IT Services Service Level Agreement

TECHNICAL SUPPORT

and

HARDWARE/SOFTWARE/NETWORK MAINTENANCE

for

MATHDEV SERVER
IT Services Service Level Agreement: MathDev Server

This service level agreement describes the computer services provided by IT Services in support of the MathDev server which is a development tool for the Java Technology Laboratory.

MathDev Server

Professor Yifei Pan has acquired the use of a Sun Ultra 1 workstation. This machine is known as MathDev and is completely supported by Professor Pan. It is not destined to be a production environment as the hardware is owned by Sun Systems. Professor Pan will be using it strictly as a development tool in the Java Technologies Laboratory.

Professor Pan will performing the first-tier and second-tier support duties and IT Services will provide the third-tier support.

<table>
<thead>
<tr>
<th>First-Tier Support</th>
<th>Second-Tier Support</th>
<th>Third-Tier Support</th>
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<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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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.

Providing ITS Operations Support
Students or faculty using the MathDev server will be supported by Professor Pan. Professor Pan 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 affected only the MathDev server, IT Services would not be aware. As this is a development server for Professor Pan’s use, support outside normal business hours is not required.

** PROCESSES**

**Response Time Goals**

Network availability will be maintained at approximately 98% availability during business hours as described under Business Hours Support section.

**Escalation Procedures**

If the network is not available within 4 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 MathDev
♦️ 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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MathDev Server

Appendix A

Hardware

1 Sun Ultra 1

Software

Unix Operating System
Oracle Database