

**Carnegie Mellon University Computing Services
Desktop Support Program
“MyDeptFiles” Service Level Agreement**

Providing Service to:

{Customer Name}

**For: Fiscal Year {Year}
{Date}**

Carnegie Mellon
COMPUTING SERVICES



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I. INTRODUCTION

This service level agreement (SLA) describes “MyDeptFiles” service provided to customers by Carnegie Mellon University’s Computing Services Desktop Support Program (DSP) under our Annual Desktop “MyDeptFiles” Contract. It details both Computing Services Desktop Support Program and customers' responsibilities.

In the course of providing computing support under this program, DSP may provide support beyond what is described in this document. Such additional support is provided at the discretion of the DSP Manager in the interest of furthering the strategic direction of Carnegie Mellon and Computing Services.

II. DESCRIPTION OF SERVICE

Annual “MyDeptFiles” Desktop Support service is described below.

A. File Sharing

Description:

Computing Services DSP Program offers “MyDeptFiles” services for both Mac and Windows platforms for customers that meet the hardware and software requirements by contract on a fee basis. The following are the details of the “MyDeptFiles” services provided by DSP for customers:

- Computing Services DSP Program will allocate space from our SAN storage area with an initial 10GB increment and additional 5GB increments as requested thereafter.
- Computing Services’ DSP Program use the Andrew Windows Active Directory structure for access controls to your data. DSP will establish security groups based on your needs and requests to break down your allocation as necessary into a structured hierarchy. You will need to set your Active Directory Password at www.cmu.edu/myandrew under the passwords section. DSP recommends synchronizing your Kerberos and Andrew Windows Active Directory password because of compatibility issues that can arise.
- Computing Services DSP Program will monitor the service 24/7 to ensure that the service is operational.
- Computing Services DSP Program will provide patches, updates, and regular maintenance of the system as deemed necessary by the consultants.

Customer Responsibilities:

Computing Services and the DSP program is not responsible or able to monitor content according to the Carnegie Mellon University Computing Policy. It is up to departments and their users to act responsibly when using the "MyDeptFiles". In accordance with Campus Computing Policy guidelines, any illegal or potentially illegal use of the space for items such as music, movie, or other copyright infringement may be reported to the Information Security Office.

B. Support for Confidential and Sensitive Documents

Sensitive and Confidential files can be stored on the Computing Services "MyDeptFiles". Computing Services currently does not encrypt the data traffic (wired or wireless) on campus and can not be responsible for any security issues/concerns related to data transfers.

The [Information Security Office](#) recommends the use of encryption when transferring any files containing sensitive information across the wired or wireless network. DSP supports the Cisco Client VPN service for this purpose.

C. Data Backup

Description:

Computing Services will provide five (5) weeks of backups. Ten (10) weeks are available to departments upon special request.

The storage space and backup procedures are not designed to handle open files or transactional based storage (i.e. databases). Customers should not assume that files that are frequently/continuously open are successfully being backed up. This is especially true for databases (e.g. Oracle, Filemaker, Microsoft Access, etc.). Before storing files with transactional requirements, please be sure to consult with Desktop Support to ensure that this network storage is appropriate for your needs.

D. Data Recovery

Computing Services will provide recovery of data for up to 10 weeks of backups. Recovery times of data will be based on volume. Computing Services will make every effort to recover files and data promptly.

Due to the difficulties in recovering large amounts of offsite data, recovery time for catastrophic failures may be significant. During a catastrophic failure, Computing Services will endeavor to recover data in a timely fashion, but current technologies may limit the timeliness of the recovery.

The storage space is not being archived other than that mentioned above. Data can NOT be recovered in anyway after the current backup window (10 weeks) has been exceeded.

III. SUPPORTED HARDWARE AND SOFTWARE

Description:

DSP can only support “MyDeptFiles” for Macintosh Tiger 10.4 and above and Windows PCs running at least Windows XP SP2. These specifications are detailed on the [DSP supported hardware](#) and [DSP supported software](#) pages. Hardware and software specifications will be updated annually, normally before the start of each fiscal year. DSP will notify department managers in advance of any changes in our support levels and it will be inline with the supported software of Computing Services Help Center.

DSP may refuse to provide support if customers do not adhere to the supported hardware and software specifications.

Customer Responsibilities:

Customers should always discuss any hardware or operating system purchases with the DSP program to ensure compatibility and operability of the “MyDeptFiles” service.

IV. REQUESTING SERVICE

Description:

To request services provided under the “MyDeptFiles” Annual Contract, customers should send electronic mail to dsp@andrew.cmu.edu. In cases where email is not operational, customers may call the appropriate team help-line.

DSP Email Assistance: dsp@andrew.cmu.edu
DSP Help Line: 412-268-6959.

Other methods of requesting service (such as sending mail to the personal addresses of consultants, calling consultants' personal phone lines, or dropping by a consultant's office) will result in delays. At any given time an individual consultant may be with another customer, working on a project, or out on PTO.

Response Time:

DSP's goal is to respond to all requests for service as quickly as possible. DSP prioritizes requests as they come in using the following general guidelines:

Level 1

Urgent Issues (Immediate Call to DSP)
Response Immediate or within 30 minutes

Examples include:

- “MyDeptFiles” is inaccessible for multiple users.
- “MyDeptFiles” is inaccessible and needed for mission critical function i.e. Board Meeting, Presentation, etc.

