Net-to-Jack
Service Level Agreement

1. About this Service Level Agreement.....................................................................................................................2
2. Terms of Agreement...............................................................................................................................................2
3. Warranty and Liability ...........................................................................................................................................2
4. Supported Environment..........................................................................................................................................3
5. Services Provided ...................................................................................................................................................3
6. System Availability, Troubleshooting, and On-Call Support...............................................................................5
7. Data Backup and Recovery ....................................................................................................................................5
8. System Upgrades, Maintenance, and Replacement...............................................................................................6
9. Change Management ..............................................................................................................................................6
10. Service Assurance and Feedback...........................................................................................................................6
1. About this Service Level Agreement

This document is a Service Level Agreement (SLA) between Information Technology Systems & Services (ITSS) and the school or departments using Net-to-Jack service (“the Department”). The purpose of this document is to outline the expected service needs and the communication processes to be provided to the Department by Communications and Networking Services (CNS), a division of ITSS. By instituting this SLA, the expectations and requirements of both partners will be clarified and solidified. Therefore, any modification in the level and/or type of service, or any change in the scope of service supported under the terms of this SLA must be expressly defined and authorized in either a modification to this document or an addendum.

This document covers production services and support for the Department local area network from the data facility closets up to and including the data jack outlets on the Telecommunications Service Outlet (TSO). This includes installation, configuration, monitoring and maintenance of all local area network devices and services provided as part of the Net-to-Jack service. The Department is responsible for all desktop maintenance and troubleshooting on the users’ side of the data jack outlets. (For those departments that have a desktop support contract with the ITSS Technology Academic Services (TAS), your TAS representative will coordinate network-related troubleshooting and repairs directly with CNS.

The services provided under the terms of this SLA will be charged to the Department monthly according to current CNS rates (per http://cns.stanford.edu/rates/). The Net-to-Jack rate for FY02 is $10.00/port/month.

2. Terms of Agreement

Either party may choose to withdraw from this agreement, provided that at least ninety (90) days written notice is provided in advance to the other party.

3. Warranty and Liability

ITSS/CNS undertakes to provide local area network support services to the best of its ability using professionally trained and managed staff. All services covered under the terms of this SLA are rendered on a “best efforts” basis without any warranty expressed or implied. In the event of a catastrophic occurrence (e.g., earthquake, fire, etc.), ITSS/CNS will work to restore systems and operational support as quickly as possible under those conditions. Prioritization of support will be based upon the nature and extent of the situation, as well as the importance of individual systems to the continued operation of the University.

ITSS/CNS commits to protecting the Department equipment supported under this SLA from deliberate damage by ITSS personnel or other persons provided access to the Department equipment by ITSS/CNS. However, ITSS/CNS will not be held liable for any damage to equipment owned by the Department or data loss that occurs due to accidental actions by ITSS personnel or other persons.
4. Supported Environment

The networks supported under the terms of this SLA are only those which connect the TSOs that appear on a department monthly statement. Any other Department facilities are not supported per this agreement.

5. Services Provided

Note: In the following descriptions, the term Telecommunications Service Outlet or TSO (sometimes referred to as a jack) refers to the physical wall plate and wiring through which Communication and Networking Services provides telephone, data and video services. A typical TSO has multiple jack outlets, only some of which are designated for network (data) use.

Under the terms of this SLA, ITSS/CNS will provide the following services to the Department:

- Perform an initial audit of the existing network infrastructure to include, for example, inventorying equipment, adding records to CNS databases, renumbering jacks, updating bible sheets, verifying and/or producing local area network documentation including physical and/or logical drawings and NetDB information, etc. (Charges for audit may be charged to the Department using Time and Materials rate.)

- Close coordination with the Department during both the initial contact and ongoing implementation of this program in order to ensure a smooth operation and that the Department needs are met.

- 10/100Mbps switched Ethernet connectivity to each active data jack outlet on each covered TSOs.

