Datacenter – Data Backup Services

Service Level Agreement (SLA)

By

Information Technologies (UNM IT)

For

University of New Mexico (Customer)

Effective Date:	
Document Owner:	Brian Pietrewicz

Related/Referenced Documents:

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1   General Overview

This is an SLA between the Customer and UNM IT to document the provision of:

- The Data Backup Service;
- The general levels of response, availability, and maintenance associated with these services;
- The responsibilities of UNM IT as a provider of these services;
- The responsibilities of the End-Users and Customers receiving these services;
- The financial arrangements associated with the service.

This SLA shall be effective as of the Effective Date set forth on the cover page and will continue until revised or terminated.

2   Service Description

UNM IT documents services and associated fees in the UNM IT service catalog.

UNM IT offers backup services to help minimize the risk of data loss. The backup service is provided by installing a Backup Agent on client systems that communicates with a centralized backup server. The backup server keeps 3 revisions of active files and 1 revision of files that have been deleted from the client. Deleted files are retrievable for 180 days. All backup data associated with this service is copied to an offsite location. Product configurations and add-ons are available as described in the Service Catalog.

2.1   Service Scope

This SLA will define the technical requirements, boundaries and service levels between UNM IT and UNM Department IT staff to successfully utilize Data Backup Services.

- Available for data stored on servers connected on the campus network;
- Windows, UNIX and Linux client platform support;
- Automatic detection and backup of file changes daily;
- Default policy retains backups for up to 3 of the most recently modified versions;
- Last version can be recovered up to 180 days after deletion;
- Offsite backup repository;
- Password-protected accounts.

In addition, UNM IT provides infrastructure, staff, and processes including:

- Friendly, courteous and efficient service;
- Support services via UNM IT Service Desk;
- Prompt referral of any inquiries/complaints to the appropriate responsible team;
- System operations, administration and network connections;
- Web access to include service catalog, billing portal, self-service portal;
- System level backup processes and disaster recovery;
- Basic up/down system monitoring;
- Provide continuous effort to develop and improve services for all service users.

2.1.1   End User (Departmental IT) Requirements to Use the Service

- Administrator will utilize departmental (local) IT contact for first level triage of incidents and service requests, when available;
- Installation and configuration of backup client;
- Upgrade backup clients within 30 days of release;

- Perform data restores;
- Monitor log files for failures;
- Maintain and ensure devices have up-to-date virus/malware and protection and operating system (critical) updates installed within one week of vendor distribution;
- Routinely test backup and restoration procedures for viability;
- Monitor storage utilization and purchase additional storage as needed;
- Notify security@unm.edu of any compromises or breaches.

2.1.2 Boundaries of Service Features and Functions
- All systems being backed up must be attached to a wired network with access to the backup server;
- Customer may not exceed previously agreed upon storage capacity when using the backup and restore service; Customers must purchase additional storage prior to exceeding capacity;
- Backup service retains three (3) revisions of active files and one (1) revision of files that have been deleted;
- Backup service retains deleted files for 180 days;
- Backup client is not capable of backing up databases. Native database tools are required.

2.2 Service Level Performance

2.2.1 General Service Levels
- All backup data is replicated to an off site location.

2.2.2 Specific Service Levels
- Additional backup storage available within three (3) business days pending availability;
- Backup service uptime is 99.9%.

3 Roles and Responsibilities

3.1 UNM IT Responsibilities in Support of the Service
UNM IT responsibilities and/or requirements in support of this SLA include:

- Ensure the backup system is available and functioning properly;
- Train administrators on backup system functionality;
- Replicate backup data to an offsite location;
- Assist with advanced troubleshooting of backup system issues;
- Upgrade backup system (excluding clients);
- Communicate changes to the backups system and administrator responsibilities associated with changes;
- System operations, administration and network connections;
- Web access to include service catalog, billing portal, self-service portal;
- System level backup processes and disaster recovery;
- Basic up/down system monitoring;
- Friendly, courteous and efficient service;
- Support services via UNM IT Service Desk;
- Prompt referral of any inquiries/complaints to the appropriate responsible team;
- Continuous effort to develop and improve services for all service users;
- Meet response times associated with the priority assigned to incidents and Service Requests;
- Generate reports on service level performance;
- Adhere to established Maintenance windows;
- UNM IT will bring to the Department's attention any situation in which extra time is being required of UNM IT staff to support services due to lack of Department staff knowledge, planning or poor

implementation practices. In these situations, UNM IT reserves the right to bill, at our standard hourly rate or expedited service rate, for additional time spent in support of services being delivered to the Department;

- View IT Alerts for scheduled maintenance and outages;
- Publish all scheduled maintenance via:
  - o IT Alerts at http://it.unm.edu/alerts/;
  - o LoboMobile;
  - o SYSINFO-L listserv email.

