2 Service Level
If you are not satisfied with the level of service on a request, contact the IST Service Desk at: 510-664-9000, 1, 4, 2.

5.3 Information
If you would like to inform us of something or ask questions, but don’t need us to complete a task, please send email is-platform-help@lists.berkeley.edu

5.4 Other Requests
Requests for service features and functions not yet implemented can be submitted IST Infrastructure Services: is-platform-help@lists.berkeley.edu.

5.5 Service Exceptions to Coverage

<table>
<thead>
<tr>
<th>Exceptions</th>
<th>Parameters</th>
<th>Coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Holidays</td>
<td>N/A</td>
<td>No coverage</td>
</tr>
<tr>
<td>University Holidays</td>
<td>N/A</td>
<td>No coverage</td>
</tr>
<tr>
<td>Scheduled Maintenance(s)</td>
<td>Scheduled between CalWeb Farm Service, Technical and Data Owner Contact</td>
<td>No coverage</td>
</tr>
</tbody>
</table>

6 Maintenance and Service Changes
The Change Management process within CalWeb Farm Service minimizes unintended service disruptions or other impacts to the Campus as a result of changes in the production environment. CalWeb Farm Service does this by monitoring, managing, and evaluating changes to maximize the service benefits to the customer, while minimizing...
the risks involved in making those changes.

Support Hours for service changes for CalWeb Farm Service 8:00 a.m. – 5:00 p.m. Monday through Friday, excluding holidays. Please note that some maintenance work may cause service disruptions.

All CalWeb Farm Service related services, maintenances, and Campus outages are published at IST System Status page, (http://systemstatus.berkeley.edu).

There are three categories of service changes:

- **Planned Maintenance**: Planned service maintenance is approved work that is planned and scheduled prior to the change. CalWeb Farm Service will communicate (as needed) via the CalWeb Farm Service electronic list prior to the scheduled change. Every fiscal year, 40 hours of time are reserved for maintenance to database hardware, operating systems, network, storage systems and database software.

  Whenever possible, scheduled maintenance is planned during off-hours on weekends. CalWeb Farm Service will email the designated Technical and Data Owner contacts with one-week’s advance notice prior to scheduling patches or maintenance for:

  - Non-critical patches are scheduled on a quarterly basis during non-business hours.
  - CalWeb Farm Service will provide upgrade notifications via the CalWeb Farm Service electronic list 12 months before vendor support ends. Customers are expected to migrate to the new versions within that window.
  - Customers are required to perform application development testing for all patches, upgrades and database changes. Testing should be completed by the customer’s application support group for implementation in production within 7 days.
  - CalWeb Farm Service will not support versions of the operating system that are no longer supported by the vendor.

- **Unplanned Maintenance**: Unplanned production maintenance is priority work that is unplanned due to an urgent repair, patch or update to prevent failure. Unplanned production maintenance will be given priority (and communicated immediately). Critical patch notification is determined by the nature of the problem and may be scheduled in less than one day. As such, critical security or break-fix patches are applied as needed. If possible, CalWeb Farm Service will send email via the CalWeb Farm Services electronic list as soon as possible to coordinate the application of these patches.

- **Emergency Service Change**: An emergency service change is defined as a service failure that affects the entire campus or significant number of users that requires immediate repair. All Emergency Service Changes are communicated to the appropriate CalWeb Farm Service contacts to determine necessary communication steps. Emergency service announcements are also communicated usually the day of the service failure. Off-hours service failures are communicated the following business day.

## 7 Rates

### 7.1 Rate Process

Recharge rates are calculated by IST to achieve cost recovery and approved by the Campus Recharge Committee based on campus recharge policies (http://controller.berkeley.edu/recharge/Policies/Rechargepolicy.pdf)

### 7.2 Charges

Customers will be billed monthly for services. Time & Materials time is charged at delivery of service.

Last Update: 06/05/2014
Last Review Date: 05/08/2014
Customers may terminate the service at any time without charge with 30 days advance notice. No refunds will be issued for unused Enterprise UNIX Services.

Any billing questions should be directed to istbill@berkeley.edu.

8 Reviewing and Reporting

This SLA covers the period from July 1, 2014 to June 30, 2015, and will be reviewed and revised at the end of this period.

8.1 SLA Reviews

This Agreement will be reviewed annually or as otherwise needed.

CalWeb Farm Service maintains responsibility for the content of this document, and may amend it as required. All changes will be communicated to all affected parties.

9 Signatures

DEPARTMENT authorization

| Signature: | 
| Date: | 
| Name: | 
| Title: | 
| Department: | 
| Phone: | 
| Email: |

UCB IST authorization

| Signature: | 
| Date: | 
| Name: | 
| Title: | 
| Department: | 
| Phone: | 
| Email: |