- Install, configure, maintain and troubleshoot local area network switches, hubs, transceivers and cables to the active data jack outlets.

- Install new data jacks or TSOs as required. (Current charges per http://cns.stanford.edu/rates/). The standard interval for installation of 9 or fewer new TSOs is 10 business days; for 10 or more new TSOs, CNS will determine timing based on schedule availability. Activations of data outlets on the new TSOs (when requested on the same CSO as the TSO installation) requires 1 additional business day. Activations of data outlets on existing TSOs are completed within 4 to 7 business days. Shorter installation and activation intervals may be negotiated on a case-by-case basis and may be subject to a premium charge per http://cns.stanford.edu/rates/.

- Maintain accurate and up-to-date documentation of local network equipment per Communication and Networking Services standards, including physical and logical drawings.

- Perform and coordinate NetDB updates with client. Updates will be made within four (4) business hours for twelve (12) or fewer entries; larger requests will be processed within two (2) business days.

- Utilize network utilities and programs to troubleshoot network.

- Troubleshoot problems with SUNet infrastructure beyond identifying fault, i.e., DNS, etc.

- Use network management software to monitor the network.

- Coordinate support for new network activations with designated local contact.

- Provide and maintain contacts and procedures for reporting and/or escalating outages.

- Generate internal reports for monitoring all nets (switches) and load analysis.
• Review all work plans, upgrade plans, etc. in conjunction with the Department and/or building to insure well-planned integration with existing network infrastructure.

• Provide a detailed monthly bill of all fees and charges.

Under the terms of this SLA, the Department will be responsible for the following:

• Participate in an initial audit of the existing network infrastructure.

• Fund the initial installation of required network infrastructure, racks, patch panels and wiring managers, such as pathways, sleeves, cores, conduit, etc. Initial infrastructure fee is waived for departments signing up for 4 (four) or more years of service.

• Fund (or provide existing) initial activation equipment, cables, etc.

• Following initial installation all future network hardware upgrades are funded by monthly service fees and are provided without additional charges to client. Any additional TSOs and wiring must be installed by CNS to assure accurate records and will be subject to the current CNS charges and require the placement of a Customer Service Order (CSO) with CNS.

• The Department’s STAR must submit standard Customer Service Request (CSO) forms to CNS Client Systems for any adds, moves, or changes to network connections. The Department must notify CNS of any personnel moves (equipment moves) to assure proper reference on CNS billing statements.

• Provide a local technical contact that understands the main computing needs of the Department and/or building.

• Maintain regular contact with program liaison to facilitate continued understanding of the computing needs of the Department and/or building.

• Provide desktop functions including:
  ♦ Install, configure, maintain and troubleshoot network interface cards and the cables and transceivers used to connect them to the data outlet.
  ♦ Troubleshoot end-user machine/network configuration problems including IP address, gateway, subnet mask, and name server information.
  ♦ Provide information to the Department and/or building users about basic SUNet services including Leland mail, AFS, DNS, etc.
  ♦ Configure desktops to work both on and off campus.
  ♦ Know whom to call for further help, i.e., CNS for CSO work, SCC for network problems, Customer Resource Center for desktop problems, etc.

Unless modified or amended, this SLA does not cover any services or troubleshooting not specifically identified in this document. Requested support outside the scope of this SLA must be negotiated in advance. The Department may elect to purchase certain services via the standard rate-based arrangements provided by ITSS/CNS to the university community. Prices and procedures for such services are governed by ITSS’s standard rate-based service policies, and are not included in this agreement.

The design, construction, and implementation of a Disaster Recovery Plan is not included under the terms of this SLA. In the event that ITSS begins development of a Disaster Recovery Plan, the Department will be given the option to actively participate in the process, as it relates to the services outlined in this SLA.
6. System Availability, Troubleshooting, and On-Call Support

SYSTEM AVAILABILITY
System availability is defined as the hours when the systems covered by this SLA are scheduled to be available for customer access. With the exception of regularly scheduled maintenance and backup time periods, the systems supported will be available for access seven days a week, twenty-four hours a day.

