



UNM

Information Technologies

Department Web Hosting  
Service Level Agreement (SLA)  
By  
Information Technologies (UNM IT)  
For  
University of New Mexico (Customer)

<b>Effective Date:</b>	<b>TBD</b>
<b>Document Owner:</b>	Ryan Cooper

Version	Date	Author	Revision Notes
1.0	August 5, 2015	Ryan Cooper	Initial draft
1.1	November 4, 2015	Tuan Bui	Added changes
1.2	December 2, 2015	Tuan Bui	Revised for Steering's review
1.3	January 4, 2016	Neil Sabol	Revised for specificity
1.4	January 14, 2016	Neil Sabol	Revised for Platforms Leadership – changes in green
1.5	January 26, 2016	Tuan Bui	Adjusted some language; added language for Storage costs.
1.8	February 4, 2016	Tuan Bui	Removed green. Heavy revision based on previous meeting's (clean up features, redefine responsibilities/requirements based on who customers/users are), and Ann's and Elsie's feedback.
1.9	February 5, 2016	Tuan Bui	Revised per Agreements.
2.0	February 12, 2016	Tuan Bui	Revised per feedback on discuss. 1 <sup>st</sup> round.

**Related/Referenced Documents:**

## Table of Contents

<b>1</b>	<b>General Overview</b>	<b>3</b>
<b>2</b>	<b>Service Description</b>	<b>3</b>
2.1	Service Scope	3
2.1.1	Web Admins and Developers (Users) Requirements to Use the Service	4
2.1.2	Boundaries of Service Features and Functions	4
2.2	Service Level Performance	5
2.2.1	General Service Levels	5
2.2.2	Specific Service Levels	5
<b>3</b>	<b>Roles and Responsibilities</b>	<b>5</b>
3.1	Parties	5
3.2	UNM IT Responsibilities in Support of the Service	5
3.3	Customer Responsibilities in Support of the Service	6
<b>4</b>	<b>Hours of Coverage and Escalation</b>	<b>6</b>
4.1	Hours of Coverage	6
4.2	Service Exceptions to Coverage	6
4.3	Escalation	7
<b>5</b>	<b>Service Requests</b>	<b>7</b>
5.1	Service Request Submission	7
5.2	Service Request Response	7
<b>6</b>	<b>Incidents</b>	<b>7</b>
6.1	Incident Report	7
6.2	Incident Response	7
6.3	Prioritization	7
<b>7</b>	<b>Maintenance and Service Changes</b>	<b>8</b>
<b>8</b>	<b>Pricing and Billing</b>	<b>8</b>
<b>9</b>	<b>Reviewing and Reporting</b>	<b>8</b>
9.1	System Performance and Availability Reporting	8
9.2	SLA Reviews	8
<b>10</b>	<b>Approvals</b>	<b>8</b>

# 1 General Overview

This is an SLA between the Customer and UNM IT to document the provision of:

- The Department Web Hosting service;
- The general levels of response, availability, and maintenance associated with these services;
- The responsibilities of UNM IT as a provider of these services;
- The responsibilities of the Customers and Web Admins and Developers (Users) receiving these service;
- The financial arrangements associated with the service.

This SLA shall be effective as of the Effective Date set forth on the cover page and will continue until revised or terminated.

## 2 Service Description

(UNM IT documents services and associated fees in the UNM IT service catalog, <http://it.unm.edu/servicecatalog>.)

Department Web Hosting service is a feature-rich web hosting platform that allows UNM departments and groups to host web sites on the UNM IT infrastructure.

Department Web Hosting service is powered by cPanel and Softaculous.

### 2.1 Service Scope

This SLA will define the requirements, boundaries and service levels between UNM IT and Customers to successfully utilize the Department Web Hosting service.

Service's highlighted features as part of this agreement include:

- **Web-Hosting**
  - Users are provisioned an initial storage allocation to host web content free-of-charge. Initial storage allocation is defined under *Boundaries of Services and Features*. Additional storage space can be requested at costs;
  - Each User is provided an SFTP account to publish website content from applications or sources that include but are not limited to: Cascade Server, SFTP clients, or other HTML editors;
  - Privacy and integrity of exchanged data is protected with SSL, and hosted websites and web applications are accessible via HTTPS;
  - Users are granted access to an online self-service control panel to manage many aspects of their web hosted environment.
- **Hostnames**
  - Users are allowed to have multiple hostnames per account. Each hostname links a new domain name to a subdirectory of the account's public html (document root) directory.
- **Metrics & Logs**
  - The *Awstats* interface displays traffic statistics from the Advanced Web Statistics (AWStats) software, which compiles information about how visitors access the hosted websites;
  - The *Errors* interface displays recent errors that may affect the hosted websites and web applications. Users can use this log to find and fix broken links and misconfigured websites and web applications;

- The *Raw Access* feature allows Users to download a zipped version of their access logs. Raw access logs are text files that contain information about the hosted websites' visitors and the content that they have accessed.
- **Email Relay**
  - The *Track Delivery* interface displays reports about email message delivery attempts from Users' account and allows Users to trace message delivery routes. Users can use this feature to trace a message's delivery route, which can help to identify message delivery issues within web applications.

