SERVICE LEVEL AGREEMENT

GOLD SUPPORT LEVEL

EITS NETWORK SUPPORT PARTNERSHIP – FY 2012
(JULY 1, 2011 – JUNE 30, 2012)

This Service Level Agreement (SLA) addresses the services provided by Enterprise Information Technology Services (EITS) to units subscribing to the GOLD SUPPORT LEVEL of the Network Support Partnership (NSP).

1. **INTRODUCTION**

   The GOLD SUPPORT LEVEL extends EITS support to all network components up to and including the wall jack providing:

   1.1. Monitoring and support of the active MDF and IDF equipment providing network connectivity. This includes:

       1.1.1. Network switches.

       1.1.2. Uninterruptable power supplies (UPS).

       1.1.3. Environment (ambient temperature) as required.

   1.2. Funding of vendor software and hardware maintenance contracts for switching equipment covered under this agreement.

   1.3. Support will only be provided for equipment that complies with the UGA Network Equipment Standards. Exceptions to this must be negotiated between EITS and the unit and be formalized in a separate agreement.

   1.4. Support for all UGA standards-compliant 802.11 wireless networking infrastructure.

   1.5. Replacement of defective or broken physical networking components (wiring, wall jacks, wall plates, etc.).

   1.6. As appropriate, technology refresh of the existing switching infrastructure. This will be on a six-year refresh cycle.

   1.7. Installation, maintenance, and support of the refreshed switching infrastructure.

2. **FEE CALCULATION**

   2.1. The charge for the GOLD SUPPORT LEVEL is $5.13 per active device per month.

   2.2. Active devices are defined as MAC addresses seen by the edge (MDF) routers and having initiated or received network traffic during the six months prior to April 1, 2011.

2.3.   Departments with firewalls must report the number of active devices seen behind the firewall for the past six months.

2.4.   Departments and units utilizing NAT (network address translation) must report the number of devices that are being NATTED.

2.5.   The number of devices used in the monthly fee calculation may be reevaluated if a significant number of devices are added to the network in a building (for example, due to renovation or repurposing of rooms).

2.6.   Units may increase their level of support to GOLD at any time after consulting with EITS.

3.   **BILLING**

3.1.   The subscribing unit will provide EITS with the desired account number(s) to charge.

3.2.   Billing will be done monthly and will be done mid-month.

3.3.   The contact at EITS for billing issues is listed below.

4.   **EQUIPMENT MAINTENANCE**

4.1.   EITS will be responsible for any efforts required to replace malfunctioning hardware under the maintenance agreement with the switch vendor.

4.2.   EITS maintains a stock of spare parts for immediate replacement and restoration of service in case of hardware failure. This will be done on a best-effort basis as it is not financially feasible to maintain a completely redundant stock of spare equipment.

5.   **REPLACEMENT OF SWITCHING EQUIPMENT**

5.1.   Upon the commencement of this agreement EITS will evaluate the unit's switching infrastructure including:

5.1.1.   Age.

5.1.2.   Maintenance status.

5.1.3.   Capacity.

5.1.4.   Adherence to UGA Network Equipment Standards.

5.2.   Based on this evaluation, EITS will work with the unit to develop a recommendation for refresh of the switching equipment.

5.3.   At the agreed upon time frame for replacement of the switching equipment, EITS will initiate the procurement process, coordinate with the unit to develop an implementation plan and schedule for the installation and configuration of the new switching equipment, and update the unit on a regular basis during implementation. The unit will have final approval over the implementation plan and schedule.

5.4.   If the unit decides to decrease their support level from Gold, the unit will be responsible for:

5.4.1.   If the equipment is leased – taking over the lease payments for the duration of the lease period.

5.4.2.   If the equipment was purchased – reimbursing EITS for the cost of the equipment not already covered through previous years' Gold Support fees.

6. **PRIORITY**
    6.1. Issues will be classified as follows:
        6.1.1. <u>Severe</u> – Loss of service or severely degraded network performance that affects the entire unit, an entire building, or a critical application.
        6.1.2. <u>Moderate</u> – Loss of service or severely degraded network performance that affects a building floor or important application.
        6.1.3. <u>Routine</u> – Issues not significantly impacting production services.

