IST Service Level Agreement

Consulting Services for Joining MS Exchange Environment

Service Description

The Enterprise Windows Team manages the root Exchange 2007 server infrastructure which integrates with the CalnetAD forest schema. As the Exchange Organization Administrator for the campus, the Enterprise Windows Team has the sole authority to grant the installation of Exchange servers in this environment. The Enterprise Windows Team offers a consulting service for Exchange Server Administrators to authorize the installation of their departments’ Exchange servers in their respective environments. The Enterprise Windows Team also consults with Exchange Server Administrators to create, modify, or update any Exchange Organization level configurations. Consulting services are charged on an hourly basis at the at IST System Administration recharge rate.

Service Availability

Consulting Hours

Exchange Organization Administrators are available for consulting during the following window:

8am to 5pm, Monday through Friday, excluding holidays

Exchange 2007 Environment

The Enterprise Windows Team manages the Exchange 2007 server infrastructure but does not administer all Exchange servers in the environment. Therefore, the availability of the Exchange 2007 environment relies on the robustness of the Exchange application and individual Exchange Server configurations to meet each group’s availability needs. In addition, the Exchange infrastructure relies heavily on IST services such as CalNetAD, Networking Infrastructure and DNS. A service interruption or outage in any of these areas may adversely impact the Exchange environment.

Maintenance

Patches

The Enterprise Windows Team installs routine patches on a quarterly basis during non-business hours on the Exchange servers owned by the Exchange Organization Administrators. Email notifications will be sent to all Exchange Server Administrators with one week advance notice prior to these patch installations. Critical patches are applied as needed with email notifications.

Patches applied to the CalNetAD environment may impact the Exchange environment. Any patch applied by the CalNetAD Team will be broadcast to all OU Administrators via the Calnetad-admins distribution list. OU Administrators are responsible for adding the appropriate persons to their distribution lists.

Note that some maintenance work may cause service disruptions.

Upgrades

The Exchange Organization Administrators group will work with Exchange Server Administrators and the CalNetAD Team as new versions of Exchange are available. Customer requirements, impacts on the Exchange and AD Environments and team member availability will determine the timeline for any upgrades to the root Exchange Environment.
Incident Reporting

For problems and issues, Exchange Server Administrators are encouraged to notify the appropriate groups and all other Exchange Server Administrators. The Exchange Organization Administrator is responsible for troubleshooting issues and problems with the Exchange infrastructure. However, it is not responsible for troubleshooting issues caused by other services or for notifying other groups. If it is determined that a reported issue is not an Exchange infrastructure issue, any hours spent by the Exchange Organization Administrator will be billed to the reporting party as consulting hours.

IST Service Desk

All incidents must be reported to the IST Service Desk as follows:

- email servicedesk@berkeley.edu
- phone 642-8500

Customers will receive an automated email confirmation when an incident or emergency request has been received by the Enterprise Windows Team.

Trouble Ticket

In addition to contacting the IST Service Desk, customers may optionally create a trouble 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”.

Customers will receive an automated email confirmation when a ticket has been received by the Enterprise Windows Team.

Response Time

Customers will be contacted within 90 minutes of notification during the following support availability hours:

- 8am to 5pm, Monday through Friday, excluding holidays

Service Requests

Service requests are charged to the requesting party at the hourly consulting rate.

Example of Service Request

Work with Exchange Server Administrators to create, modify, or update any Exchange Organization level Configurations.

Submission

Service requests may be submitted by either of the methods below.

1. Email: win-trouble@berkeley.edu

2. Submit an online ticket using the Footprints ticketing system as follows:
   a. Go to http://footprints.berkeley.edu
   b. At the Home Page, go to the Project field and select “IST Windows Team”.

Customers will receive an automated email confirmation when a service request has been received by the Enterprise Windows Team.
Response Time

Service requests will be completed or scheduled within 4 hours of notification to the Enterprise Windows Team during business hours which are:

- 8am to 5pm, Monday through Friday, excluding holidays

Escalation

If service requests are not implemented or scheduled within the response time window, customers may escalate their requests by contacting the IST Service Desk as follows:

- email servicedesk@berkeley.edu
- phone 642-8500

Disaster Recovery

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.

Exchange Organization Administrator Responsibilities

- Install and maintain the root Exchange server and the Exchange server infrastructure.
- Work with the CalNetAD Team to ensure the AD schema is extended for the latest version of Exchange supported by the Enterprise Windows Team.
- Communicate all service-wide changes to all Exchange Server Administrators via the Exchange Server Administrators Mailing List.
- Assume a “hands-off” approach to Exchange Server Administration. The Exchange Organization Administrator is not responsible for the administration of any non-IST Exchange servers.
- The Exchange Organization Administrator works only with Exchange Server Administrators and their consultants and do not work directly with end-users of Exchange services.
- Approve organization level changes requested by Exchange Server administrators that are deemed to have a potential impact on the environment.

Customer Responsibilities

Exchange Server Administrator Responsibilities

Customers are expected to provide an Exchange Server Administrator and other necessary support to manage and troubleshoot their Exchange Environment and end-user issues. Tasks include but are not limited to the following:

- Provide application support for the customer’s Exchange environment.
- Know the Exchange environment configuration and troubleshoot issues.
- Provide emergency phone contact information.
- Perform initial application installation.
- Act as liaison with the application vendor and submit support requests to application vendor.
- Make configuration changes allowed for Exchange Server Administrators.
- Grant all application-based security logins, roles, and configurations.
- Notify Exchange user base of changes, upgrades, and outages.
- Assist departmental users in setup, training, and desktop configuration.
• Agree to the policies and guidelines for Exchange Server Administrators set forth in this document.
• Have a proficient working knowledge of Active Directory and version of Exchange currently being run in their department.

Maintenance

Customers are responsible for identifying, scheduling, and installing patches for their Exchange Servers. Customers may need to update their applications as a result of upgrades in the root Exchange environment. (see Maintenance section).

Exchange Server Administrators should exercise caution when making changes to their individual environments as these changes may impact the larger Exchange environment.

Testing

Customers are required to perform testing for all patches and upgrades. Customers are also responsible for notifying their end-users of any anticipated outages due to upgrades, patching or changes.

Customers must run an Exchange Server in the Campus-Test CalNetAD Environment where all organization level changes are applied before they are implemented in production. Changes requested to the organization level will be charged to the requesting party at the Enterprise Windows Team consulting rate.

Troubleshooting and Problem Solving

The customer’s Exchange support group must be available for troubleshooting issues during the support availability hours defined in this document. This group will triage all trouble requests, identify the root cause of the problems and engage the application vendor if applicable, prior to contacting the Exchange Organization Administrators for support. Trouble requests should include a complete history of the troubleshooting steps taken, vendor case number, and precise errors received.