



UNM

Information Technologies

**Datacenter - Database Management Services
Service Level Agreement (SLA)**

By

Information Technologies (UNM IT)

For

Application Owner (Customer)

Effective Date:	TBD
Document Owner:	Lori Tafoya

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1.2	8.19.2014	Ryan Cooper	Review general and specific service levels
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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:

- Database Management Services;
- 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 clients receiving these services;
- And, 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>.

2.1 Service Scope

The UNM IT Database Hosting Service includes installing, configuring and supporting a SQL Server or Oracle Database for the Customer on a UNM IT virtual machine (VM).

Database Management Services includes:

- Installation;
- Initial database configuration for file sizes, memory, ports and database backup and recovery options;
- Database upgrades;
- Archiving & backups;
- Data recovery;
- Database availability & capacity monitoring;
- Tuning;
- Security;
- On call support;
- And consulting services for database tuning, major upgrade planning and execution, data refreshes, assisting with application triage, and special service monitoring needs.*

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;
- System availability and capacity monitoring;
- And a continuous effort to develop and improve services for all service users.

2.1.1 Application Owner Requirements to Use the Service (Application Owner or Department IT)

- Make a reasonable effort to determine where the problem lies, prior to reporting incidents to UNM IT.
- Provide a primary and secondary contact for UNM IT to work with to resolve technical issues;
- Notify UNM IT of application security gaps identified by vendor, end-users and/or support team resources;

- Manage application code migration and application software upgrades;
- Confirm application code is compatible with database releases. The Application Owner will work with the application support vendor to ensure the application will work with supported versions of the database;
- Set up new database accounts and modify privileges for existing accounts, when needed;
- Request data recovery using the following steps, when needed:
 - Submit a Service Request as soon as the Application Owner is aware of the need to recover,
 - Provide and identify date and time from when to restore,
 - Confirm data restore accuracy within 24 clock hours upon completion of the data recovery;
- To ensure successful database upgrades:
 - Confirm application compatibility prior to and post database upgrades,
 - Provide test plan and resources prior to database upgrades,
 - Provide on-call resources during database upgrades;
- Request consulting support, when needed, using Help.UNM

2.1.2 Boundaries of Service Features and Functions

- Databases will be installed and configured on UNM IT provided VMs;
- UNM IT will only install supported database software – see the UNM IT [Service Catalog](#);
- UNM IT will follow IT best practices for database installation, initial database configuration and ongoing database support. For example, databases will not be installed on the same server as the application or middleware tier;
- UNM IT provides two data recoveries per calendar year at no additional charge;*
- Database backups will be set to run nightly and configured to retain the last five days of activity. The Application Owner may request additional backups (storage fees will apply);
- If an Application Owner is working with software that requires special configuration changes for the database(s), UNM IT will apply the vendor-recommended database configuration changes;
- UNM IT will configure one or two departmental user accounts with full access to manage database security;
- Tuning support will be limited to initial installation and basic post-installation triage support; *
- Payment Card Industry (PCI) data will not be stored within the database w/o prior approval from UNM IT CIO.

*Additional services may be purchased at applicable UNM IT Consulting rate.

2.2 Service Level Performance

2.2.1 General Service Levels

- Scheduled maintenance windows as defined in Section 7 below;
- Restores of virtual machines from seven days of nightly snapshots;
- Response to reported incidents and service requests as defined in Sections 5 and 6 below;
- Retain previous five days of database backups.

2.2.2 Specific Service Levels

- Database(s) will be delivered within 20 UNM business days of scheduled start date;
- Quarterly review of memory and Central Processing Unit (CPU) utilization to “right-size” the database(s).

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:

- Document services provided in UNM IT service catalog;
- Meet response times associated with the priority assigned to incidents and Service Requests;
- Adhere to established Maintenance windows;
- UNM IT will bring to the Customer's attention situations in which extra time is being required of UNM IT staff to supplement Customer staff beyond the scope of this SLA. 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 Customer;
- UNM IT will keep database versions up-to-date to meet database vendor support requirements;
- And, UNM IT will publish all scheduled maintenance via:
 - IT Alerts at <http://it.unm.edu/alerts/>
 - 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 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;
- Maintain appropriate staff expertise in the maintenance and support of any Customer supported applications;
- Subscribe to SYSINFO-L@unm.edu;
- And, comply with UNM Business Policies [2500](http://policy.unm.edu/university-policies/2000/2500.html) and [2520](http://policy.unm.edu/university-policies/2000/2520.html).
<http://policy.unm.edu/university-policies/2000/2500.html>
<http://policy.unm.edu/university-policies/2000/2520.html>

4 Hours of Coverage and Escalation

4.1 Hours of Coverage

Database Hosting Service 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. Emergency and urgent maintenance will be communicated through Sysinfo-L@unm.edu and the IT Alerts website.

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 a standard change 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 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 customer caused will be billed 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 nineteen (19) clock hours.

Priority 3 (P3) is acknowledged, accepted and resolved within three (3) 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 Database Hosting 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, logs and statistics 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

UNM IT: University of New Mexico CIO

CUSTOMER:

By: Gilbert Gonzales

By: _____

Title: Chief Information Officer

Title: _____

Signature: _____

Signature: _____

Date: _____

Date: _____

DRAFT