DATACENTER SERVICE LEVEL AGREEMENT

STORAGE SERVICES

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.

Storage Only: For customers who desire extended workstation or server disk space, they can select from two types of storage products: Class A or Class B. The technology behind Class A storage provides faster, scalable disks with a 5-year life cycle. Class B storage is more traditional technology with slightly slower, non-scalable disks with a standard 3-year life cycle. This storage is provided from a secure location and includes networking, electrical power, HVAC, and UPS. The storage only service does not include technical support, configuration support, or data backup/restore services. Specific pricing information can be found on the attached “Datacenter Services and Annual Fees” price list.

Storage with Data Backup and Restore: The customer can decide on either a daily or weekly backup service for Class A or Class B storage housed at the Datacenter. 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 storage. 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 assigned ITCS System Engineer 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 actual disk space rounded to the nearest 100 gigabyte. This service includes support for data backup and restore, but no other technical support is provided. Specific pricing information can be found on the “Datacenter Services and Annual Fees” price list.

Datacenter annual fees are billed annually on the anniversary date of the service being provided. 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 NUIIT.

It is expected that customers will provide Help Desk and end-user support for storage hosted by the Datacenter and the customer is responsible for supporting their business application(s).
Standard Operating Policies

1) Storage unit’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.

2) Sunday morning from midnight to noon is reserved for infrastructure changes and modifications. Storage may not be available to data owners, administrators, or users during this time.

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 business unit or school with the storage usage falling under a single Agreement. The Service Level Agreement will be issued upon access to the storage 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. If the Business Unit desires 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.

Making Contact

Dana Nielsen, Director of ITCS
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RuthAnn Ostrowski, ITCS Operations Manager r-ostrowski@northwestern.edu phone: 467-2753

Customer Information (Must be completed in full)

Department Name: ________________________________
Business Contact: ________________________________
Technical Contact: ________________________________
CUFFS Account: ________________________________ use object code 5450
Ad Hoc Hourly rate: $120 for support not envisioned
Purpose of this storage: ________________________________
Volume of Users: ________________________________
Date Service Available: ________________________________

☐ Class A Storage ☐ Class B Storage

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 Services and Annual Fee sheet and understands all rates are subject to a maximum 4% annual increase.

Agreed by: ________________________________________
Date: ____________________________________________

Datacenter Service Level Agreement