Colocation of Physical Servers

Service Level Agreement (SLA)

By

Information Technologies (UNM IT)

For

University of New Mexico (Customer)

Effective Date:	TBD
Document Owner:	Chuck Phillips

Version	Date	Author	Revision Notes
1.0	XX/XX/XX	Adam Ferguson	
1.1	02/11/16	Chuck Phillips	Migrated to New Template
1.2	2/16/2016	Ryan Cooper	Edits

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:

- Colocation of Physical Servers service;
- The general levels of response, availability, and maintenance associated with these services;
- The responsibilities of UNM IT as a provider of the service;
- The responsibilities of the clients receiving the service;
- 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, http://it.unm.edu/servicecatalog.

This SLA will define the technical requirements, boundaries and service levels between UNM IT and UNM Department IT staff to successfully utilize Colocation of Physical Servers.

2.1 Service Scope

UNM IT provides colocation services enabling the UNM communitity a secure, environmentally controlled, and highly available datacenter to host physical compute servers.

Colocation of Physical Servers features include:

- Two configuration options are available:
  - o Full rack configuration option, or
  - o Rack unit configuration option.
- Physical access to servers;
- Power and HVAC cooling management;
- Secure physical location and access with multfactor authentication and video surveilance;
- Fire alarm and fire suppression systems;
- Network connectivity and firewall;
- Following delivery of service, additional features are available, and listed in the service catalog.

2.1.1 End-User (Department IT) Requirements to Use the Service

- End-users will utilize departmental (local) IT contact for first level triage of incidents and service requests, when available;
- Request access to the Data Center via Help.UNM, with a minimum of one (1) business day prior to visit;
- Submit 'Colocation Facility Access Agreement' to obtain unescorted access to the UNM IT Data Center;
- Provide a list of all firewall ports that need to be open including source and destination;
- Upgrade and patch the operating systems and applications to ensure adequate security;
- Be responsible for the backup and recovery of operating systems, files and data on hosted servers;
- Ensure current virus protection is running on all hosted machines prior to installation;
- Refrain from bypassing or circumventing security (firewall rules);
- Remove equipment from site when it is removed from service.

2.1.2 Boundaries of Service Features and Functions
- Services provided by UNM IT are being provided to the Customer only. Any resale of this service must be disclosed in advance, in writing to Service Owner;
- Services only offered to the UNM community and affiliates.

2.2 Service Level Performance

2.2.1 General Service Levels
- Scheduled maintenance windows as defined in Section 7 below;
- Respond to reported incidents and service requests as defined in Sections 5 and 6 below;
- Provide management of the internet firewall;
- Ensure general maintenance of facility;
- Provide completed installation of collocated physical servers.

2.2.2 Specific Service Levels
- Ensure bi-weekly walk-through by UNM IT to observe condition of Customer's devices;
- Provide HVAC units support by quarterly maintenance and bi-monthly reliability checks, as well as soft water tank cooling support supported by monthly maintenance;
- Manage FM-200 fire suppression system providing alert/reset/abort functionality, supported by bi-annual maintenance;
- Weekly general cleanings of room interior (e.g., dusting, removing dirt and debris).

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:

- Provide 24x7 automated monitoring of environmentals;
- Provide redundant power (UPS and generator);
- Provide power and network connections;
- Provide secure building access; card-key controlled and restricted to authorized personnel;
- UNM IT will rack, cable and label equipment;
- Communicate and deactivate network access for hosts and/or network segments when infection or violation of security policies are identified;
- Web access to include service catalog, billing portal, self-service portal;
- 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;
- Publish all scheduled maintenance via:

- o   IT Alerts at http://it.unm.edu;
  - 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:

- Provide qualified personnel to support the hardware, software and integration components for equipment installed in the colocation facility;
- Provide UNM IT with a current point of contact, including appropriate contact information (e-mail, phone and pager);
- Purchase rack-mountable devices and all associated necessary mounting hardware;
- Provide a billing index and identify a person with authorization to review and approve payment;
- Utilize UNM IT Service Desk or Help.UNM for reporting incidents;
- Perform any required compliance auditing, when requested;
- Contact UNM IT Service Manager for additions or changes in established service levels;
- Ensure staff is familiar with the provisions of this SLA;
- Notify UNM IT of special types of data that are being collected (i.e. secure/confidential, PII, FERPA, HIPPA), or whenever new special types of data are planned to be collected;
- Provide a representative to discuss high-priority incidents that may arise; and attend high-priority incident reviews;
- Subscribe to SYSINFO-L@unm.edu;
- 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, and 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

Colocation of Physical Servers is provided 24 hours a day 7 days a week.

4.2   Service Exceptions to Coverage

UNM IT will let Customer know 2 weeks in advance of any scheduled maintenance that may affect service availability.

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, or advice, or for access to an IT 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 seven (7) 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.

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 Colocation of Physical Servers 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

Various reports are available upon 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

IT: University of New Mexico CIO

By: Gilbert Gonzales_____

Title: Chief Information Officer___

Signature:_____

Date:_____

CUSTOMER:

By:_____

Title:_____

Signature:_____

Date:_____

11 Appendix A

Colocation Facility Access Agreement

Customer responsibilities:

- Customer agrees to sign in and out in the "sign in" log located at the entrance for each visit to the Colocation Facility.
- Customer agrees to not allow unauthorized or unapproved personnel into the Data Facility without the knowledge and consent of UNM IT.
- Customer agrees to only access the Colocation server room. No other access to the building is permitted without an escort.
- Customer agrees to leave wet clothing and belongings such as umbrellas, coats, bags, etc. at the door.
- Customer agrees to not bring food or drinks into the Colocation Facility.
- Customer agrees to only handle and manipulate their own hardware located within their own racks.
- Customer agrees to unplug and re-stow monitor carts and other equipment after use.
- Customer agrees to not make adjustments to or cycle power breakers on any support service equipment including but not limited to: air conditioners, power panels, UPS, maintenance bypass panels and sprinkler control panel.
- Customer agrees to not perform either low or high voltage wiring outside cabinets.
- Customer agrees to place all small amounts of trash in containers provided. Large volumes of trash such cardboard boxes and shipping materials must be removed from the Colocation Facility and disposed of off-site.
- Customer agrees to exit the facility during fire alarms.
- Customer agrees to be familiar with the operation and location of portable fire extinguishers within the Colocation Facility.
- Customer agrees to be familiar with the operation and location of fire alarm stations with the Colocation Facility. If fire is detected during normal business hours, UNM IT staff within the building should be notified. If fire is detected after normal business hours, the fire alarm should be activated. UNM Police Department should then be contacted immediately by phone.
- Customer agrees to keep all equipment at the colocation space in good order, repair and condition; and to promptly and completely repair all damage to the colocation facilities caused by Customer, except for reasonable wear and tear.
- Customer agrees to shut off overhead lights when leaving the facility after normal business hours.

Facility Access:
UNM IT requires a completed and signed Access form from **each** Colocator Administrative Contact for **each** Colocator Representative who needs access to the Datacenter.   Proxy cards will only be given to UNM staff.

Failure to adhere to this agreement could result in revoked access to the Colocation facility. All other UNM policies apply.

_____   _____

Customer Signature: Date: UNM IT witness: