



DATA CENTER SERVICE LEVEL AGREEMENT

SERVER HOSTING

Service Summary

Northwestern University Information Technology (NUIT) offers server hosting and technical system support to the NU community. The services will be provided in the Chicago and Evanston data center 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.

Server hosting services includes and addresses the following three needs:

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

Data Backup and Restore: The customer can decide on either a daily or weekly backup service for a server housed at the data center. Daily backup service includes daily incremental backups performed six times per week with one full backup performed once a week. The weekly backup service is a once-per-week full backup of the server. In both cases, full backup media tapes are stored off-site in a secure media vault. Requests to restore from tape are handled by the ITCS infrastructure team and will typically occur within 48 business hours of the request. Pricing for this service is based on how many backups are performed each week and the server’s actual disk space rounded to the nearest gigabyte. Specific pricing information can be found on the “Data Center Annual Fees” price list.

Technical Support: This service includes ITCS system engineering time for 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 “during extended business hours with Sunday maintenance”. Servers running critical systems that require technical support 24 hours a day, 7 days a week must have redundant hardware.

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 the cause. The ITCS Director or Operations Manager will be in direct contact with hardware vendors. ITCS 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 “Data Center Annual Fees” price list.

Standard Operating Policies

Before a new server can be accepted into one of the central IT data centers, 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 data centers.
- 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) Server's operating system must be kept 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 central IT data centers, 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 data center.

Data center annual fees are billed annually on the date the server arrives at the data center facility and is sanctioned as the anniversary date. 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 data center 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. The Service Level Agreement will be issued upon the server’s installation in the data center. Subsequent years will not require additional sign off though the rates are subject to change. Business Units should notify ITCS of any increase/decrease in hosting services via e-mail at a minimum 30 days prior to the anniversary date of the agreement. If the Business Unit desires server hosting changes, a new annual fees sheet 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 data center charges from NUIT Computing Services.

Making Contact

For further questions about server hosting at a central NUIT data center facility, please contact Dana Nielsen, Director of ITCS, (d-nielsen@northwestern.edu, 1-3350) who will coordinate an assessment of your server situation. A technical meeting with ITCS is the next step to discuss specific server hosting needs 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. Customers are notified when equipment arrives at the data center and ITCS systems engineers will contact and work directly with the customer until the server is turned over for production use.

Customer & Equipment Information

(Must be completed in full)

Department Name: _____

Business Contact: _____

Technical Contact: _____

CUFS Account (use obj. 5450): _____

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

Machine Life Cycle: 5 years (recommended)

Purpose of this Server: _____

Data Center 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. _____

Data Center Service Level Agreement Sign-Off

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

Agreed by: _____

Date: _____