1 General Overview

This is a Service Level Agreement (“SLA”) between the customer and UCBackup to document:

- The technology services UCBackup provides to the customer
- The targets for response times, availability, and maintenance associated with these services
- The responsibilities of UCBackup as a provider for subscription-based services
- Processes for requesting service
- 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
UCBackup provides centralized, network-based backup and recovery services for computer systems on the UC Berkeley campus. UCBackup supports Windows, Mac OS and many types of Unix/Linux systems, both desktop, servers and mobile devices.

2.2 Assumptions
- Services provided by UCBackup 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 UCBackup, any services provided outside of scope of this Service Level Agreement is subject to an additional cost.
- Changes to services will be communicated and documented via the change notification process.
- 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 this SLA.

3 Roles and Responsibilities

3.1 Parties

<table>
<thead>
<tr>
<th>Parties</th>
<th>Title / Role</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>UCBackup</td>
<td>UCBackup Team</td>
<td><a href="mailto:ucbackup@berkeley.edu">ucbackup@berkeley.edu</a></td>
</tr>
<tr>
<td>Customer Technical Contact</td>
<td></td>
<td></td>
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<tr>
<td>Customer Billing Contact</td>
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</table>

3.2 UCBackup Responsibilities
UCBackup responsibilities and/or requirements in support of this Agreement include:

- Appropriate notification to Customer for all scheduled maintenance requiring service interruption via the IST System Status Page - (http://systemstatus.berkeley.edu).
- Implementing defined processes for UCBackup to deliver these service levels.
- Meeting response times associated with the priority assigned to incidents and service requests.
- Providing status reports via email to primary users and their department’s technical coordinator.
3.3 **Customer Responsibilities**

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

- Availability of customer representative(s) when resolving a service-related incident or request.
- Communicate specific service availability requirements.
- Submit service requests through appropriate trouble ticketing system, contact telephone numbers or email for new services or technical support.
- Prompt payment or provisioning of appropriate chartstring.
- Designated department billing contact.
- With procedural assistance from IST or a department’s technical coordinator, obtain, install, upgrade, and customize as necessary, appropriate client software for the system. (The cost of the client software is included in the monthly [UCBackup](http://ucbackup.berkeley.edu) service charge.)
- When necessary, provide a contact person who is technically able to install, upgrade and configure software on the system and look at various logs.
- Determine what data needs to be backed up. By default the software will attempt to backup all eligible data that is NOT excluded.
- When contacting [UCBackup](http://ucbackup.berkeley.edu) for assistance, please provide the following:
  - Detailed description of the problem
  - Time Frame of the problem
  - TSM Configuration files
  - TSM Logs (i.e., dserror.log and dsmsched.log)
  - Any relevant system logs
- Provide regular TCP/IP connectivity to the campus network for both backup and restore functions. (If a system is replaced, connectivity to the campus network must exist before a restore of the backed up data can be done.)
  - Access from outside the Berkeley network has been phased out.
  - Users are only able to connect from the UC Berkeley network.
  - If a problem is detected then the session can be canceled to prevent issues from propagating.
- Ensure backups are being performed properly by looking at logs the client software creates, client configuration and reports provided by IST.
  - Please note that we cannot update the information in the IST Shopping Cart.
- Ensure users/technical contact information is up to date in the [UCBackup](http://ucbackup.berkeley.edu) Servers and IST Shopping Cart.
- User or department’s technical contact is responsible for canceling service.
- Review [UCBackup](http://ucbackup.berkeley.edu) website for client requirements and additional information.
3.4 Disclaimer of warranty

- In providing the UCBackup service, IST will take utmost care that no data is lost or destroyed. However, in making such a statement, IST is not warranting that data loss cannot occur because of software, hardware, or operational error. In particular, IST will not be liable for:
  - Loss of, or damage to, your backed-up records or data, or
  - Any damages claimed by you based on any third party claim

- Customer is solely responsible for the selection of UCBackup service and the results of such service.

4 Service Provider Contact Information

There are two methods of contacting UCBackup.

4.1 Email (ucbackup@berkeley.edu)

Email requests will be processed during regular business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday.

