Physical Co-location Service Level Agreement

1. Agreement

This agreement is to define Physical Server Co-location services provided to a Customer. Typically, service definitions include hours, availability, support levels or duration and restrictions on support.

This Service Agreement (hereafter Agreement) is effective July 1, 2007 between Information Technology Services (ITS) (hereafter referred to as Service Provider) and departments that have purchased this service (hereafter referred to as Customer) and establishes a commitment for providing co-located hardware services (hereafter Service) as detailed herein. This document clarifies both parties’ responsibilities and procedures to ensure Customer needs are met in a timely manner.

1.1 Services Provided

The following service(s) are provided to the Customer:

- The Customer is provided a virtual machine (VM) in a Service Provider ESX Server.
  a. A Physical Co-location consists of;
     i. a space in the Service Provider’s Data Center with redundant battery-backed power, appropriate cooling, and network connectivity
  b. A Physical Co-location does not include the following:
     i. Maintenance of the operating system, applications, content on the server, or fault tolerant network connections
- The Service Provider will monitor the co-located server for the Customer and provide notifications on an opt-in basis, which is strongly recommended.
- The Service Provider will communicate outages affecting the servers to the contacts provided.

2.1 Service Objectives

Processes outlined herein are in effect during normal service hours of 8:00 AM to 5:00 PM Monday through Friday, excluding Vanderbilt University recognized holidays. Incident response is always in effect, 24 hours a day, seven days a week.

The standard maintenance window is on Sunday from 12:01 AM – 9:00 AM. Most planned outages will occur during this window. Any other planned outages will be scheduled during the nights and weekends following consultation with Customers.

The Data Center will be available 99.8% of the time during the defined service hours, excluding scheduled maintenance downtime or disasters outside of Service Provider’s control.
2.2.1 Requesting Service

2.2.1.1 Incident Management and Service Goals

The Service Provider’s designate or other knowledgeable staff member will respond by email or telephone to the Customer’s incident within:

- 4 hours for urgent issues (see criteria below)
- 1 business day normal priority issue, service request, or business inquiry (see criteria below).

<table>
<thead>
<tr>
<th>Impact</th>
<th>Criteria</th>
<th>Escalation and Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent</td>
<td>A component, application or critical feature is down and, as a result, no work can be performed.</td>
<td>Contact ITS Network Operation Center @ 322-2954 (24x7)(365). If not responded to in reasonable time, contact NOC and ask for manager.</td>
</tr>
<tr>
<td>Non-urgent</td>
<td>Abnormal or inconsistent system behavior or a system problem that does not prevent work on the system. Report during normal business hours.</td>
<td>Contact ITS Network Operation Center @ 322-2954 (24x7)(365). If not responded to in reasonable time, contact NOC and ask for manager.</td>
</tr>
<tr>
<td>Service Request</td>
<td>Routine request for maintenance.</td>
<td>Contact ITS Network Operation Center @ 322-2954 (24x7)(365). If not responded to in reasonable time, contact NOC and ask for manager.</td>
</tr>
<tr>
<td>Business Inquiry</td>
<td>A question regarding a change to (new, increased/decreased, disconnected) the contracted service.</td>
<td>Contact your Service Delivery Manager.</td>
</tr>
</tbody>
</table>

Note: If you are not satisfied with service or response time, contact your Service Delivery Manager.
2.2.1.2 Service Acquisition

Acquire the service by contacting your ITS Service Delivery Manager. See http://its.vanderbilt.edu/support/servicedelivery.php for contact information.

Assuming available capacity, the Service Provider will respond to requests by existing Customers for Physically Co-located Machines per the table below. New Customers will be evaluated individually.

<table>
<thead>
<tr>
<th>Number of Rack Units Requested</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 or less</td>
<td>2 weeks</td>
</tr>
<tr>
<td>More than 12</td>
<td>To be arranged with Customer</td>
</tr>
</tbody>
</table>

2.2.1.3 Service Availability

The Service Provider will make the service available 24 hours per day every day of the year, excepting necessary planned interruptions for service, upgrades, and reconfiguration. The Service Provider will minimize the number and duration of these interruptions. The Service Provider will attempt to coordinate with all affected Customers to schedule the interruptions for times least disruptive to the Customers. The Service Provider will, except in cases of great urgency, give the Customer at least three business days prior notice of the interruption.

Customers requesting service should call Partner Support at 936-4877. Report urgent incidents to the ITS Network Operations Center at 322-2954.

2.2.2 Exclusions

The Service Provider cannot guarantee timeframes for the following situations:

- issues referred to a third party service provider
- systems in a disaster recovery state
- issues that involve troubleshooting the operating system, applications, or content on the physically co-located server
2.2.3 Escalation Procedures

All urgent incidents are reported to the Network Operations Center. Reporting and escalation of non-urgent incidents is as follows: The Customer should contact the NOC as outlined in the chart in section 2.2.1.1. If not responded to in a reasonable amount of time, contact the Data Center manager. If not satisfied with response time or service, the Customer contacts their Service Delivery Manager.

