Enterprise Windows Services – Systems Support - Standard

1 General Overview

This is a Service Level Agreement ("SLA") between __________ and Enterprise Windows Services to document:

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

Enterprise Windows Services offers systems support services at the Standard level for IST-provisioned servers. Standard level includes business hours support for the hardware and operating system.

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

2.2 Assumptions

- Services provided by Enterprise Windows Services 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 Services, any services provided outside of scope of this Service Level Agreement are subject to an additional cost.
- 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 Enterprise Windows Services 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 Services - Standard Level 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>Enterprise Windows Services, 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>
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Last Update: 07/01/2015
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<table>
<thead>
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<th>Contact</th>
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<tr>
<td>Customer Billing Contact</td>
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3.2 **Enterprise Windows Services Responsibilities**

**Enterprise Windows Services** responsibilities and/or requirements in support of this Agreement include:

- Appropriate notification to Customer for all scheduled maintenance via the IST System Status Page - (http://systemstatus.berkeley.edu).
- **Enterprise Windows Services** will implement defined processes to deliver these service levels.
- Meet response times associated with the priority assigned to incidents and service requests.
- Monitor server health and availability. Respond to outages during standard business hours.
- OS Upgrades (extra cost; not included in base rate).
- Patching (Basic automated business hours; custom requires extended service).
- Review Service Level Agreement annually and notify customer of updates or changes.
- Security (Basic setup and monitoring; Advanced "RDM" security additional).

3.3 **Customer Responsibilities**

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

- 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.
- Application/Data owners must provide and maintain contact information.
- Approves those who can have access to the application’s data.
- Change Management Approver contact reviews and approves change management requests. Requests made without approval will be held until approved.
- Communicate specific service availability requirements.
- Customer is responsible for providing a security contact and responding to SNS alerts with regard to their application.
- Designated department-billing contact.
- If the application hosts restricted data, notify **Enterprise Windows Services** and register the application in the Restricted Data Management system.
- Maintain current hardware warranties and software license agreements.
- Prompt payment or provisioning of appropriate chartstring.
- Security contact approves accounts and permissions and is typically the same contact as the Data Owner.
- Submit service requests through appropriate trouble ticketing system, contact telephone numbers for new services or technical support.
- Technical contact is available for troubleshooting issues during the support availability hours defined in this document.
- Technical contact knows the application code and assists in troubleshooting issues.
- Technical contact triages issues from general end-users before submitting service requests to the **Enterprise Windows Services** group.
- Technical contact will provide application support for the customer’s application or can act as a liaison to the customer’s application support group.
- 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 Services**.
4 Enterprise Windows Services Contact Information

There are two methods of contacting Enterprise Windows Services to initiate services:

4.1 Email the IST Service Desk (servicedesk@berkeley.edu)
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.

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, except holidays. Messages left after normal business hours will be processed the following business day.

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

5.1 Hours of Coverage

- The Enterprise Windows Services 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 Guaranteed Service Availability
Guaranteed service availability defines the time this service is guaranteed to be in production (server up and OS accepting connections), with the exception of scheduled maintenance, and within service availability hours:

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

5.1.2 Incident Support Hours, Response Times, and Reporting
An Enterprise Windows Services incident means any interruption of the normal function of the server is severely malfunctioning.

The Enterprise Windows Services group technical contacts will respond to an incident within four (4) business hours after receipt of notification from the IST Service Desk via any of the methods outlined below:

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

IST Service Desk:

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

5.1.3 Prioritization
The Enterprise Windows Services 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 Services 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 IST Windows Service may be submitted by using either of the following methods:

  o Email win-ticket@berkeley.edu or

Create ticket using the Footprints ticketing system as follows:

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

Service requests may entail Time & Materials charges. Examples include: storage management, file migrations, and restores from backups.

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 an Enterprise Windows Services service, please call the IST Service Desk at 510-664-9000.

5.4 Feedback

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

5.5 Service Exceptions to Coverage

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<thead>
<tr>
<th>Exceptions</th>
<th>Parameters</th>
<th>Coverage</th>
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<tbody>
<tr>
<td>University Holidays</td>
<td>N/A</td>
<td>No coverage</td>
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<tr>
<td>Scheduled Maintenance(s)</td>
<td>Scheduled between Database Services, Technical and Data Owner Contact</td>
<td>No coverage</td>
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6 Maintenance and Service Changes

The Change Management process within Enterprise Windows Services minimizes unintended service disruptions or other impacts to the Campus as a result of changes in the production environment. Enterprise Windows Services 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 at the Standard 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 Services 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 Services 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 hardware, operating systems, network, storage systems and software. Enterprise Windows Services will email the designated Technical and Data Owner contacts with one-week’s advance notice prior to scheduling patches or maintenance for:
  - Enterprise Windows Services will provide upgrade notifications 12 months before vendor support ends. Customers are expected to migrate to the new versions within that window.
  - 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 Services will not support versions of the operating system that
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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 Services** 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 Services** 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 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 Services** 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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| Date:      |   |

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## UCB IST authorization

| Signature: |  |
| Date: |  |

| Name: | K. Joey Curtis |
| Title: | Platforms Manager |
| Department: | IST-IS |
| Phone: | 510-642-8020 |
| Email: | kjc@berkeley.edu |