

VUmailguard Services Service Level Agreement (SLA)

Vanderbilt Information Technology Services

1. Agreement

This agreement defines VUmailguard services provided to a Customer. Typically, services definitions include hours, availability, support levels or duration, and restrictions on support.

This Service Agreement (this Agreement) is effective December 1, 2008 between Vanderbilt Information Technology Services (ITS) (hereafter referred to as Service Provider) and all VUmail, VUexchange, VU Gmail, and VUMC Exchange email users. 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 by this agreement.

1. VUmailguard, consisting of the following:
 - A. ProofPoint Protection Servers implemented by Vanderbilt University ITS and several real-time Blocking Lists subscribed to by ITS to help manage spam for Vanderbilt University. Currently all VUmail, VUexchange, VU Gmail and VUMC Exchange users are enrolled in the service.
 - B. Antivirus software. This is a computer program that attempts to identify, neutralize or eliminate malicious software. Originally designed exclusively to combat computer viruses; most modern antivirus software is now designed to combat a wide range of threats, including worms, phishing attacks, rootkits, trojan horses and other malware.
 - C. VUmailguard digest. This sends a daily email message which includes a list of the senders and subject lines for each of your quarantined messages. Daily digests only include messages quarantined since the last digest. However, you can request a comprehensive digest with all of the messages in your quarantine.
2. VUmailguard does not include:
 - A. Mail stores or web/client access.

The Service Provider will communicate outages affecting the servers to the community.

1.2 Service Objectives

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

The standard maintenance window is on Wednesday from 5:00 p.m – 5:00 a.m. 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 VUmailguard availability goal is **99.9%** during the defined service hours, excluding scheduled maintenance downtime or disasters outside of the Service Provider’s control.

1.2.1 Requesting Service

1.2.1.1 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 issues classified as urgent.
- 1 business day for issues classified as normal priority, service request, or business inquiry.

1.2.1.2 Service Categories

Impact	Categories	Escalation and Procedure
Urgent	A component, application or critical feature is down and no work can be performed as a result.	Contact ITS Network Operation Center @ 322-2954 (24x7)(365)
Normal Priority	Anomalous system behavior or system problem that does not prevent work on the system.	Contact ITS Partner Support @ 936-4877 (8am – 5pm) Monday-Friday.
Service Request	Routine request for Maintenance.	Contact ITS Partner Support @ 936-4877 (8am – 5pm) Monday-Friday.
Business Inquiry	A question regarding a change to (new increased/decreased, disconnected) the contracted service.	Contact your Service Delivery Manager .

1.2.1.3 Service Acquisition

This service is provided to everyone using Vanderbilt’s email service, typically anyone with an “@vanderbilt.edu” email address. If you have questions about this service please contact your [Service Delivery Manager](#).

1.2.1.4 Service Availability

Service Provider will make the service available 24 hours per day, all days of the year, with the exception of 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 inform all affected Customers to schedule the interruptions for times least disruptive to the

Customers. The Service Provider will, except in cases of great urgency, provide the Customer with at least 3 business days prior notice of the interruption.

All urgent requests should be communicated through the ITS Network Operations Center at 322-3954. All non-urgent requests for services or service call should go through Partner Support at 936-4877.

1.2.2 Exclusions

The Service Provider cannot guarantee timeframes for the following situations:

- Systems being in a disaster recovery state

1.2.3 Escalation Procedures

During normal business hours, the Customer should contact Partner Support for all non-urgent incidents. During and after regular business hours, for urgent issues the Customer should contact the Network Operation Center (NOC). If the situation is not responded to in a reasonable amount of time, the Customer should contact the NOC manager. If still unsatisfied with the response, the Customer should contact their [Service Deliver Manager](#) (SDM).

1.2.4 Outage Notifications

The Service Provider will communicate planned service outages to affected Customers by email.

1.2.4.1 *Planned Outages*

The Service Provider will communicate planned outages to customers by email at least 3 business days before the outage whenever possible. If an immediate planned outage is required, the Service Provider will communicate that information as soon as possible.

1.2.4.2 *Unplanned Outages*

If time permits and assuming email availability, the Service Provider will communicate unplanned outages to the community within two hours.

1.2.5 Scheduled Maintenance

To meet specified service availability and service level objectives, regularly scheduled maintenance is necessary. When possible, maintenance will be performed from 5:00 p.m. to 5 a.m. Wednesday. However, much Data Center maintenance must occur during normal business hours. This work usually does not cause a Customer outage.

1.2.6 Constraints

VUmailguard is affected by the following restraints:

- A server has a known reputation of sending spam/viruses around the Internet
- A server is sending a high percentage of spam/viruses into the Vanderbilt network.
- Messages that do not meet Sender Policy Framework (SPF) receiver side rules, message size limits, and contain specific high-risk attachments.
- Messages that contain a virus.
- Messages that are identified as spam.

1.2.7 Security

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](#).

1.2.8 Backup and Recovery

Although the VUmailguard configuration is backed up daily, the backup and recovery system for email is designed for disaster recovery, not routine data recovery. ITS will attempt to restore deleted data but cannot guarantee the attempt will be successful.

Each customer is responsible for developing, implementing, testing and maintaining a Business Continuity (backup) Plan for their services.

1.2.9 Cost

There is no cost for the VUmailguard service.

2. Service Overview

This Service Level Agreement (SLA) between the Customer and the Service Provider establishes a commitment for VUmailguard as detailed in this Agreement.

