IT Services Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

DIAMOND SERVER
**IT Services Service Level Agreement:**  
**Diamond Server**

This service level agreement describes the computer services provided by IT Services in support of the Diamond server. This server is part of the Java Technologies Laboratory.

**Diamond Server**

The Schools of ETCS, Arts & Sciences, Vice Chancellor of Academic Affairs, and the Math and Computer Science departments have purchased a Gateway 6400 system running Windows 2000. This server is known as Diamond with an address of diamond.ipfw.edu. It will be supported by Professor Pan and Professor Bob Sedlmeyer.

Professor Pan or Professor Sedlmeyer will perform first-tier and second-tier support on the Diamond server. IT Services will provide third-tier support as described in following table.

<table>
<thead>
<tr>
<th>First-Tier Support</th>
<th>Second-Tier Support</th>
<th>Third-Tier Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Routine daily support and maintenance</td>
<td>Problem diagnosis and resolution</td>
<td>Network connection to server for software and printing capability</td>
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<tr>
<td>Initial client troubleshooting</td>
<td>Upgrades to software and hardware</td>
<td>Internet Connection</td>
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<td></td>
<td>Server support including back ups and restores</td>
<td>Consulting assistance with operating system issues.</td>
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<td></td>
<td>Schedule server security scans with third-tier support</td>
<td>Security scans when scheduled</td>
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</table>

**SCOPE OF SERVICES**

**Providing the Computing Environment**

IT Services will assure availability to the local area network and internet connection access. All other computer support is the responsibility of Professor Pan or Professor Sedlmeyer.
Providing ITS Operations Support

Students or faculty using the Diamond Server will be supported by first-tier and second-tier support. Second-tier support must inform IT Services Help Desk of any network problems.

AVAILABILITY OF SERVICES

Business Hours Support

IT Services will provide support services indicated under Scope of Services 8:00 AM to 6:00 PM Monday-Thursday, and 8:00 AM to 5:00 PM on Friday.

Outside Business Hours Support

IT Services routinely monitors the operating status of all campus servers daily, including weekends. Any campus-wide network outages would be identified in this monitoring. If the network outage effected only the Diamond Server, IT Services would not be aware. Second-tier support would need to contact IT Services to report this type of event. IT Services will provide a list of emergency phone numbers for second-tier support to call when the Diamond Server becomes a production environment.

PROCESSES

Response Time Goals

Professor Pan or Professor Sedlmeyer will notify IT Services when the Diamond server has become a production environment. Top priority will be given to restoring service quickly when the server is unable to support normal teaching activity as intended.

Network availability will be maintained at approximately 98% availability of scheduled uptime.

Escalation Procedures

After the Diamond Server is running in production mode, network problems resulting in the server being non-functional should be reported immediately to IT Services Help Desk by second-tier support. The Help Desk technicians will quickly determine which IT Services resources must be informed for quick response and open a work order for ITS technical support.

If the network is not back into a production level within 2 hours, second-tier support should promptly inform the IT Services
Manager of Technical Support, IT Services Operations Manager or the Director of IT Services.

**Reporting Procedures**

Second-tier support will verify the problem appears to be network-related prior to contacting IT Services Help Desk. Please provide the following information to the Help Desk:

♦ The Username is Pan
♦ Server is Diamond Server
♦ Description of problem and complete error message
♦ What steps were taken to resolve problem

Call the Help Desk at 6030, select option 0 or go to the Help Desk at Kt 206.
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Appendix A

Hardware

1 Gateway 6400 W2KS
- Pentium III Processor 800MHz with 256K Cache
- 384MB Memory
- Floppy drive
- CD-Rom drive
- 18GB Ultra 160 7200RPM Hard drive
- Network Card
- 3 years Parts & Labor Limited Warranty with 3 Year Onsite Service

Software

- Windows 2000
- HP OpenView ManageX Event Manager