



UNM

Information Technologies

Domain Name Services (DNS)
Service Level Agreement (SLA)

By

Information Technologies (UNM IT)

For

University of New Mexico (Customer)

Effective Date:	
Document Owner:	Brian Petrewicz

Related/Referenced Documents:

DRAFT

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1 General Overview

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

- The Domain Name Services (DNS);
- 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>.

The Domain Name System (DNS) converts names (e.g. www.unm.edu) to IP addresses (e.g. 129.24.168.32) that are used by networked devices to locate other networked devices across the Internet. It can be compared to a phone book, allowing the user to enter a user-friendly name, and returning the address for that name. UNM IT provides registration of qualified domain names for computer and servers affiliated with the University of New Mexico (UNM) and UNM's presence on the internet (host names ending in unm.edu).

2.1 Service Scope

DNS features include:

- Static IPs (host records) for servers, printers, and equipment not using Dynamic IPs (DHCP);
- Addition of canonical name (CNAME) records to DNS host records enabling hosts to have multiple aliases;
- Dynamic DNS updates for clients using DHCP;
- Internal only (on campus) resolution of addresses for private networks or internal services;
- Delegation for administration of DNS zones and network segments to trained UNM personnel to manage their assigned departmental DNS records;
- Forward lookup zones are maintained when departments or branch campuses manage their own DNS servers that are part of unm.edu DNS namespace;
- Approved DNS subdomains, ranges of DNS records, can be created to brand host name entries, (e.g. host1.deptx.unm.edu);
- In special approved instances other types of DNS records are available. Examples include:
 - MX (mail exchange) records for mail routing;
 - PTR (pointer) records for special services;
 - TXT (text) records for supplying information externally about a host;
 - A (address) records that resolve off campus addresses to unm.edu host names.

2.1.1 End-User Requirements to Use the Service

- End-users will utilize departmental (local) IT contact for first level triage of incidents and service requests, when available;
- Administrators of delegated zones must attend UNM IT training;
- Submit DNS zone and record service requests and/or incidents via Help.UNM;

- Administer and support delegated DNS zones and records;
- Provide accurate contact information for host records and zones to UNM IT in writing;
- View [IT Alerts](#) for scheduled maintenance and outages.

2.1.2 Boundaries of Service Features and Functions

- Only modify DNS records or zones that are owned by UNM IT;
- For internal name resolution, client must point to UNM IT internal name resolution servers;
- Modifications to DNS records other than A and Host records will be evaluated and approved by UNM IT;
- Time-To-Live (TTL) default is 8 hours. Decreasing this default requires UNM IT approval.

2.2 Service Level Performance

2.2.1 General Service Levels

- This section intentionally left blank.

2.2.2 Specific Service Levels

- Uptime 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 UNM IT DNS system is available and functional;
- System operations, administration and network connections;
- Provide DNS zone administration training;
- 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/alerts/>;
 - [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:

- Utilize UNM IT Service Desk for incidents and service requests;

- Ensure staff is familiar with the provisions of this SLA;
- Maintain appropriate staff expertise in the maintenance and support of any Customer supported equipment and/or applications;
- 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](https://policy.unm.edu/university-policies/2000/2500.html), [2520](https://policy.unm.edu/university-policies/2000/2520.html), [7215](https://policy.unm.edu/university-policies/7000/7215.html).
<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

Domain Name Service (DNS) 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.

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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 Domain Name Service (DNS) 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

DNS reports, audit logs and uptime 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: _____