VUmailguard Services

Service Level Agreement (SLA)

Vanderbilt Information Technology Services
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 May 26, 2011 between Vanderbilt Information Technology Services (ITS) (hereafter referred to as Service Provider) and all Vmail, and VU 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. Forefront Online implemented by Vanderbilt University ITS and several real-time Blocking Lists subscribed to by ITS to help manage spam for Vanderbilt University. Currently all Vmail and VU Gmail 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 an email message which includes a list of the senders and subject lines for each of your quarantined messages. Digests only include messages quarantined since the last digest. However, you can log into Forefront Online to review 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 \textbf{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.

<table>
<thead>
<tr>
<th>1.2.1.2 Service Categories Impact</th>
<th>Categories</th>
<th>Escalation and Procedure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urgent</td>
<td>A component, application or critical feature is down and no work can be performed as a result.</td>
<td>Contact ITS Network Operation Center @ 322-2954 (24x7)(365)</td>
</tr>
<tr>
<td>Normal Priority</td>
<td>Anomalous system behavior or system problem that does not prevent work on the system.</td>
<td>Contact ITS Partner Support @ 936-4877 (8am – 5pm) Monday-Friday.</td>
</tr>
<tr>
<td>Service Request</td>
<td>Routine request for Maintenance.</td>
<td>Contact ITS Partner Support @ 936-4877 (8am – 5pm) Monday-Friday.</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>

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.

1.2.9 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: VUmailguard Revision 1.6
A. Forefront Online implemented by Vanderbilt University ITS and several real-time Blocking Lists subscribed to by ITS to help manage spam for Vanderbilt University. Currently all Vmail and VUGmail 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 an email message which includes a list of the senders and subject lines for each of your quarantined messages. Digests only include messages quarantined since the last digest. However, you can log into Forefront Online to access all of the messages in your quarantine.

The following services are not provided under this Agreement:
   - Mail stores or web/client access.

2.2 Customers
All Vanderbilt Vmail and VU Gmail 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
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 can directly report spam to Microsoft by forwarding the email as an attachment to abuse@messaging.microsoft.com. Additionally, Outlook users can download a plugin from Microsoft, which adds the ability to report Junk email from within the message.