2.2.4 Outage Notifications

The Service Provider will communicate planned service outages to affected Customers. Depending on the breadth and impact of the outage, notification may be by phone call or by email. Notification will occur per contact information provided by the Customer.

2.2.4.1 Planned Outages

When possible, the Service Provider will communicate planned outages to Customers by phone call or by email at least three business days before the outage. If a planned outage becomes necessary in less than three days, the Service Provider will communicate soon after the outage necessity is determined.

2.2.4.2 Unplanned Outages

The Service Provider will communicate unplanned outages as time permits, to the first available Customer contact by phone (or, if unavailable, email) within two hours of the outage.

2.2.5 Scheduled Maintenance

To meet specified service availability and service level objective, regularly scheduled maintenance is necessary. When possible, maintenance will be performed from 12:01 a.m. to 9 a.m. However, much Data Center maintenance must occur during normal business hours. This work usually does not cause a Customer outage.

2.2.6 Constraints

The Service Provider contacts Customers using the data in our contact database. The Customer must notify the Service Provider when a contact changes, provide a new contact person, and provide contact information. The Service Provider is not responsible if the Customer fails to update contact information.

2.2.7 Security

Two types of security apply to physically co-located servers:

- **Physical access** to the data center is managed by the Service Provider’s Network Operations Center. Access is restricted to authorized personnel and those escorted by authorized personnel. Authorized personnel who are not Service Provider staff are required to sign in each time they enter the Data Center and the time spent in the center is tracked. There are no exceptions to this rule. For additional information please refer to ITS Policy 100: Data Center Access.
- The Customer is responsible for maintaining **current patch levels on the operating system and any applications** running to ensure network security as defined by the network security team. A security scan is required for co-located servers before they are activated. Periodic scans after activation will occur to ensure that the machine’s security level meets network security team expectations.
2.2.8 Backup and Recovery

Customers are responsible for the backup and recovery of any data on a co-located machine. The Service Provider is not responsible for the Customer’s failure to implement a working backup and recovery plan.

Each Customer is responsible for developing, implementing, testing and maintaining a Business Continuity Plan.

3. Responsibilities

This Service Level Agreement (SLA) between [Customer] and the Service Provider establishes a commitment for Physical Server Co-location as detailed in this Agreement.

3.1 Scope

The following service(s) are provided to the Customer by this agreement.

- The customer will be provided a space in the Service Provider’s Data Center with redundant battery-backed power, appropriate cooling, and network connectivity.
- The Service Provider will monitor the server for the Customer and establish notifications on an opt-in basis, which is strongly recommended.
- The Service Provider will communicate outages affecting the servers to the contacts provided by the Customer.

The following services are not provided under this Agreement:

- Maintenance of the Operating System, applications or content on the server
- Updating Customer-provided contacts. This is solely the Customer’s responsibility.

3.2 Customers

Assuming available capacity, any Vanderbilt University or Medical Center department or division may physically co-locate a server in the Service Provider Data Center.

3.3 Objectives

This Agreement’s primary goal is to obtain mutual agreement that proper procedures, requirements, and service levels are in place for the Service Provider(s) to provide consistent service delivery and support to the Customer.

Agreement objectives are to:

- clarify service ownership, accountability, roles and/or responsibilities.
- present a clear, concise and measurable description of services offered to the Customer.
- match perceptions of expected service offerings with actual service support and delivery.
3.4 **Service Level Reviews**

This agreement will be reviewed at least annually by the Service Provider.

3.5 **Service Requirements**

3.5.1 Customer

The Customer will

- adhere to the Electronic Communications Policy (HR-025)
- follow appropriate procedures and requirements specified by the Network Security team
- acquire and purchase all necessary software for their environment
- provide accurate contact information to Service Provider and update that information as necessary
- notify the Service Provider within two weeks of decommissioning a server that is physically co-located

The Customer should

- ensure that all third-party applications are covered by a vendor maintenance agreement

3.5.2 Service Provider

The Service Provider will

- maintain appropriately trained staff
- communicate in writing issues regarding service levels, change management, etc.
- meet response times
3.6 Agreement Changes and the Dispute Resolution Process

Customers wishing to amend this agreement should contact the Service Provider. Requests for changes to this agreement will generally follow the flowchart below.

Change and Dispute Resolution Process

1. Customer proposes change to Service Delivery Manager
2. Service provider reviews proposed change for approval
3. Make required changes to documentation (Yes) or Customer notified; process ends (No)
4. Customer or service provider implements change
5. End
<table>
<thead>
<tr>
<th>Date</th>
<th>Person(s) Making Changes</th>
<th>Summary of Changes</th>
<th>Version Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/27/07</td>
<td>Mike Tompkins</td>
<td>Grammatical</td>
<td>1.1</td>
</tr>
<tr>
<td>11/28/07</td>
<td>Scott Milliken/Kate Gilbreath</td>
<td>Small content changes</td>
<td>1.2</td>
</tr>
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</table>