7. **SUPPORT HOURS**
    7.1. Onsite support is available between 8:00 AM and 5:00 PM Monday through Friday on normal working days.
    7.2. Limited helpdesk support is available until 10:00 PM Monday-Thursday and from 1:00 PM to 7:00 PM on weekends.
    7.3. Helpdesk support is not available on Saturdays of home football games. Onsite support may be severely restricted on those days.
    7.4. Response time during normal business hours is:
        7.4.1. Severe – Upon receipt of call.
        7.4.2. Moderate – Within two hours of receipt of call.
        7.4.3. Routine – Within one business day of receipt of call or as scheduled with the unit.
    7.5. On call support after hours is available for all severe problems.
    7.6. After hours support is available by calling (706) 542-3140.

8. **AFTER HOURS SUPPORT REQUIREMENTS**
    8.1. EITS must have access to the equipment in the building for after hour access. This will require that EITS either have keys for the building and data closet(s), or that personnel with access meet EITS on site.

9. **PRIORITIZATION OF SUPPORT**
    9.1. In case of multiple network issues on campus, units subscribing to the GOLD SUPPORT LEVEL will be assisted before units subscribing to the Silver or Bronze support level.
    9.2. If multiple units subscribing to the GOLD SUPPORT LEVEL are experiencing network problems and all technical resources within EITS have been exhausted, support will be prioritized based upon the number of users impacted.

10. **RESOLUTION OF PROBLEMS INVOLVING UNSUPPORTED NETWORK EQUIPMENT**
    10.1. If network problems exist involving unsupported equipment (e.g. firewalls), EITS will assume ownership of the problem until it can be shown conclusively that the problem is due to the unsupported equipment.
    10.2. Once this determination has been made, EITS staff will be available to the unit's IT staff to ensure that any changes to the EITS-supported network equipment can be made as necessary.

11. ROUTINE MAINTENANCE

11.1. In general, routine maintenance is performed between the hours of 5 AM and 7 AM Monday-Thursday.

11.2. The unit's IT staff will be notified of any planned routine maintenance at least 24 hours in advance. If this routine maintenance will cause disruptions to any planned activities, the maintenance will be rescheduled.

12. EMERGENCY MAINTENANCE

12.1. The unit's IT staff will be notified as soon as possible of any emergency maintenance required.

12.2. If possible, any disruptions due to emergency maintenance will be scheduled with the unit in order to minimize impact to users.

13. CHANGE MANAGEMENT

13.1. Change management will follow the standard EITS change management process.

13.2. The unit will have access to the change management logs as requested.

14. METRICS AND REPORTING

14.1. If requested, EITS will report the following metrics to the unit's IT staff on a monthly basis:

14.1.1. Uptime.

14.1.2. Trouble ticket resolution time.

14.1.3. Performance of the network.

14.2. Other metrics will be included at the request of the unit.

15. MAIN DATA CLOSET (MDF) RESTRICTIONS

15.1. For security, support, and network integrity reasons access to the main data closet (MDF) must be strictly managed.

15.2. EITS will work with units having equipment in the MDF to address these issues and develop solutions that will ensure the integrity and security of EITS equipment.

16. UNIT DATA CLOSET AND EQUIPMENT RESTRICTIONS

16.1. In order to maintain network integrity and provide support for the unit's network equipment covered under this agreement, access to the IDF(s) must be strictly managed.

16.2. Unit IT staff will not be allowed to login, configure, or modify the switches or other network equipment covered in this agreement in any manner.

16.3. Unit IT staff will not be allowed to add, move, or remove patch cables in the data closet.

17. TERMS OF THIS AGREEMENT

17.1. This SLA may be modified at any time with the consent of both the unit and EITS.

17.2. Firewall support is not included in this agreement.

18. ADMINISTRATIVE CONTACTS AND OVERSIGHT

Any problems with fulfillment of this agreement or IT staff performance should be addressed immediately with:

David Stewart
Associate Director
EITS Network Infrastructure and Services
Office: (706) 542-0363
Cell: (706) 255-9114 (including non-business hours)
stewart@uga.edu

   OR

Jeff Teasley
Director
EITS Operations and Infrastructure
(706) 542-7802
jteasley@uga.edu

GENERAL CONTACT INFORMATION

General Information:	http://net.uga.edu/nsp
Report a problem or submit a request:	http://eits.uga.edu/mail-forms/ct.php
Helpdesk during normal working hours:	(706) 542-3106
Helpdesk after normal working hours:	(706) 542-3106
Billing questions/issues	David Stewart
General questions, comments, etc.	David Stewart Associate Director, EITS (706) 542-0363 stewart@uga.edu Mathew Braun Manager, EITS (706) 542-3333 mattb@uga.edu