2.1 Scope

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

- A. ProofPoint Protection Servers implemented by Vanderbilt University ITS and several real-time Blocking Lists subscribed to by ITS to help manage spam for Vanderbilt University. Currently all VUmail, VUexchange, VUGmail and VUMC Exchange users are enrolled in the service.
- B. Antivirus software. This is a computer program that attempts to identify, neutralize or eliminate malicious software. Originally designed exclusively to combat computer viruses; most modern antivirus software is now designed to combat a wide range of threats, including worms, phishing attacks, rootkits, trojan horses and other malware.
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The following services are not provided under this Agreement:

- Mail stores or web/client access.

2.2 Customers

All Vanderbilt VUmail, VUexchange, VU Gmail, and VUMC Exchange email users may use VUmailguard.

2.3 Objectives

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

The objectives of this agreement are to:

- Clarify service ownership, accountability, roles and/or responsibilities
- Present a clear, concise and measurable description of the services offered to the Customer
- Match perceptions of expected service offerings with actual service support and delivery.

2.4 Service Level Reviews

This agreement will be reviewed on an interval no greater than one year by the Service Provider.

2.5 Service Requirements

2.5.1 Service Provider

The Service Provider will

- Maintain appropriately trained staff
- Communicate in writing issues regarding service levels, change management, etc.
- Meet response and resolution times
- Maintain VUmailguard hardware within standard life-cycle

2.5.2 Customer

The Customer will

- Adhere to the Vanderbilt Electronic Communications Policy ([HR-025](#))
- Follow appropriate procedures and requirements from the Network Security team

The Customer should

- Send all unsolicited email to vumailguard-review@vanderbilt.edu

2.6

Agreement Changes and the Dispute Resolution Process

All requests for changes to this agreement will be done using the following process:

Change and Dispute Resolution Process

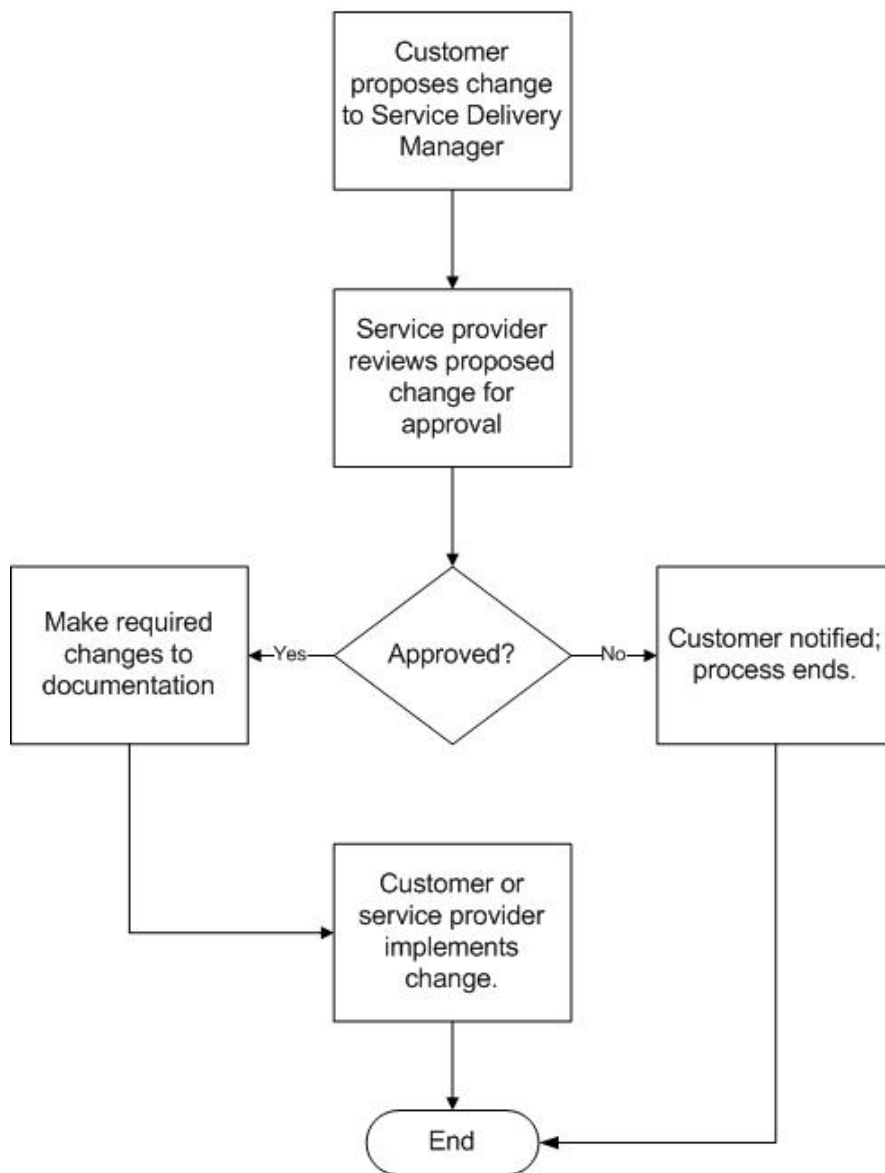


Table 4: Document Version and Revision

Date	Name	Version
1/28/08	John Osborne/Scott Hogan	1.0
2/20/08	John Osborne	1.0
2/22/08	John Osborne/Guy Shepperd/Peter Wood	1.1
6/23/08	John Osborne/Mike Tompkins	1.2
10/9/08	John Osborne/Mike Tompkins	1.3
10/15/08	John Osborne/Mike Tompkins	1.4
11/06/08	John Osborne/Kendra Thorpe, Gary Howard	1.5
11/17/08	John Osborne/Gary Howard	1.6