Enterprise Windows Team – CalShare Service

1 General Overview
This is a Service Level Agreement (“SLA”) between _____________ and the Enterprise Windows Team to document:

- The technology services the Enterprise Windows Team provides to the customer
- The targets for response times, service availability, and maintenance associated with these services
- The responsibilities of the Enterprise Windows Team 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
CalShare is UC Berkeley’s implementation Microsoft’s Office SharePoint Server 2010. Information about CalShare is available on the web at http://calshare.berkeley.edu/. The Enterprise Windows Team CalShare service is a tool for creating and managing web sites for collaboration purposes. You can easily create and share sites, documents, images, lists, discussions and surveys. CalShare is UC Berkeley's implementation of Microsoft's Office SharePoint Server. CalShare allows you to create collaboration web sites to share information and store documents in a secure environment. CalShare is designed for flexible deployment, administration and development. Designated site managers can easily manage content and access permissions. Users on multiple platforms and various browsers can easily view, create and modify content stored in a centrally accessible location. CalShare is also approved by the Campus Information Security and Privacy Committee as an appropriate storage location for sensitive or restricted data.

For more information, please visit the IST Service Catalog at http://ist.berkeley.edu/services/is/calshare

2.2 Assumptions
- Services provided by the Enterprise Windows Team 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 IST Windows Services, any services provided outside of scope of this Service Level Agreement are subject to time and materials cost on a case-by-case basis.
- 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 the Enterprise Windows Team – CalShare 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.
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>Enterprise Windows Team, 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</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Contact                                             |                  |                    |          |
| Customer Billing Contact                            |                  |                    |          |

3.2 Enterprise Windows Team Responsibilities

Enterprise Windows Team 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 IST Windows 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).
- **Enterprise Windows Team** will implement defined processes to deliver these service levels.
- Install and maintain the CalShare infrastructure.
- Configure, and maintain the CalShare Web Servers, indexing servers and work with the IST-IS DBA group on the SQL backend that supports the CalShare infrastructure.
- Communicate all Service Wide changes to CalShare via CalShare Change Management System. The CalShare CMS serves as the primary vehicle for the notification, coordination, authorization, and archiving of notable changes. The Site Administrator maintained mailing list of local administrators will be used as an email communication tool.
- Have administrator privileges on all Sites, in order to support and maintain the infrastructure.
- Assume a “hands-off” approach to Site Administration. The CalShare Administrators group is not responsible for the administration of Sites. Only when faced with a Application-wide emergency, where no adequate alternative exists and every attempt has been made to contact appropriate support personnel and relevant managers first, will a CalShare Administrator take action at a Site level.
- The CalShare group will provide 2 hours of consultation for questions and issues during the initial process of setting up a CalShare Site. Consultation includes, but is not limited to, emails, telephone calls, meetings, etc. The intent of the consultation time limit is to provide help for Site Administrators who are new to CalShare while avoiding becoming a general consultant for local administrative issues. Additional consultation hours can be negotiated at any time at the current IST Windows recharge rate.
- The CalShare group is the only avenue for the Authorization and installation of newly purchased or Custom Coded web parts. These web parts will only be approved by the CalShare Team after they have gone through a CalShare QA process (hourly Time & Materials charges will apply).

3.3 Customer Responsibilities

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

- Site collection administrators are required to perform site testing for all patches, upgrades, and database changes in a timely manner.
Site owners are responsible for notifying users of any service interruptions or outages.
Submit service requests through appropriate trouble ticketing system, contact telephone numbers for new services or technical support.
Prompt payment or provisioning of appropriate chartstring.
Agree to the policies and guidelines for CalShare Administrators set forth in this document.
Provide support for Site users and services. In general, people who experience problems with a particular service should speak to their Site administrator first.
The Site Administrator(s) listed in the CalShare Site request form will be the person(s) responsible for designating which administrators will be added to the Site administrator group account. The CalShare Site administrators are required to maintain a mailing list for administrators who are active in their Site and provide the CalShare Administrators with the name of the mailing list.
Site administrators must keep themselves informed about CalShare Service changes via the CalShare Change Management System and the meetings of the CalShare Planning Committee.
The Site administrator(s) will designate what rights users have, such as Reader, Contributor, Web Designer, Administrator or Personalized, on Sites, Lists or library’s.
Participation in CalShare does not entitle departments to a Microsoft SharePoint Standard or Enterprise Client Access License (CAL). The CalShare service includes only licenses for software required to operate the CalShare Servers. Departments should ensure that systems or users utilizing their CalShare Site are properly licensed for CalShare access.
Participation in CalShare does not entitle departments to Microsoft Forefront CAL’s. The CalShare service includes only licenses for software required to operate the CalShare Servers. Departments should ensure that systems or users utilizing their CalShare Site are properly licensed.
The CalShare service has installed the Server Side component of Forefront Security for SharePoint. Microsoft Forefront Security for SharePoint integrates multiple scan engines from industry-leading vendors and content controls to help businesses protect their Microsoft Office SharePoint environments by eliminating documents containing malicious code, confidential information, and inappropriate content. In addition to the Server License that has been purchased and is a part of the service recharge rate, a Forefront Client Access license is also required. This is true even if you’re connecting from a Macintosh, Linux, Unix or any other OS. If you connect without a CAL, you could potentially be violating the terms of the Microsoft End User Licensing Agreement (EULA). Check with the appropriate system administrator or your departmental computing support provider if you aren’t sure whether a CAL has been obtained for you. Under the terms of the MCCA agreement, students are licensed for the use of CalShare.

