Service Level Agreement: UCSB/UCLA Collaboration

This SLA describes the agreement between UC Santa Barbara and UC Los Angeles. UC Santa Barbara will provide an Academic Senate Data Management System as a service to UC Los Angeles.

Agreement Effective Date: July 1, 2017

Versions

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<th>Revision/Description</th>
<th>Author(s)</th>
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Approval

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<th>Approvers</th>
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<tr>
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<td>Linda Mohr</td>
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Periodic Review

This Agreement is valid from the Effective Date outlined herein and is valid until the Date of Termination. This Agreement should be reviewed a minimum of once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect. This agreement can be terminated with 6 months' notice by either party.
I. Agreement Overview

This is a Service level Agreement ("SLA" or "Agreement") between stakeholders: UC Santa Barbara Academic Affairs Information Technology (referred to as the "Service Provider"), UC Los Angeles Academic Senate Office and UC Los Angeles Office of Information Technology (collectively referred to as the "Customer") for the provision of IT services required to support and maintain the Data Management System (also references as the "System").

This Agreement will be posted to the following location and will be made accessible to all stakeholders:

https://aait.ucsb.edu/projects/data.management.system

II. The System Provided by the Service Provider

1. Overview

During the term of this Agreement, the Service Provider agrees to provide the Customer with access to its web-based Data Management System for managing Academic Senate activities, assignments, deadlines, archives, and ongoing issues. The user base of the System includes faculty, staff, & student representatives from departments, divisions, and the Academic Senate.

2. System Environment Scope

The System will provide two environments, each with different scope, support coverage, and user base.

<table>
<thead>
<tr>
<th>Environment</th>
<th>Support Coverage</th>
<th>User base</th>
<th>Scope</th>
</tr>
</thead>
<tbody>
<tr>
<td>Production</td>
<td>24/7</td>
<td>Faculty, staff, &amp; student representatives</td>
<td>Production activities</td>
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<tr>
<td>Development</td>
<td>8-5 M-F</td>
<td>IT staff; Senate testers and trainers</td>
<td>Development, Training, Testing and experimention</td>
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3. IT Support and Emergency Response

The Service Provider will provide telephone and email support to the Customer. The Customer will make every effort to answer support inquiries and address issues discovered at their campus. After all avenues of resolution have been explored by the Customer, they may contact the Service Provider for assistance.

Available support communication mechanisms:

- Email support is available 7am-7pm Monday - Friday at help@aait.ucsb.edu. Email support is provided for non-emergency use only -- for all emergencies use telephone support since staff only monitors email.

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1 "Customer" or "Customers" may also be used to reference an individual or group of individuals from within the UC Los Angeles user base.
7am-7pm Monday - Friday.

- Telephone support is available at (805) 893-2495. Emergency support is provided 24/7 and non-emergency support is provided 7am-7pm Monday - Friday excluding Service Provider closures. Emergencies include service disruptions where a significant number of users (usually 10) cannot access the System or there is failure of a routine data management process. Non-emergencies include all other issue reports and inquiries.

Support response times:

- Inquiries will be responded to within 2 business days. If programmer support is required to answer an inquiry, please allow up to 3 business days for a reply (either an official response or notification of investigation into the inquiry). An inquiry is defined as questions about the System or requests for information.

- Enhancement requests will be tracked and made available to the Customer for collaboration, prioritization, scheduling, and completion. Enhancement requests are defined as improvements or changes to a System that is working as designed. All participating Senate Divisions are required to participate in the collaboration as part of the Governance Group. The Governance Group is responsible for determining priority, staff resources, and requirements. The Service Provider participates in the collaboration, however is not solely responsible for completing enhancement requests. The enhancement request tracking information will be posted at:

  https://aait.ucsb.edu/projects/data.management.system/enhancements

- Technical issues reported will be responded to within 1 business day and resolved within a total of 5 business days unless issue is reported during a critical window. Issues reported during a critical window will be resolved as soon as possible. Issues are defined as problems that occur because the System is not working as designed.

24/7 emergency response procedure:

1. The Customer will call (805) 893-2495, which automatically routes to the on-call staff after hours.

2. The Customer will provide the technical contact with the following information.

  o Need: immediate response to emergency situation.

  o Customer name and affected user information.

  o Customer (and affected user where applicable) email address.

  o Customer (or affected user) telephone number: the System's technical contact will call this number with status updates.

  o Problem description: description of the incorrect/undesirable behavior, including user name, employee ID, end user's Operating System's name/version and browser's name/version, date the __________

2 Critical window – defined time periods when it is critical that the system be online, such as during Senate elections and other times. The Customer shall communicate these time periods in advance to the Service Provider.
problem was first noticed, and applicable screen shots sent to help@aait.ucsb.edu (if available).

