

**OIT Service Level Agreement**

**Services available:** Physical and Virtual Servers, Rack Space Hosting, Data Storage

**Service Provider:** University of Alaska, Office of Information Technology

**Period of Service:** July 2023 through June 2024

**FY24 PRICING TABLE**

Type of Service	Annual Cost Each or Hourly Rate
<b>Physical Server (no new servers will be added)</b>	\$1,500/server
<b>Virtual Server</b> CPU Core RAM	\$350/server \$40 each \$5/GB
<b>Internal (UA) Rack Space Hosting</b>	\$65/unit
<b>External (non-UA) Rack Space Hosting</b>	\$120/unit
<b>Non-SLA Customer Technician Rate (Mon-Fri, 8am-5pm)</b>	\$80/hr
<b>Non-SLA Customer Emergency Call-out Rate (Weekdays, 6pm-7am &amp; Weekends)</b>	\$120/hr
<b>Storage – Based on availability &amp; billed per GB</b> <b>Tier 1 Storage – SSD (no backups)</b> <b>Tier 2 Storage – SATA (with backups)</b>  Backups are retained for 1 month at a minimum, longer retention times will be negotiated on a case-by-case basis.  <b>Note: all shared storage is Tier 2</b>	<ul style="list-style-type: none"> <li>● \$0.65/GB</li> <li>● \$0.35/GB</li> </ul>

## **Service Level Agreement (SLA) Overview and General Procedures (Terms & Conditions):**

This agreement describes the services to be provided to customer, (hereafter referred to as “customer”) by the University of Alaska (UA) Office of Information Technology (OIT), (hereafter referred to as “OIT”), the responsibilities of the respective parties, and the service level objectives (if required).

Unless Otherwise Agreed to by OIT and the Customer, these General Procedures Apply:

1. If requesting a service not listed, please contact the helpdesk at 907-450-8300 or email: helpdesk@alaska.edu.
2. OIT reserves the right to not enter into a Server Administration or Server Hosting SLA if there are insufficient resources. Prior to completing a SLA, OIT Data Center Operations must approve the SLA if the agreement pertains to physical servers.
3. Outages may need to occur outside of the normal weekend maintenance window and will be coordinated with the customer and published in advance of the outage. Additional maintenance windows may be required to allow for:
  - a. Critical security updates as required
  - b. Facility outages as required
  - c. Installation of application patches or updates as required
  - d. Resolution of hardware/software failures
  - e. Acts beyond our control, i.e., natural disasters
4. Maintenance and related tasks will, in general, not be targeted to take place on holidays or during holiday breaks unless mutually agreeable to both OIT and the customer.
5. Renegotiation or Termination of Services
  - a. Either party may request a renegotiation of terms in writing with a 30 day notification of intent.
  - b. Either party may terminate this agreement at any time in writing with a 90 day advance notification of intent.
  - c. If this agreement is terminated prior to the end date, OIT will return the prorated unused portion of payment within 90 days via Journal Voucher.
  - d. If this recharge agreement is terminated prior to the end date or end of a fiscal year, and a new agreement cannot be reached prior to the end date, OIT will discontinue all services and support on the termination date. Customer has 60 days after the end date to coordinate the transfer of hardware/services/support/files-residing-on-shared- storage from OIT to customer. If not completed within 60 days of the termination date, OIT will provide customer with written notification of the discontinuation of services.

## Types of Service Level Agreements (SLA):

### 1. Server SLA

#### Server Roles:

- .NET Application
- Windows WebLogic (plus Legacy service) - where applicable
- Database (supported databases: MSSQL Server 2008 R2, MSSQL Server 2012 RS, Oracle 11g)
- Web Server (supported web services: IIS, Apache Tomcat, and SSL configuration)

#### Standard Server Build: Includes the following (where applicable)

- a. Operating System (OS)
  - Install OS (Windows, RedHat Enterprise Linux, other OS negotiable)
  - Activate OS
- b. Apply OS patches
- c. Monitoring
- d. Disaster recovery/Backups
  - Self services
  - Off-site recovery
  - On-disk recovery
  - Bare metal recovery
- e. Server Security
  - Apply security profiles
  - Enable operating system firewall
- f. Directory Services (join system to the domain)
- g. Antivirus
  - Install antivirus software
  - Validate current virus definitions
- h. System Management
  - Install vendor specific server management software
  - Install VMTools/Amazon tool
- i. Configuration Management (Bootstrap Chef-client)

#### Physical Server Hosting:

- a. Cable and assign vlans to nic ports
- b. Cable management nic port (iDRAC/iLo)
- c. Configure management interface

#### Virtual Server Hosting:

- a. Assign vm to vlan portgroup
- b. 4GB memory
- c. Single CPU, dual core (2 x 1 socket)
- d. Boot Operating System (80-100 GB) with backups
- e. Nic 1

## 2. Rack Space/Server hosting

OIT will provide a physical location (rack space), hardware installation in rack, power connections A/B, ATS (automatic transfer switch) for single power supply devices, and basic network connection (1 gigabit) for customer's server(s). Customer is responsible for everything else related to the server(s) such as, but not limited to:

- a. Operating system software installation, configuration, and maintenance
- b. Application software installation, configuration, and maintenance
- c. Operating system and application problem determination and resolution
- d. Operating system and application monitoring and support
- e. Operating system and application backup and recovery
- f. Hardware maintenance

## 3. Storage

Tier 1 Storage – SSD (No backups): Data kept on premise. No restrictions on accessing data. Possible methods of access NFS, SMB, etc. Storage is based on availability.

Tier 2 Storage - SATA (Includes Tier-1 backups described below): Data kept on premise. No restrictions on accessing data. Possible methods of access NFS, SMB, etc. Storage is based on availability. All shared storage is Tier 2 storage, with backups retained for a period of one month minimum. Based on availability, retention times of longer than 1 month will be negotiated on a case-by-case basis.