3.2 Customer Responsibilities in Support of the Service

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

- Verify backup and restore procedures and timelines meet Department business continuity requirements;
- Send department personnel to UNM IT provided training. Maintain trained personnel to manage the backup client software;
- Notify UNM IT of special types of data that are being collected (i.e. secure/confidential, PII, FERPA, HIPAA), or whenever new types of data are planned to be collected;
- Notify UNM IT of any changes to contractual or regulatory requirements that exist for the data being collected and stored using this service;
- IT Strategic Advisory Committee to collaborate with UNM IT on the service framework to satisfy the University of New Mexico business requirements;
- Comply with UNM Business Policies 2500, 2520, 7215.
  https://policy.unm.edu/university-policies/2000/2500.html
  https://policy.unm.edu/university-policies/2000/2520.html
  https://policy.unm.edu/university-policies/7000/7215.html

4 Hours of Coverage and Escalation

4.1 Hours of Coverage

The backup service is available 24 hours a day 7 days a week except for periods of planned maintenance.

4.2 Service Exceptions to Coverage

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4.3 Escalation and Exceptions

If you are not satisfied with the performance of the service or incident/request process, please contact the Service Owner or Service Manager.

UNM IT Contact		
Service Owner	Brian Pietrewicz Director, IT Platforms 505-277-0260 bpietrewicz@unm.edu	
Service Manager	Ann Swancer Associate Director, Customer Support Services aswancer@unm.edu 505-277-0622	

To request exceptions to defined service levels based on exceptional business needs, please email cio@unm.edu. The Office of the CIO / UNM IT will respond to the message within 5 business days and escalate any mutually agreed upon exceptions to the IT Strategic Advisory Council (ITSAC) and UNM's Senior Administration for review, approval, and funding, if necessary.

5   Service Requests

A Service Request is defined as a request for information, advice, or for access to a service.

5.1   Service Request Submission

Service Requests can be submitted by calling 505.277.5757. Current hours of operation are listed on the Customer Support Services website, http://it.unm.edu/support.

Online Service Requests can be submitted at the following URL: https://help.unm.edu.

5.2   Service Request Response

For all requests, UNM IT's objective is to acknowledge and assign requests within twelve (12) business hours of receipt. Requests will be fulfilled within fifteen (15) days.

Campus priorities may require exceptions during certain times of the Academic year.

6   Incidents

An incident is defined as any interruption in the normal functioning of a service or system.

6.1   Incident Report

Incidents can be reported using Help.UNM at https://help.unm.edu or by calling the UNM IT Service Desk during business hours at 505.277.5757.

For service outages after hours, call 505.277.5757 and select Option #3 to leave a message for the Manager on Duty (MOD). The MOD will contact the appropriate service technician to help resolve the service outage.

Time spent on resolving incidents that are end-user caused will be billed to the appropriate party at current hourly rate, including travel time. Material will be billed along with any associated expenses incurred to remedy the Incident.

6.2   Incident Response

Response time objectives for incidents reported to UNM IT are as follows:

Priority 1 (P1) is acknowledged, accepted and resolved within four (4) clock hours.

Priority 2 (P2) is acknowledged, accepted and resolved within one (1) business day.

Priority 3 (P3) is acknowledged, accepted and resolved within four (4) business days.

Priority 4 (P4) is acknowledged, accepted and resolved within nine (9) business days.

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6.3   Prioritization

All reported incidents receive a priority number based on the impact and urgency of the service interruption.

Impact is determined based on the number of people/departments/buildings that are affected by the interruption or outage. Life-Safety issues are taken into consideration for assessing and assigning priorities.

Urgency is based on the acceptable delay to restore the service. Urgency can be critical or high and is determined based on the nature of the service outage.

UNM IT may prioritize incoming incident requests as P1 or P2 priority if it meets one or more of the following criteria:

- Significant number of people affected;
- The level to which work is impaired for individuals;
- Academic and Administrative Calendar deadlines;
- Significant impact on the delivery of instruction;
- Significant risk to safety, law, rule, or policy compliance.

7 Maintenance and Service Changes

The Maintenance Window for Datacenter Backup Services can be found on the UNM IT website, http://it.unm.edu/availability.

UNM IT reserves the right to modify the maintenance window.

8 Pricing and Billing

Charges for UNM IT services are billed monthly in arrears and post automatically to UNM departmental indices on the 1st business day of each month. Monthly bill detail for UNM IT charges can be accessed using the UNM IT Billing Portal at http://it.unm.edu.

9 Reviewing and Reporting

9.1 System Performance and Availability Reporting

Service performance and availability reports will be provided for review by request.

9.2 SLA Reviews

UNM IT is responsible for facilitating reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties.

This SLA contains the complete agreement between the parties and shall not be changed, amended or altered except in writing and signed by each party.

10 Approvals

UNM IT: University of New Mexico CIO   **CUSTOMER:**

By: Gilbert Gonzales_____   By:_____

Title: Chief Information Officer___   Title:_____

Signature:_____   Signature:_____

Date:_____   Date:_____