

Service Agreement for

Effective Date:

Customer

Name:
Department:
Building:
Contact:

Service Providers

Name:
Floor / Building:
Management Contact:

Name:
Floor/Building:
Management Contact:

Name:
Floor / Building:
Management Contact:

Basis of Understanding

This Agreement identifies the level and types of service {dept} can expect from Jeff-IT Infrastructure Services and TJUH-IS for the following {application} servers housed in the Scott Data Center and identified in Table 1.

Table 1: Servers covered by this Document

Server Name	Hardware	Operating System	Description

Services will begin when the signed agreement is returned to Jeff-IT Infrastructure Services. The content of this agreement will be reviewed and updated periodically. Changes will only occur with the agreement of all affected parties. This document assumes and incorporates by reference the Jeff-IT Infrastructure Services Service Disruption Process.

Problems encountered in the normal course of operation should be addressed to the technical assistance center at 3-7975. Infrastructure Services agrees that they will provide the services and service levels identified in the Attachments listed below.

Service Agreement for

Attachments

- Attachment A – Customer Contacts
- Attachment B – Responsibilities
- Attachment C – System Backup Schedules
- Attachment D – Service Levels
- Attachment E – Server Configuration

Service Agreement for

Attachment A - Service Provider and Customer Contacts and Escalation Paths

Effective Date:

Service Provider Contacts

Service Provider	Contact Info	When
Technical Assistance Center	3-7975, 5-7975	7x24
Technical Assistance Center Mgr.	3-4170	7x24
Core Tech On-Call (Server Access)	3-4204	Business Hours
Core Tech Management	3-1712 or Chris.Campbell@jefferson.edu	Business Hours

Customer Contacts

Service Provider	Contact Info	When

Service Agreement for

Attachment A - Escalation Paths

Escalation Paths: (Assumes the application of common sense.)

When	Who	Escalates to...	Issue/Problem

Service Agreement for

Attachment B - Responsibilities

Task	Customer and/or Vendor	Jeff-IT	TJUH-IS Operations	TJUH-IS Applications	
<i>Backup/Restore Servers</i>					
Identify Disaster Recovery Provisions					
Identify Data Retention Requirements					
Develop / Maintain Business Continuity Plan					
Provision/administer backups					
Create backup procedures					
Verify backup completion					
Store/retrieve backup media					
Restore from backup media					
Maintain Application recovery procedures					
Periodic test of restores					
Request special back-ups					
Request a restore					
<i>Application Environment</i>					
Provide physical environment					
Check network connectivity					
Install/maintain HW					
Coordinate HW repair					
Install/maintain Database software and patches					
Install/maintain Application software and patches					
Install/maintain web servers, layered software					
Install/maintain anti-virus software and patches					
Approve new application software releases & modifications					
Install OS software					
Install/maintain Database software					
Install/maintain Application software					
Install/maintain web servers, layered software					
Approve new software releases & modifications					
Benchmark application performance					
Monitor/tune OS performance					
Monitor/tune Database performance					
Monitor/tune Application performance					
Monitor/tune web servers, layered software					
Server & disk storage configuration					
Server & disk storage capacity planning					
Maintain network printers					
Coordinate ordering of HW					
Coordinate install of HW					
All application related administration					

Attachment B - Responsibilities (continued)

Service Agreement for

Task	Customer and/or Vendor	Jeff-IT Core Tech	TJUH-IS Operations	TJUH-IS Applications
<i>Server & Application Availability</i>				
Take problem calls during business hours (M-F, 08:00 – 17:00)				
Take problem calls during off hours (M-F, 17:00 – 8:00 and all day on weekends)				
Coordinate resolution of application issues				
Coordinate resolution of server access issues				
Facilitate problem escalation				
Thomas Jefferson University-wide communication of issues				
Escalate issues to 2 nd and 3 rd tier support				
Coordinate and publicize application downtime requests				
Coordinate server downtime requests				
Coordinate application user communications				
Select HW and SW service contract needs				
Perform daily check for service availability				
Automated OS Patching, if desired				
Manual Patching, if desired				
<i>Security</i>				
Maintain physical security				
Maintain server firewall rule base (IP filtering)				
Maintain network firewall rule base				
Maintain OS security / account administration				
Maintain Database security				
<i>Documentation</i>				
Maintain web-based end-user documentation				
Maintain infrastructure documentation				
<i>Supplemental Support</i>				

Service Agreement for

Attachment C – System Backup Schedules

Effective Date:

Backup Schedule “Daily”

<u>Day Rotations</u>	<u>Backup Type</u>	<u>Backup Time</u>	<u>Offsite Storage</u>	<u>Tape</u>
All	Incremental	Off-Hours	YES FNSD	12 Months

* Assuming application compatibility with TJU/H TSM backup.

Service Agreement for

Attachment D– Service Levels

Item	Service Element	Agreed Level
01.	Stated Availability (system up time)	
02.	Scheduled back-up time. System will be unavailable during this window	
03.	Scheduled application and host server maintenance time. System may be unavailable depending on requirements.	
04.	Jeff-IT Core Tech support for hardware problems and outages	
05.	Jeff-IT CSA support for desktop hardware problems and outages	
06.	Emergency or unplanned maintenance.	

Service Agreement for

Attachment E– Server Configuration

- Virtual Machine
- Physical Machine
- Production
- Development

Purpose / Application of Server:

Enumerate Applications / Hardware (Dongles, Cards, etc.) requestor plans to install:

Hardware Specifications:

Vendor Hardware Specifications Attached.

RTP Attached

Service Agreement for

Attachment E– Server Configuration (Continued)

Operating System:	<input type="checkbox"/> Windows 2003			
	<input type="checkbox"/> Red Hat Enterprise Linux Advanced Server 5.0			
Remote Administration Method Required (Non-Core Tech):	<input type="checkbox"/> Terminal Services			
	<input type="checkbox"/> SSH			
<u>Local</u> Firewall Ports Required***:	<input type="checkbox"/> 21	<input type="checkbox"/> 22	<input type="checkbox"/> 25	<input type="checkbox"/> 53
	<input type="checkbox"/> 80	<input type="checkbox"/> 110	<input type="checkbox"/> 135	<input type="checkbox"/> 137
	<input type="checkbox"/> 138	<input type="checkbox"/> 139	<input type="checkbox"/> 143	<input type="checkbox"/> 389
	<input type="checkbox"/> 445	<input type="checkbox"/> 1521	<input type="checkbox"/> ____	<input type="checkbox"/> ____
	<input type="checkbox"/> ____	<input type="checkbox"/> ____	<input type="checkbox"/> ____	<input type="checkbox"/> ____
OS Patch Restrictions:	<input type="checkbox"/> No Restrictions, Updating allowed			
	<input type="checkbox"/> OS Patching Restricted. (Client Coordination for Patching.)			
Requested Network Location:	<input type="checkbox"/> Secure			
	<input type="checkbox"/> Open DMZ			
	<input type="checkbox"/> Student Wireless / ARN			

By signing below, all listed groups and organizations shall agree to the terms of this Agreement and all of its Schedules, Addenda and/or Attachments.

Service Agreement for

Accepted by:

(Customer's Name)

BY:

(Authorized Signature)

(Print or Type Name)

Title:

Date:

Accepted by:

Jeff-IT

(Name)

BY:

(Authorized Signature)

Chris Campbell

(Print or Type Name)

Title: Associate Director, Technology Support

Date:
