

Datacenter – LoboCloud
 Service Level Agreement (SLA)
 By
 Information Technologies (UNM IT)
 For
 University of New Mexico (Customer)

Effective Date:	
Document Owner:	Brian Pietrewicz

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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:

- The LoboCloud 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, <http://it.unm.edu/servicecatalog>.

2.1 Service Scope

The LoboCloud service allows a Customer to build a virtual machine (VM) within minutes. Virtual machines can be tailored to user specifications, with optional storage and database components.

LoboCloud features include:

- Choice between Red Hat Linux and Windows Server Operating System;
- Department IT administration access to the server;
- Automated push of Windows Server critical patches;
- Automatic installation of Red Hat critical patches;
- Snapshot backups of virtual machines from previous seven days of nightly snapshots.

Additional services are available upon request as described in the UNM IT [Service Catalog](#).

In addition, UNM IT provides underlying 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;
- Web access to include service catalog, billing portal, self-service portal;
- System level backup;
- Basic up/down system monitoring;
- Physical Servers, Networking, and Storage, Firewall, and Datacenter Facilities;
- Continuous effort to develop and improve services for all service users.

2.1.1 Department IT Requirements to Use the Service (OU Administrator or Department IT)

- Organization Unit Administrator or Department IT is responsible for first level triage of incidents and service requests;
- Departmental system administrator is required to:
 - Administer and configure the operating system as required for application deployment and support;
 - Adequately secure system, including but is not limited to:
 - Patch all applications outside of the operating system;
 - Set appropriate permissions to the server and applications;
 - Ensure security functions remain enabled (Example: anti-virus);

- Use only privileged accounts when performing admin tasks (do not use NetID/Normal user account).
 - Respond to monitoring alerts in a timely manner;
- For Windows Operating Systems, by default, all critical patches are downloaded monthly to the server. The OU Admin must set schedule to install all critical security patches within five business days of release via group policy;
- For Red Hat Operating Systems, by default, all critical patches are installed monthly to the server. System Admins must set schedule to restart services/systems, when necessary, within five business days of release;
- Notify UNM IT in a timely manner of a security breach;
- Agree to leave UNM IT admin permission in place as configured by UNM IT;
- Destroy and/or demise unwanted virtual machines preceding the start of the billing cycle;
- Verify third party applications or software are supported on UNM IT hosted operating systems;
- Provide specific protocol and ports required for virtual machine needs upon request;
- Perform installation of any third party applications or software;
- Ensure installation and support of integrated components, such as Apache, Samba, IIS, that are activated;
- Ensure any software, outside of the operating system, on the virtual machine is appropriately licensed;
- Perform all traditional application administration activities such as upgrades, patches and troubleshooting;
- Request restores from snapshots by contacting the UNM IT Service Desk;
- Notify UNM IT via [Help.UNM](#) prior to collecting and storing sensitive data (i.e. secure/confidential, PII, FERPA, HIPAA);
- Provide a representative to participate in resolving and reviewing high-priority incidents.

2.1.2 Boundaries of Service Features and Functions

- UNM IT will retain administrative access to VMs;
- Payment Card Industry (PCI)-Credit Card data will not be stored in the virtual environment;
- Services hosted by UNM IT are being provided to the Customer only. Any resale of this service must be disclosed in advance, in writing to the Service Owner;
- Installations are limited to vendor supported versions of Red Hat Linux and Windows only.

2.2 Service Level Performance

2.2.1 General Service Levels

- Scheduled maintenance windows;
- UNM IT will periodically review memory and CPU utilization for recommendations on “right-sizing” the virtual machine;
- UNM IT will provide three snapshot restores per fiscal year, per system at no charge to the Customer. Hourly fees will apply for additional snapshot restores.

2.2.2 Specific Service Levels

- Virtual machine created within 30 minutes of Department approval;
 - Firewall requests can take up to 72 hours;
- Virtual machines will be available 99.9% of the time.

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 transition support for operating system end of life:
 - Notify Customer and Department OU Admin 90 days prior to operating system, end of life support;
 - Provide VM of identical processor, storage and memory, free of charge for 30 days, to facilitate migrations and/or upgrades due to operating system End of Life support;
 - In lieu of transitioning VMs, upgrades to the existing VMs operating system will be considered on a case by case basis;
 - Restrict access to VMs with operating systems that are no longer supported by vendor.
- Perform routine maintenance of underlying infrastructure, operating system including anti-virus and VM tools;
- Provide support in the form of documents and processes including Fastinfo entries (e.g., Q&A, training videos):
 - Fastinfo: fastinfo.unm.edu;
 - Forum: forum.unm.edu.
- 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;
- Publish all scheduled maintenance via:
 - IT Alerts at <http://it.unm.edu>;
 - [LoboMobile](#);
 - SYSINFO-L listserv email.

3.2 Customer Responsibilities in Support of the Service

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

- Maintain appropriate staff expertise in the maintenance and support of any Customer supported equipment and/or applications;
- Provide accurate and current administrator and approver contact information for each VM.
- IT Strategic Advisory Committee to collaborate with UNM IT on the service framework to satisfy the University of New Mexico business requirements;
- Contact UNM IT Service Owner for additions or changes in established service levels;
- 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

LoboCloud is provided 24 hours a day 7 days a week except for periods of planned maintenance.

4.2 Service Exceptions to Coverage

This section intentionally left blank.

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 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 LoboCloud 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