

Server Hosting Service Level Agreement

Overview

The purpose of this document is to detail an agreement between Customer (hereafter referred to as “Customer”) and NDSU Information Technology Services (ITS) for server hosting services including:

- Network connectivity
- Server equipment
- Maintenance and Monitoring
- Server Administration and Security
- Storage and backup services
- Application support
- Terms

Network Connectivity

ITS will provide network 100Mb/s switched ethernet connectivity for the server provided by this agreement. The server will be connected to the NDSU campus network and to an internal server room network. Customer may choose a Domain Name Service (DNS) name for the server’s public network address or ITS will assign one. ITS will maintain the DNS records as appropriate. If Customer wishes to establish a new domain name outside of the NoDak.edu namespace, they will be responsible for all fees associated with registering that domain and must agree to relevant North Dakota University System policies governing such domain names.

Server Equipment

ITS will provide one server to support Customer’s software application. The server will be a rack-mount model equipped as specified below. The server’s estimated useful life is four years. At the end of four years ITS will replace the server with a new machine that meets or exceeds the requirements of Customer’s application. ITS will notify Customer at least six months in advance of when the server is due to be replaced to make the appropriate arrangements for its replacement. ITS is responsible for replacing hardware components should a failure occur.

Included with the server hardware is the operating system, system monitoring software and backup client software. ITS is responsible for installation and configuration of this software and for any updates that may become available during the server’s lifetime. ITS will only run supported versions of the operating system specified by Customer (either RedHat Enterprise Server or Microsoft Windows 2003 Server). Customer will be notified about any changes in the support status of the operating system version. Customer is responsible for insuring that their software application is compatible with the supported version of the operating system.

The server will be physically located in ITS computer room which is an environmentally controlled space. Only authorized ITS staff are permitted in this room. The server will be connected to a UPS power source with motor-generator backup.

Monitoring and Maintenance

ITS will monitor the server and its basic services and will notify Customer of any system failures we detect. Problems resulting in system failure detected during regular University business hours will be corrected as soon as possible. Other, non-critical problems will be resolved during regularly scheduled maintenance periods.

Updates to Customer's application software will be normally be installed during regular maintenance times. These times are:

- Thursday mornings between 4 and 7AM
- Sunday mornings between 6 AM and 12 Noon

Hosting customers will be given 1 business day's advance notice for maintenance that occurs during regular maintenance hours. Occasionally, longer outages or non-standard days and times will be needed for maintenance. ITS will provide notification for these outages at least one week in advance. Notifications will take place via ITS' normal notification channels. For more information, see www.ndsu.edu/its.

ITS makes no guarantees of system availability. In the event of a natural or other disaster, ITS has a plan for restoring services. Our services have been categorized into four different levels of importance ranging from "Essential" to "Desired." Servers provided under this agreement are categorized as a third level priority ("Necessary") meaning they will be restored within two weeks following a disaster. ITS strongly recommends Customer make its own continuity/resumption plans based on this information.

Server Administration and Security

ITS will provide systems administration security management for the server covered by this agreement. Services will include:

- Monday through Friday, 8am to 5pm contact support
- System configuration including:
 - Network implementation and maintenance
 - File system setup
 - Configuration of remote print services
- Operating system level user administration including:
 - Creation of accounts
 - Suspension of accounts
 - Revocation of accounts
- Hardware installation
- Installation and maintenance of power distribution system
- Installation and maintenance of console access system
- Application software installation
- Installation of operating system

- Maintenance of system security

Requests for services under system administration (user management, etc.) are to be made by Customer through their designated technical contact as described below. All system management practices will conform to NDUS procedure [1901.2](#), which governs computer and network usage.

Storage and Backup Services

Each server includes enough disk storage to accommodate the operating system, monitoring software, backup software and Customer's application software. This storage space is backed up on a daily basis by ITS for disaster recovery purposes.