4.2 Phone the IST Service Desk (510-664-9000, 1, 1, 1)

For break-fix services, please call the IST Service Desk at the phone number above. Telephone contact is available during normal hours of operation, 8:00 p.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, Response Times & Escalation

5.1 Hours of Coverage

- UCBackup staffing 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 as stated in Section 4.

- Requests via email can be submitted 24 hours a day, 7 days a week and will be processed during the next business day.

5.1.1 Prioritization

UCBackup will prioritize incoming incident requests according to the following criteria:

- The number of departments or people affected.
- The impact on the delivery of instruction.
- The risk to safety, law, rule, or policy compliance.

5.1.2 Service Requests

A service request is a request made by a customer to UCBackup for support of a service that the customer has already provisioned. Service requests will be processed during normal business hours via any of the methods outlined in Section 4.

UCBackup’s general response to requests is within 8 business hours of receipt. Some service requests may have faster response times. Please refer to the service catalog for individual response times. Response times are based on types of Tier Level services purchased.
5.2 Escalation

If you are not satisfied with the level of service on a request, contact the IST Service Desk at 510-664-9000, 1, 1, 1. Escalation requests are categorized and processed as appropriate and will be responded to with the action taken.

5.3 Information

If you have a question about UCBackup, please contact UCBackup at ucbbackup@berkeley.edu.

5.4 Other Requests

Requests for service features and functions not yet implemented can also be submitted via the website, ticketing system, email, or telephone.

IST Infrastructure Services: is-platform-help@lists.berkeley.edu.

5.5 Service Exceptions to Coverage

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<tr>
<th>Exceptions</th>
<th>Parameters</th>
<th>Coverage</th>
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<tbody>
<tr>
<td>Federal Holidays</td>
<td>N/A</td>
<td>No coverage</td>
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<tr>
<td>University Holidays and Curtailment</td>
<td>N/A</td>
<td>No coverage</td>
</tr>
<tr>
<td>Scheduled Maintenance(s)</td>
<td>Scheduled between UCBackup and Infrastructure Services (IST) service providers</td>
<td>No coverage</td>
</tr>
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6 Maintenance and Service Changes

The Change Management process in which UCBackup participates minimizes unintended service disruptions or other impacts to the Campus as a result of changes in the production environment. UCBackup 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.

All UCBackup related service, maintenance, 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. UCBackup will communicate (as needed) to the appropriate department contacts prior to the scheduled change. Every fiscal year, 40 hours of time are reserved for maintenance of storage system hardware. Whenever possible, schedule maintenance is performed outside of normal business hours except during designated “no fly” periods such as the beginning of semesters or the end of the fiscal year. UCBackup will email the designated Technical contacts with one-week’s advance notice prior to scheduling maintenance.

- **Unplanned Maintenance**: Unplanned operational maintenance is priority work that is unplanned due to an urgent repair, patch or update to prevent failure. Unplanned operational 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, **UCBackup** will email the Technical contacts 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 via the IST Service Status page ([http://systemstatus.berkeley.edu/](http://systemstatus.berkeley.edu/)). Emergency maintenance for equipment repairs, such as disk replacements, is performed as needed without requirement for advance notification to Technical Contacts. Emergency service announcements are also communicated usually the day of the service failure. Off-hours service failures are communicated the following business day. Note that some emergency maintenance work may involve service disruptions.

## 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](http://controller.berkeley.edu/recharge/Policies/Rechargepolicy.pdf)).

### 7.2 Charges
Capacity (how much data is stored) is charged monthly.

Customers may terminate the service at any time without charge with 30 days advance notice. No refunds will be issued for unused service.

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

## 8 Reviewing and Reporting

This SLA covers the period from July 1, 2015 to June 30, 2016, 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.

**UCBackup** 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

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<td>Date:</td>
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<td>Name:</td>
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### UCB IST Authorization

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<td>Date:</td>
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**Name:** K. Joe y Curtis  
**Title:** Platforms Manager  
**Department:** IST-IS  
**Phone:** 510-642-8020  
**Email:** kjc@berkeley.edu