



DATACENTER SERVICE LEVEL AGREEMENT

Service Summary

Northwestern University Information Technology (NUIT) offers a variety of server housing and system support to the NU community. The services will be provided in the Chicago and Evanston Datacenter locations operated by Information Technology Computing Services (ITCS). This service is provided on a “for-fee” basis that is determined by the type and level of service and support the customer chooses.

Datacenter Space: This provides housing of servers in a secure location and includes shared rack space, console switch, networking, electrical power, HVAC, and UPS. Space pricing is based on the size of machine being housed at the Datacenter facility. Specific pricing information can be found on the attached “Datacenter Annual Fee” price list.

Data Backup and Restore: This service includes six incremental backups and one full backup performed weekly on machines housed within the Datacenter. The full backup media is stored off-site in a secure media vault making restore possible for the previous 7-day period. Requests to restore from tape are handled by the assigned ITCS System Engineer and will typically occur within 48 business hours of the request. Pricing for this service is based on the size of disk space per machine. Specific pricing information can be found on the “Datacenter Annual Fee” price list.

System Engineer Support: This service includes operating system upgrades, patches, hardware troubleshooting, component replacement, virus definition updates, and firewall protection. Upon request, software vital to the system architecture (e.g. Apache, SQL Server) will be installed. Pricing for this service is based on the working hours ITCS has estimated will be required to monitor and maintain the server. Options include “during business hours,” “during extended business hours,” or “24 hours a day, 7 days a week.”

All maintenance is done during support hours; there is no assistance outside the hours of support the customer has chosen. Work in progress ends when the end-of-day support hour is reached. Work will commence on the next business day when support hours resume. Initial response time to a failure condition is between one to two hours during support hours. After response to failure, time-to-repair is variable depending on cause. The ITCS Director or Operations Manager will be in direct contact with hardware vendors. System Engineers will keep the business unit’s technical contact person apprised of progress on a daily basis in the event a repair is delayed. Specific pricing information can be found on the “Datacenter Annual Fee” price list.

Research Space-Only: Exclusive to University Researchers, there is a space-only service for housing research systems in a secure location and includes shared rack space, console switch, networking, electrical power, HVAC, and UPS. Space pricing is based on the size of machine being housed at the Datacenter facility. The researcher (or their designate) has access to their servers during regular business hours, Monday through Friday, no exceptions. A list of authorized research personnel is given to ITCS and a WildCARD or state-issued photo ID is required for admittance and escort into the Datacenter. Specific pricing information can be found on the attached “Datacenter Annual Fee” price list.

Standard Operating Policies

Before a new server can be accepted into one of the NUIT Datacenters, the following must occur and must be agreed to:

- 1) To ensure system compatibility and compliance, ITCS will provide a vendor quote for server hardware residing within the Datacenters.
- 2) The server must be rack-mountable.
- 3) The server must have a current hardware maintenance agreement through the manufacturer.
- 4) The Business Unit will place their own orders using their CUFS account with shipment, deliveries, and inquiries to ITCS.
- 5) Specifically, the CUFS ship-to code must be ITC. The attention line should be: R. Ostrowski, ITCS Operations Manager, phone 467-2753.
- 6) Servers being cared for by ITCS must also keep the operating system itself at the current level or at a level that has been agreed to in writing by the Director of ITCS.
- 7) Sunday morning from midnight to noon is reserved for infrastructure changes and modifications. Machines may not be available to server owners, administrators, or users during this time.

Before an existing server can be accepted into one of the NUIT Datacenters, the following must occur and must be agreed to:

- 1) ITCS must approve the server's hardware configuration.
- 2) For security purposes, the server owner must agree to keep the operating system patches current while the server is housed within the Datacenter.

Datacenter annual fees are billed annually on the date the agreement was signed. Additionally, incurred charges (i.e. application support, support of things outside of the agreement) are billed monthly at the current ad hoc rate in the month they are incurred.