4 Enterprise Windows Team Contact Information
There are three methods of contacting the Enterprise Windows Team to initiate services:

4.1 Submit Online CalShare Request Form (https://calshare.berkeley.edu/default.aspx)
Go to the above-noted web page and click on the “Site Request” tab. CalNet authentication is required.

Email IST-IS (win-ticket@berkeley.edu)
Customers with existing services who wish to modify those services should send email to the above email address. This will open a ticket in the Footprints ticketing system. Customers will receive an email confirmation of this ticket.

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.

5 Hours of Coverage, Service Availability, Response Times & Escalation

5.1 Hours of Coverage

• The Enterprise Windows Team group’s normal hours of operation are 8:00 a.m. to 5:00 p.m., Monday –
Friday except University holidays and announced University closures. Customers may use any of the methods of contact outlined in Section 4.

- Requests submitted via the Footprints ticketing system can be submitted 24 hours a day, 7 days a week. After hours, requests submitted will be processed during the next business day. Non-covered service requests are subject to hourly Time & Materials charges.

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

- 24 hours a day, 7 days a week

The Enterprise Windows Team monitors its servers as a whole to ensure service availability.

Note: the monitoring process does not include individual websites and applications hosted on this service.

5.1.2 Incident Support Hours, Response Times, and Reporting
An Enterprise Windows Team CalShare services incident means any interruption of the normal function of the service.

The Enterprise Windows Team technical contacts will respond to an incident within ninety minutes (90) after receipt of notification from the IST 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 Windows System Incident, please create a ticket and phone the IST Service Desk:

Ticket:

- Email cal_share@berkeley.edu, OR
- Create a ticket using the Footprints ticketing system as follows:
  - Go to http://footprints.berkeley.edu
  - At the Home Page, go to the Project field and select “IST Windows Team”.

IST Service Desk:

- All Enterprise Windows Team incidents must be reported to the IST Service Desk as follows:
  - Email servicedesk@berkeley.edu, OR
  - Telephone 510-664-9000, 1, 1, 1

5.1.3 Prioritization
The Enterprise Windows Team 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.
5.1.4 Service Requests
A service request means a request made by a customer to the Enterprise Windows Team group for a service as published in the IST Service Catalog. Service requests will be processed after receipt within four (4) business hours, Monday – Friday, 8:00 a.m. to 5:00 p.m., excluding holidays. Service Request changes will be made during service request support hours.

Service requests for Enterprise Windows Team may be submitted by using either of the following methods:

- Email cal_share@berkeley.edu or

Create ticket using the Footprints ticketing system as follows:

- Go to http://footprints.berkeley.edu
- At the Home Page, go to the Project field and select “IST Windows Team”

5.2 Escalation

5.2.3 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, 1, 1. 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, 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 this service, please submit a request via the Footprints ticketing system or IST Service Desk at 510-664-9000, 1, 1, 1.

5.4 Feedback

Requests for service features and functions not yet implemented can also be submitted to the IST Service Desk At: 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>University Holidays</td>
<td>N/A</td>
<td>No coverage</td>
</tr>
<tr>
<td>Scheduled Maintenance(s)</td>
<td>Scheduled between Enterprise Windows Team, Technical and Data Owner Contact</td>
<td>No coverage</td>
</tr>
</tbody>
</table>
6  Maintenance and Service Changes

The Change Management process within Enterprise Windows Team minimizes unintended service disruptions or other impacts to the Campus as a result of changes in the production environment. Enterprise Windows Team 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 the CalShare Service Level is 8:00 a.m. – 5:00 p.m. Monday through Friday, excluding holidays. Please note that some maintenance work may cause service disruptions.

All Enterprise Windows Team 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. Enterprise Windows Team 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 to database hardware, operating systems, network, storage systems and database software. Whenever possible, schedule maintenance is planned during off-hours on weekends. Enterprise Windows Team 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.
  - Enterprise Windows Team will provide upgrade notifications 12 months before vendor support ends.
  - Customers are expected to migrate to the new versions within agree-upon timeframes.
  - Customers should anticipate system upgrades to be released every 3-5 years.
  - 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.
  - Enterprise Windows Team 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, Enterprise Windows Team will email the Technical and Data Owner 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 to the appropriate Enterprise Windows Team 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.

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

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.

Enterprise Windows Team 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: | K. Joey Curtis |
| Title: | Platforms Manager |
| Department: | IST-IS |
| Phone: | 510-642-8020 |