Service Level Agreement

Server Hosting

Institute for Quantitative Social Science (IQSS) and
Harvard-MIT Data Center (HMDC)
15 October 2009

1. Overview

This service level agreement defines the baseline services offered by IQSS/HMDC for Server Hosting, including eligibility for, and quality and limitations of, the services.

A Server Hosting agreement between IQSS/HMDC and any user may consist of this agreement and an additional custom SLA; any terms in this agreement may be superseded by the custom SLA.

1.1 Eligibility

IQSS/HMDC continually extends our infrastructure to provide resources to support quantitative social science research throughout the Harvard community. At this time our main supported groups include FAS social science departments and Harvard's other schools in social sciences.

Eligible affiliates and other members of the Harvard community can request this service by contacting support@help.hmdc.harvard.edu.

1.2 Cost of Service

Our goal is to provide an environment that meets the needs of your group. To that end, we prefer to discuss goals and workflows, in advance of providing estimated costs, to ensure that we can provide services that fit your needs.

1.3 Length of Agreement

This agreement is valid for the period of one year from the date of issuance.

1.4 Renewal or Cancellation

This agreement automatically renews every year unless either party deems it necessary to change or cancel it by written notice at least 60 days in advance.

2. Services Provided

IQSS/HMDC will provide a secure server environment, including but not limited to restricted physical access and fire contingency measures. Power, network, and cooling also will be provided according to IT best practices.

IQSS/HMDC will collaborate with FAS IT and Harvard UIS network support groups to ensure that our users receive university network and internet services.

2.1 Environment Support

Supported environments include the following:

- RedHat Enterprise Linux
- Apache
- MySQL
- PHP or Perl

2.2 Software Support

For supported server operating systems (OS) and applications, IQSS/HMDC also will provide the following services:

- Operating system installation
- Installation of operating system updates
- Application software installation (may vary depending on requested software)
- System monitoring
- System security monitoring
- Firewall configuration
- System performance monitoring
- Routine back ups

2.3 Hardware Support

For supported server OS and applications, IQSS/HMDC also will perform the following services:

- Hardware installation
- Component hardware replacement (coordination with vendor hardware support)
- System availability monitoring and restarting
- System security monitoring

2.4 Server Recommendation

IQSS/HMDC will discuss specific hardware performance and reliability concerns with user, and suggest an appropriate choice from the IQSS/HMDC preferred hardware vendor.

3. Quality of Service

Services are provided Monday through Friday, 9:00 AM to 5:00 PM. IQSS/HMDC observes all university holidays.

IQSS/HMDC will provide automated 24 hour/7 day monitoring for proactive detection of faults in the server environment or systems operation.

3.1 Maintenance

IQSS/HMDC will schedule off-hours maintenance windows at regular intervals and publish these maintenance windows through the notification channels described at http://support.hmdc.harvard.edu/kb-323/outage_notification.

IQSS/HMDC makes every effort to avoid unscheduled downtimes, but in the event that they do occur, users will be warned when possible or notified afterwards.

3.2 Back Ups

Except where otherwise stated, all supported storage facilities are backed up by default on a regular schedule and stored to tape nightly. The schedule and retention policy can vary depending on the application. Generally, back ups are retained for 3 months.

In case of lost or deleted files, IQSS/HMDC makes every effort to restore the files but cannot guarantee the restoration of files unless they were present at the time of scheduled backup. The highest chance of success for recovering a file occurs if it exists on disk for 24 hours and IQSS/HMDC is notified *as soon as possible* when corruption or deletion occurs.

Please refer to the following URL for the most up-to-date back-up information: http://support.hmdc.harvard.edu/kb-109/back_policies.

3.3 Response Time

IQSS/HMDC's response times depend on the severity of the issue, and the time of reporting.

During business hours, response times are designated through a three-tier system depending on the product or service arranged.

IQSS/HMDC Server Hosting receives Tier 1 support for critical issues only, and will have a staff member assigned to a task within one hour after receiving a critical service outage notification. Alerts may be provided by our automated monitoring system or via support requests in the RT tracking system.

IQSS/HMDC Server Hosting receives Tier 3 support for noncritical issues, and will have a staff member assigned to a task within one business day after receiving a support request in the RT tracking system.

Outside business hours, IQSS/HMDC will provide a best-effort response to issues. Issues that are not deemed to be mission-critical will be queued for service during normal business hours in accordance with the tier support assigned to the specific product or service. In the event that the university declares a weather emergency condition, IQSS/HMDC will make a best effort to adhere to the stated response times.

3.4 Notifications

IQSS/HMDC will provide notification of scheduled and unscheduled downtime as described at http://support.hmdc.harvard.edu/kb-323/outage_notification.

3.5 Issues and Requests

The most effective way to communicate with us is to use our Request Tracking (RT) system, by sending an email to support@help.hmdc.harvard.edu. Your email will be received by all the members of our user support team, and you will be served by the first available staff member. Your question/request, our initial response and any on-going communications will be recorded in the RT database so that other support team members can follow up and help you if your original contact becomes unavailable at any point.

You also can reach us by phone at (617) 495-4734, or in person in K302-K303, Center for Government and International Studies (CGIS) Knafel Building.

For more information, please visit our website at http://support.hmdc.harvard.edu/.

4. Services Not Provided

The following services are not part of this agreement:

- Movement of heavy or large amounts of computer equipment
- Home visits or work on computers that are purchased with non-Harvard funds
- Support of non-computer equipment, such as faxes, copiers, and similar equipment
- Statistical consulting
- Optimization or modification of user code
- Installation of user-specific software

5. User Responsibilities

Clients are responsible for ensuring that their department complies with all policies as defined in this section, and with those policies established by FAS and the University.

5.1 Usage Policies

Usage policies govern who may use the system, what information may be stored, and what uses of the system are permitted. All users must comply with appropriate IQSS/HMDC usage policies as defined at http://support.hmdc.harvard.edu/kb-1019/usage_policies, including (1) storage of confidential information and classified information; (2) privacy; (3) proper use of Harvard resources; and (4) dissemination of copyrighted information.

High Risk Confidential Information (HRCI) may not be stored or processed on IQSS/HMDC systems without prior written approval from IQSS/HMDC. Harvard Confidential Information (HCI) may be stored on HMDC file servers.

HCI may be stored on centrally managed file systems. HCI may not be stored on local disks on HCI-managed servers or processed by other IQSS/HMDC services without prior written approval.

If you require assistance with usage policies and their proper usage, please contact us at support@help.hmdc.harvard.edu.

5.2 Licenses

Clients are responsible for abiding by licenses for any and all commercial software applications used on a system supported by IQSS/HMDC.

5.3 External Resources

The user is responsible for the cost of hardware (including consumables), software, and upgrade costs, including network or Out of Band Management services.

Maintenance of non-supported operating systems and applications, including all vendor-supplied security and bug fix patches are the responsibility of the user.

Service Agreement Acceptance

By the signatures of their duly authorized representatives below, IQSS/HMDC and [Customer Name] agree to all of the terms of this Agreement.

Customer Name:

Title:

Signature:

Date:

IQSS/HMDC Name:

Title:

Signature:

Date: