1 General Overview

This is a Service Level Agreement ("SLA") between ______________ and the Enterprise Windows Team to document:

- The technology services Enterprise Windows Team provides to the customer
- The targets for response times, service availability, and maintenance associated with these services
- The responsibilities of 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

The Enterprise Windows Team Coldfusion Service is a shared service intended for campus customers needing a redundant, highly-available secure environment for hosting their Coldfusion applications. Similar to IST’s other Web Farm services, this service provides Development, Quality Assurance, and Production environments. The Development site is intended for customers to write and upload their application code. Code changes to the Quality Assurance and the Production environments are done via a web-based file migration tool provided by the Enterprise Windows Team.

For more information, please visit the IST Service Catalog at http://ist/services/catalog/web/windows.

2.2 Assumptions

- Services provided by 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 Enterprise Windows Team, any services provided outside of scope of this Service Level Agreement are subject to time and materials cost on a case-by-case basis.
- Major upgrades, including Windows Administration consulting for services outside of the scope of this Service Level Agreement, are treated as hourly projects and billed at the Enterprise Windows Team hourly rate.
- 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 – Coldfusion 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>
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</thead>
<tbody>
<tr>
<td>Enterprise Windows Team, IST-Infrastructure</td>
<td>K. Joey Curtis</td>
<td><a href="mailto:kjc@berkeley.edu">kjc@berkeley.edu</a></td>
<td>510-642-8020</td>
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<tr>
<td>Services</td>
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Customer Technical 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 **Enterprise Windows Team** 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.
- **Enterprise Windows Team** is responsible for upgrading the environment. This entails the physical/virtual infrastructure, the Operating System, and any additional applications to support the service.
- **Enterprise Windows Team** is responsible for patching the OS and any additional applications installed to support the service.
- **Enterprise Windows Team** is responsible for Coldfusion upgrades, the upgrade cycle being defined by End of Life (EOL) for the installed version of Coldfusion.
- **Enterprise Windows Team** is responsible for patching Coldfusion.
- **Enterprise Windows Team** is responsible for administering the application in QA and Production and deploying the customer CAR files from Dev to QA and Prod.

3.3 **Customer Responsibilities**

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

- 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 **Enterprise Windows Team**.
- Approves those who can have access to the application’s data.
- If the application hosts restricted data, notify **Enterprise Windows Team** and register the application in the Restricted Data Management (RDM) system.
- 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 **Enterprise Windows Team** group.
- Communicate specific service availability requirements.
- Change Management Approver contact reviews and approves change management requests. Requests made without approval will be held until approved.
- Submit service requests through appropriate trouble ticketing system, contact telephone numbers for new services or technical support.
• Service requests that require Enterprise Windows Team support after business hours need 48 hours notification.
• Maintain current software license agreements.
• Prompt payment or provisioning of appropriate chartstring.
• Designated department-billing contact.
• Test and modify code in accordance with upgrade plan.
• Configure customer app in Dev.
• Give their CAR file to the Enterprise Windows Team.

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

4.1 Email the IST Service Desk (servicedesk@berkeley.edu)
Available during normal hours of operation, 8:00 a.m. to 5:00 p.m., Monday through Friday except University holidays, and announced University closures. Emails sent after normal business hours will be processed the following business day.

4.2 Phone the IST Service Desk (510-664-9000, 1, 1, 1)
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 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.
• 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. Note that the service availability does not include individual websites and applications hosted on this service.

• The Production Environment of the Coldfusion Service is monitored 24 hours a day, 7 days a week
• The Dev and QA Environments of the Coldfusion Service are monitored Monday – Friday, 8:00am – 5:00 pm except University holidays and announced University closures.

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

5.1.2 Incident Support Hours, Response Times, and Reporting
An Enterprise Windows Team 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:
Enterprise Windows Team – Coldfusion Service

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

To report an Enterprise Windows Team System Incident, please create a ticket and phone the IST Service Desk:

Ticket:

- Email win-ticket@berkeley.edu to create a ticket in Footprints automatically, 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”.

IST Service Desk:

- All Enterprise Windows Team incidents must be reported to the IST Service Desk as follows:
  - Telephone 510-664-9000, 1, 1, 1

5.1.3 Prioritization
The Enterprise Windows Team group 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.
- Impact on the delivery of instruction.
- Lasting impact on student academic performance.
- Risk to safety, law, rule, or policy compliance.

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. Non-covered items are subject to additional hourly Time & Materials charges. 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 Serviced may be submitted by using either of the following methods:

- Email win-ticket@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
5.2.1 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, 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 call the 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 Infrastructure Services: is-platform-help@lists.berkeley.edu.

5.5 Service Exceptions to Coverage
Under what conditions are there exceptions to the coverage provided by this SLA?

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<tr>
<th>Exceptions</th>
<th>Parameters</th>
<th>Coverage</th>
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<tr>
<td>None for Production</td>
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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 Coldfusion 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, 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. 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, scheduled maintenance is planned during off-hours. 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 new versions within agreed-upon timeframes.
  - Upgrades are staged (Dev, then QA, then Prod)
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.

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

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### UCB IST authorization

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<td>Date:</td>
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</tr>
<tr>
<td>Name:</td>
<td>K. Joey Curtis</td>
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<tr>
<td>Title:</td>
<td>Platforms Manager</td>
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<tr>
<td>Department:</td>
<td>IST-IS</td>
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<tr>
<td>Phone:</td>
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