In the event of a Datacenter emergency situation, ITCS reserves the right to determine the duration of downtime. If necessary, services will be suspended until the assigned ITCS System Engineer is satisfied restoration is safe and proper. ITCS will account for its decisions and actions to the affected business contact(s) the following business day. As service interruption is always associated with background service activity, there will be no fee reimbursement by ITCS to compensate the Business Unit for losses during service interruptions.

Please note that disaster recovery replacement costs or business continuity planning are not included in any of the services provided by NUIT.

It is expected that customers will provide Help Desk and end-user support for their business application(s). Unless otherwise agreed to, the customer is responsible for supporting applications that are hosted on the server. System Engineer support for selected application systems can be provided as an additional for-fee service.

Terms and Liability

Each party to the agreement assumes the other is operating from a position of “good faith” and “good intentions.” ITCS cannot enter into a Service Level Agreement with an assumption of liability for the success of the customer’s initiatives or with responsibility for incidental and/or consequential damages resulting from failure of ITCS service programs or personnel. In all cases, consequences for ITCS actions shall be limited to termination of the Agreement and reimbursement of fees on a prorated basis. Likewise, ITCS agrees to limit the consequences for actions of the customer to termination of the agreement.

Fees are subject to an overall 4% annual increase. A Service Level Agreement is required for each server with the exception of Space-Only research customers who may choose to have all machines fall under a single Agreement. The Service Level Agreement will be issued upon the server’s installation in the Datacenter. Subsequent years will not require additional sign off though the rates are subject to change. Business Units will be notified of rate changes via e-mail at a minimum 30 days prior to the anniversary date of the agreement. Should the Business Unit desire an increase/decrease in services, a new Agreement will be issued reflecting the change(s) and fees will be prorated accordingly.

The Northwestern University intra-institutional voucher (IV) is processed directly from this signed Service Level Agreement. The customer agrees to pay all Datacenter charges from NUIT Computing Services.

Service Transition Statement

Datacenter customers on record as of November 1, 2003, are currently receiving what we now refer to as space fees plus data backup/restore fees plus system engineer support for an annual fee of \$8,825. To facilitate the transition to the new pricing structure, the following has been established:

- For service that will be less expensive under the new pricing model than what is currently indicated on the signed agreement, the new price will go into effect on the agreement anniversary date. You will need to sign this new Service Level Agreement and return it to ITCS to ensure proper billing.
- For service that will be more expensive under the new pricing model than what is currently indicated on the signed agreement, the new price will go into effect once the current agreement has expired. The Director of ITCS must approve any exceptions to this date in writing. A new Service Level Agreement will need to be completed to ensure proper billing and service levels.
- Any new servers admitted into the Datacenter after November 1, 2003, will be under the new pricing structure.

Making Contact

To further investigate which of these services is right for your organization, contact Dana Nielsen, Director of ITCS, (d-nielsen@northwestern.edu, 1-3350) who will coordinate an assessment of your server situation and make a recommendation. When the customer agrees to the proposed solution, ITCS Operations Manager RuthAnn Ostrowski (r-ostrowski@northwestern.edu, 7-2753) will coordinate the signing of the agreement, hardware purchase, and funds transfer. Once the equipment has arrived on site, a primary and backup ITCS Systems Engineer will be assigned to coordinate the service delivery and their contact information will be given to the customer.

Customer & Equipment Information

(Must be completed in full)

Department Name: _____

Business Contact: _____

Technical Contact: _____

CUFS Account: _____ *use object code 5450*

Ad Hoc Hourly rate: \$120 for support not envisioned

Machine Life Cycle: 3 years or 4 years (circle one)

Purpose of this Server: _____

Datacenter Move-In Date: _____

Server Name: _____

Manufacturer: _____

Server Model: _____

Serial Number: _____

Operating System: _____

Volume of Users: _____

Maintenance Agreement: _____

Reference Information - List of software needed on this server to allow your application to run:

1. _____
2. _____
3. _____
4. _____
5. _____

Datacenter Service Level Agreement Sign-Off

By signing below the Business Unit agrees to the terms and conditions relevant to the services selected on the attached *Datacenter Annual Fee* sheet and understands all rates are subject to a maximum 4% annual increase.

Agreed by: _____

Date: _____