TROUBLESHOOTING
Members of departments covered by a contract with TAS may contact 5-8181 when they have a computing problem. If a TAS consultant determines that the problem is desktop related (e.g., software or configuration), he/she will attempt to assist the client per ITSS’s standard offering. If the TAS consultant believes the issue to be network related, he/she will forward the issue to CNS.

During normal business hours (M-F, 8 AM – 5 PM), a TAS representative will respond to your call as quickly as possible. After hours (M-F, 5 PM – 8 AM and weekends), a TAS representative will respond the next business day.

If pre-approved by the Department, individuals may also contact the CNS System Control Center directly to report network-related troubles. However, if a CNS technician is dispatched and determines that the problem is not network related, the Department will be charged the standard rate for a No Trouble Found.

During normal business hours (M-F, 8 AM – 5 PM), a CNS/SCC representative will respond to reported problems within four (4) hours. After hours (M-F, 5 PM – 8 AM and weekends), a CNS/SCC representative will respond the next business day. Faster response, if available and pre-approved by the Department management, is subject to Premium rates as specified at http://cns.stanford.edu/rates/.

If the SCC receives more than ten separate trouble reports for the same problem, they will consider the problem to represent a major equipment failure and will contact on-call CNS technical staff and advise them of the trouble. The technician will work to identify the problem as quickly as possible. CNS will dispatch a technician for a major equipment failure on a 7x24 schedule if requested by the Department contact and building access is arranged.

All system trouble reports will be prioritized for problem resolution based on the Priority Level of the problem. Priority levels will closely approximate current communications priority standards. These standards are as follows:

<table>
<thead>
<tr>
<th>Priority Level One</th>
<th>Individual outages up to 10 users per switch module.</th>
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<tbody>
<tr>
<td></td>
<td>M-F, 8AM –5 PM: Callback within 4 business hours.</td>
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<tr>
<td></td>
<td>After Hours: Callback within 4 business hours on the next business day.</td>
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<tr>
<th>Priority Level Two</th>
<th>Small group outages of between 11 and 32 users.</th>
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<tbody>
<tr>
<td></td>
<td>M-F, 8AM –5 PM: Callback within 1 hour.</td>
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<tr>
<td></td>
<td>After Hours: Callback within 2 hours.</td>
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<tr>
<th>Priority Level Three</th>
<th>High: Entire switch, closet and/or building outages.</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>M-F, 8AM –5 PM: Callback within 30 minutes.</td>
</tr>
<tr>
<td></td>
<td>After Hours: Callback within 1 hour.</td>
</tr>
</tbody>
</table>

7. Configuration Backup and Recovery

Routers and/or switches supported under this SLA will be protected against configuration loss by the use of regularly scheduled backups.
8. System Upgrades, Maintenance, and Replacement

CNS is responsible for assuring that the hardware and applications covered by this SLA have an appropriate level of service from the vendor.

When hardware or software replacements are required, it will be the responsibility of CNS to acquire the necessary items. Equipment which ceases to function will be repaired or replaced at the discretion and cost of CNS.

9. Change Management

CNS will provide one (1) week notice of any planned outages/changes to the systems or services covered by this SLA. In emergency conditions or in the event of an unplanned outage, CNS will provide as much notice as possible.

10. Service Assurance and Feedback

A member of the CNS Systems Control Center group will be designated as the Project Liaison for the Department, and may be contacted via telephone or e-mail during regular business hours to address any problems or concerns related to the service provided. Members of the client’s project team are welcome to bring to the attention of the CNS Project Liaison any matter that may require resolution.

In order to tailor the CNS charter to meet the growing and changing needs of its clients, feedback regarding the services provided under this SLA is valuable. The opinions of those whom we support are important, and will help CNS provide better service and identify the future needs of our clients. Therefore, your assistance with any customer satisfaction surveys that you may be presented with is greatly appreciated.