Identity Management - Central Authentication Service (CAS)

Service Level Agreement (SLA)

By

Information Technologies (UNM IT)

For

University of New Mexico (Customer)

Effective Date:	**3/24/2016**
Document Owner:	Brian Pietrewicz

Version	Date	Author	Revision Notes
1.0	2/11/16	Chuck Phillips	Initial Draft
1.1	2/15/16	Chuck Phillips	Revision – EU/IT Requirements
1.2	2/16/16	Ryan Cooper	Agreements Review

Related/Referenced Documents:

Table of Contents

1   General Overview

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

- The Central Authentication Service (CAS);
- 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.

2.1   Service Scope

Central Authentication Service (CAS) is both an authentication mechanism as well as an enterprise single sign-on service for web applications to allow end-users to authenticate using their UNM NetID. Applications that utilize CAS participate in the same single sign-on session, meaning that once a user successfully authenticates with CAS, the user will not be prompted again for the duration of the session. CAS allows users to authenticate to web applications, but protects the password from individual applications, allowing for a much more secure computing environment.

CAS is available for use by all web services in the unm.edu DNS (Domain Name Service) domain. Web sites outside of the unm.edu DNS domain the service must be registered.

CAS features include:

- An open and well-documented protocol;
- An open-source Java server component;
- A library of clients for Java, .Net, PHP, Perl, Apache and others;
- A JASIG CAS community for documentation and implementation support;
- An extensive community of adopters.

2.1.1   End-User (Application Owner) Requirements to Use the Service
- End user will utilize online self-service resources and department IT, if available;
- Follow self-service instruction for implementation support;
- End-users will refer to JASIG CAS community for best practices and documentation;
- View IT Alerts for scheduled maintenance and outages.

2.1.2   Boundaries of Service Features and Functions
- CAS is used to authenticate only those users who possess UNM IT NetIDs;
- Web sites outside of the unm.edu DNS domain must be registered;
- Any features not covered by this SLA may incur charges. Please refer to UNM IT Service Catalog for additional information.

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;

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:

- 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;
- Notify the Department of any situation in which extra time is being required of UNM IT staff due to lack of Department staff knowledge, planning or poor implementation practices. UNM IT reserves the right to bill, at our standard hourly rate or expedited service rate, for this additional support;
- Communicate any changes to services to the appropriate UNM audience;
- 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 qualified staff to enable CAS;
- Maintain appropriate staff expertise in the maintenance and support of any Customer supported applications;
- Utilize UNM IT Service Desk or Help.UNM for reporting incidents;
- Ensure staff is familiar with the provisions of this SLA;
- Request access to UNM IT billing portal for appropriate staff;
- Review UNM IT Billing Portal on a monthly basis and submit any billing inquiries within 90 days;
- 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
CAS is provided 24 hours a day 7 days a week except for periods of planned maintenance, UNM holidays, catastrophic events or Campus closures.

4.2 Service Exceptions to Coverage

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 appropriate Department Executive Vice President 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 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 CAS can be found under the 'All Services' row 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 can be provided upon request.

9.1.1   Downtime Criteria

The following criteria will be used to calculate downtime for CAS:

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Any unscheduled period of time in which CAS is unavailable. Approved scheduled maintenance windows will not count towards downtime.

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:_____