Some application software requires additional disk space for data storage. This space is not a part of the basic server agreement. Instead, ITS provides external disk storage, including backup services, for an additional fee. If storage services are required, the server will be equipped with additional components to support connection to ITS' Storage Area Network (SAN). There is an annual SAN connection and disk fee above and beyond the server hosting fee. The minimum amount of external storage that may be requested is 50 GB. Additional amounts may be added to the agreement at any time and will be charged on a pro-rated basis through the end of the current contract period. The minimum increment for adding storage is 50 GB.

Recovery of data from backup may be requested during regular business hours by contacting the ITS Help Desk. ITS will restore the data as soon as possible but no more than one working day from the time the request is made. In some cases data recovery may require the application running on the server to be stopped and re-started. ITS will inform you when this is necessary and schedule the recovery per your requirements.

ITS' backup system is very reliable but has limitations. It is a "snapshot" system meaning that backups are done only once per day. Any files which change between backups will be included in each subsequent backup run. However, it is possible that a file could be created and lost or damaged between backup cycles in which case the file cannot be recovered. In some cases (e.g. database applications) special software may be required to provide the backup service which will be added to the annual server and system software charges.

Application Support

The responsibility for supporting the application hosted on the server covered by this agreement rests exclusively with Customer. This includes all software licensing charges (as appropriate). ITS will not provide technical or end-user support for your application. In particular, Customer will be responsible for naming staff in your unit who "run" the application, provide technical support to other staff and serve as technical liaisons to ITS.

ITS' systems administrator will work with your named technical support staff to install the application software according to the vendor's recommendations. If there is a technical problem after the installation and your vendor needs to speak with our system administrator we will be happy to do that. However, the technical support person(s) in your group will need to be a part of those conversations and assist our system administrator in resolving the problem and verifying that the software is running correctly.

ITS requires that you contract (at your expense) with your software vendor for technical support and software updates (as appropriate). These updates typically include planned enhancements but also include fixes for security vulnerabilities, functional issues discovered after the software is released and support for newer operating system versions. ITS will install all software updates as part of this agreement. "Open Source" software applications that do not have commercial support available are exempt from this requirement. Discontinuation of support by the vendor (or development in the case of open source) will result in the termination of this agreement.

Changes in the application(s) running on this server must be agreed to by ITS. In some cases, applications may be incompatible with each other or have differing operating system requirements. ITS discourages running multiple, unrelated applications on the same server because it violates good security practices and often involves conflicting service levels.

Terms

ITS will bill Customer on a fiscal year basis for the service described in this document. Agreements begun during a fiscal year will be billed pro-rated through the end of the current fiscal year. This agreement may be cancelled by either party with a minimum of 30 days advance notice. In the event of cancellation, Customer is responsible for making alternative arrangements for hosting their application, if appropriate. ITS will determine a schedule for halting services in conjunction with Customer and assist in transferring any application data.

Fees for services under this agreement will be re-calculated annually and announced 60 days prior to the end of each fiscal year (May 1st). Unless we receive written notice, agreements will automatically renew each fiscal year based on the announced pricing.

Signed:

Customer

Date

Information Technology Services

Date

Annual fee: \$ _____

Customer Technical Support Contact(s): _____

Server application(s): _____

Fee Schedule

<i>Service Component</i>	<i>Annual Fee</i>	<i>Description</i>
Dual Core Server (Red Hat Enterprise Linux or Microsoft Windows 2003 Server)	\$1,450	Dual Xeon Processor rackable server with 4 GB Ram, 2 SCSI 36 GB internal drives, dual network cards and all system software (OS, backup, management, and monitoring)
System Administration	\$5,800	All system administration as described in agreement
Network Connections	\$ 150	Two ethernet connections
Administrative Services	\$ 200	Annual accounting and management fee
Dual CPU Annual Fee	\$7,600	
External Storage (Optional)	\$1,500	Fiber channel network connection, HBA, and 50GB of storage
Additional Disk (Optional)	\$3/GB	Additional disk space beyond 50GB basic service (minimum increment 50GB)