3. The technical contact will resolve the issue as soon as practicable and notify the Customer via return call or via email.

4. If the issue is not resolved within 1 business day, the technical contact will provide a status update to the Customer.

The Memorandum of Understanding ("MOU") between Service Provider and Customer encourages the collaborative development of new System releases. This includes new development that resolves technical issues or enhances the System. Please refer to the MOU for more information.

4. End-user Support Strategy
The Customer will identify a local, central point of contact for Senate analysts and Senate members to answer general questions about the System. The central point of contact will escalate issues or inquiries to the Service Provider in the event that they have attempted but are unable to assist the user.

Technical Support:

- If business-related, route request to appropriate Academic Senate support person at UCLA

- If technical issue with data feed or authentication, route to appropriate person at UCLA’s Office of Information Technology department

Business & General Support - end-user support for the business aspects of the System elevates accordingly:

- Faculty contact their usual Academic Senate support person

- Academic Senate support personnel contacts the central point of contact in Academic Senate for general questions

- The central point of contact escalates unresolvable issues to Service Provider as warranted

5. Reasonable Service Level
The Service Provider recognizes that unplanned downtime and reliability issues may adversely affect the Customer and will take precautions to minimize downtime and performance problems. The Service Provider will perform automated fault and performance monitoring. All Customer data will be backed up nightly via a snapshot process with an additional encrypted failover copy stored remotely.

The System yearly uptime target is 99.7%, excluding scheduled maintenance and network/power outages outside of the Service Provider’s control.

6. Release and Maintenance Management
The Service Provider is responsible for maintaining the System’s underlying infrastructure. It is important to provide the Customer with advance notice of any maintenance or non-trivial releases as they may adversely impact the Customer’s users. It is also important that the Service Provider work around any critical windows where the
Customer needs the System to be available. In order to effectively schedule and carry out important maintenance or releases, the Service Provider will ask the Customer to report concerns by a specific date. After this date, the Service Provider will assume no concerns and proceed with required work.

The Service Provider will send a notification to senateoffice@senate.ucla.edu of upcoming service downtime at least 5 days in advance and accept Customer concerns for at least 3 days. This notification will include the following information:

- Description of maintenance to be performed
- Date and time that downtime will begin
- Expected duration of downtime
- Contact information
- "Report any concerns by" date

The Service Provider will notify the Customer at senateoffice@senate.ucla.edu of non-trivial releases 30 days prior to scheduled launch date and accept Customer concerns for at least 10 days. A non-trivial update is defined as any work that requires more than 30 days to complete. This notification will include the following information:

- Description of update, enhancement, or major bug fix
- Launch date and time
- Expected duration of downtime (if any)
- Contact information
- "Report any concerns by" date

In the case of required emergency maintenance (e.g.: patch release that resolves exploitable security vulnerabilities), the Service Provider will make every attempt to notify the Customer and then perform the maintenance. This decision to perform maintenance with little to no warning will be balanced against the cost of service disruption for all Customers, and must resolve a significant problem.

7. Documentation

The Service Provider will make the latest version of help, how-to, and training material source files available in response to Customer requests, and will be posted at:

https://aait.ucsb.edu/projects/data.management.system

8. Manual Data Management

The Service Provider will accept data management (create/read/update/delete) requests from the Customer for Customer-specific data that is not currently being managed in an automated way. This data includes lookup tables, pull-down menu options, and other Customer-specific data required for correct System operation.
9. Automated Data Management
To facilitate automatic and regular updates of data, the System will provide automated mechanisms for managing the following data:

- Users Table
- Department Table

Data will be provided in a CSV or similar format with requirements specified by the Service Provider. Data will be delivered to the Service Provider via an SFTP server hosted and maintained by the Service Provider.

All integrations must be reviewed and approved between the Customer and the Service Provider prior to start of development.

III. Customer Responsibilities
Customer responsibilities and/or requirements in support of this Agreement include:

- Deliver data required for the correct operation of the System.
- Provide necessary user interface elements in order to maintain a campus-branded System.
- Perform any required security audits to ensure the System meets security standards.
- Initiate any required pilot and training programs.
- Inform and receive approval from Service Provider prior to implementing new automated data management methods that are not listed in the "Automated Data Management" section of this document.