Level 2

Important Issues (Email DSP at dsp@andrew.cmu.edu)
Response within 3 hours

Examples include:

- An individual is unable to access the “MyDeptFiles”.
- An error message is received by you are still able to perform work duties.

Level 3

General Issues (Email DSP at dsp@andrew.cmu.edu)
Response within 1 business day

Examples include:

- General question about the “MyDeptFiles” or how to use it.

Customer Responsibilities:

- In order for the specified response times to apply, customers should always request service using the DSP email address and use the help-line when email is unavailable. DSP can provide no guidelines regarding response time for requests made to consultants directly.
- Requests regarding should include the following information:
 - The name, office address, phone number, and department of the person needing assistance.
 - The exact error messages, if any, that appeared on the user's screen.
 - What the user did immediately prior to the occurrence of the problem.
 - Information regarding any applications or programs that may have been installed recently, or any changes made by a non-DSP person.
 - Information about the request's priority; for example, is it the sort of issue that can wait until another day or does it need to be looked at as soon as possible?

V. ESCALATION

All issues should be escalated to Attila Csokai (acsokai@andrew.cmu.edu 412-268-5313), DSP Manager, then to Thomas Dugas (tdugas@andrew.cmu.edu 412-268-2190), Assistant Director for User Services.

VI. COMPUTING SERVICES DSP RESPONSIBILITIES

- A. Maintain DSP coverage at negotiated rates and times and also according to the, "Policies and Procedures" section in this document.
- B. Resolve problems and notify end users in as timely a fashion as possible
- C. Manage DSP staff by Computing Services and the DSP Manager.
- D. Utilize a problem tracking system to record and monitor requests for support involving escalation to the second level, other organizations, and the manufacturer.
- E. Establish procedures to actively monitor and verify DSP performance and end user satisfaction.

VII. CUSTOMER RESPONSIBILITIES

- A. Maintain authorized, active connections to the University network for all supported equipment
- B. Provide that all end users maintain a working knowledge of their computing equipment and applications, including acquiring training when required.
- C. Provide to DSP employee names and appropriate security groups for the configuration and ongoing support of your "MyDeptFiles". "MyDeptFiles" can be broken down into different areas where you can assign individual or group security. Those groups are the responsibility of the customer and DSP will adhere to any configuration provided by an authorized individual for the customer.

VIII. POLICIES AND PROCEDURES

- A. Support will be provided by Computing Services DSP for the administrative desktop hardware and software as specified in this Contract.
- B. The DSP support staff will be available during regular University working hours (8:30am – 5:00pm) on normal workdays excluding weekends, scheduled holidays and recess days unless otherwise specified in the DSP Service Contract.

- Computing Services performs around the clock monitoring of the system to ensure operability. Availability of resources after-hours decreases and the amount of time for response times increase outside of core business hours.
- B. Computing Service has a maintenance window every Sunday morning from 8am to 9am for scheduled maintenance and repair. Service may be interrupted during this period.
- C. Contact Attila Csokai, DSP Manager, at 8-6959 or acsokai@andrew.cmu.edu for questions concerning the DSP Service Level Agreement.

IX. TERMS AND CONDITIONS

- A. DSP contracts are one-year term, automatically renewable (unless terminated by the approved procedure, see “Termination of Agreement”, at the beginning of each new fiscal year (July 1). Contracts executed at times other than at the start of a fiscal year will be charged on a prorated basis, rounded to months and renewal will be effective at the start of the next fiscal year.
- B. DSP support is a service and is not represented by any single Computing Services DSP staff resource.
- C. Billing will be annually and charges will be posted to the University account specified by the department.
- D. New contracts will commence based on DSP staff availability and “MyDeptFiles” availability with the intent to execute as soon as possible, but with the expectation that as much as a four (4) month lead time may be required. If there are “ramp-up” charges to be part of your agreement for DSP services, they will negotiate separately.
- E. In conjunction with a signed copy of an associated DSP Service Contract, this constitutes the extent of the DSP Agreement between Carnegie Mellon Computing Services Desktop Support Program and the contracting Carnegie Mellon University Department.

X. FEES

The following fee schedule will be used for “MyDeptFiles” starting in Fiscal Year 2008.

“MyDeptFiles”	Cost
Annual Cost per GB:	\$30
Minimum initial subscription level:	10GB
Minimum incremental additions:	5GB

Your billing will be based on subscribed data uncompressed. Data compression is currently not available from Computing Services. Any changes to your subscription will be followed up in writing either via an SLA or email confirming the additional subscription.

Notification of rate changes for the following fiscal year will be announced to all contracting departments annually, during the first quarter, by email notification, as well as being published on the DSP Rates web page.

XI. CHANGES TO AGREEMENT

Changes to the agreement can be made by contacting Attila Csokai, DSP Manger, at 8-5313 or acsokai@andrew.cmu.edu at any time.

XII. TERMINATION OF AGREEMENT

Either party has the right to terminate this agreement by written notice to the other party. Termination will become effective one month after giving such notice.

XIII. SERVICE LEVEL AGREEMENT APPROVAL

By signing this SLA, the Workgroup Manager and Desktop Support agree to abide by the terms and uphold the responsibilities of this SLA.

Workgroup Manager/Date/Department Signature

Workgroup Manager/Date/Department Printed Name

Oracle String to Bill

DSP Manager Signature/Date

DSP Manager Printed Name