Other features and additional details are available under the Department Web Hosting service in our UNM IT Service Catalog, <http://it.unm.edu/servicecatalog>.

In addition, UNM IT provides infrastructure, staff, and processes including:

- Friendly, courteous and efficient service;
- Support services via UNM IT Service Desk;
- Prompt referral of any inquiries/complaints to the appropriate responsible team;
- System operations, administration and network connections;
- Web access to include service catalog, billing portal, self-service portal;
- Basic system level backup processes and disaster recovery;
- Basic up/down system monitoring;
- And a continuous effort to develop and improve services for all service users.

#### 2.1.1 Web Admins and Developers (Users) Requirements to Use the Service

- Ensure that content adheres to UNM University Communication and Marketing (UCAM)'s branding and web standards;
- Ensure that hosted websites' code, content, and installed web apps (such as WordPress) are secure and updated (compromised websites because of code, content, and/or installed web apps will be shut down at UNM IT's discretion);
- Leverage Customers' local IT support for general questions, training, and initial troubleshooting (first level triage) surrounding cPanel and Softaculous usage prior to contacting UNM IT, and utilize UNM IT Service Desk for incidents that local IT cannot resolve (second level triage);
- Responsible for file and database backup/restore of hosted websites, or contact UNM IT for assistance with backup/restore service (at costs);
- Responsible for updating content and functionality of hosted websites and web applications as patches and upgrades are performed on Softaculous applications, cPanel, and UNM IT's hosted infrastructure;
  - Will opt into Softaculous email notifications, which notify Users when Softaculous updates its applications.
- Subscribe to [SYSINFO-L@unm.edu](mailto:SYSINFO-L@unm.edu);
- Comply with UNM Business Policies [2500](http://policy.unm.edu/university-policies/2000/2500.html), [2520](http://policy.unm.edu/university-policies/2000/2520.html), and [7215](https://policy.unm.edu/university-policies/7000/7215.html).  
<http://policy.unm.edu/university-policies/2000/2500.html>  
<http://policy.unm.edu/university-policies/2000/2520.html>  
<https://policy.unm.edu/university-policies/7000/7215.html>

#### 2.1.2 Boundaries of Service Features and Functions

- Hosting of websites and web applications on cPanel are currently limited to PHP and MySQL. If you have websites and/or web applications that do not fall under the above technologies but would like

to have your websites and/or web applications hosted with UNM IT, please refer to UNM IT Service Catalog for the appropriate services;

- Error logs will only contain the last three-hundred events;
- Access logs are retained for one month, unless overridden by the account user;
- 256 MB of storage is available initially. Additional storage can be requested as needed. Please refer to Department Web Hosting Service in UNM IT Service Catalog for additional storage options and costs.
- Access to cPanel’s File Transfer Protocol Secure (FTPS) server is limited to trusted, on-campus networks, or Virtual Private Networks (VPN) only;
- cPanel’s email relay is only accessible from the cPanel server on which it resides (no external access) – this is needed to allow hosted web applications to send out emails;
- User accounts and websites found not in compliance with this agreement will be suspended or terminated after having been given a minimum of 24-hour notification via email.

## 2.2 Service Level Performance

### 2.2.1 General Service Levels

- When Users request new host names in cPanel, it may take a few days for the websites to be accessible via the new host names;

### 2.2.2 Specific Service Levels

- 99.9% availability for hosted environment (cPanel, Softaculous), subject to scheduled updates and maintenance.

## 3 Roles and Responsibilities

### 3.1 Parties

The following Contacts will represent the primary stakeholders associated with this SLA:

<i>UNM IT Contact</i>		<i>Customer Contact</i>	
Service Owner	Duane Arruti Dir., IT Applications 505-277-1312 <a href="mailto:darruti@unm.edu">darruti@unm.edu</a>	Primary Contact	Official UNM Departments and Groups
Service Manager	TJ Martinez Director, Customer Support 505-277-0960 <a href="mailto:tjm@unm.edu">tjm@unm.edu</a>	Payment Inquiries	Official UNM Departments and Groups

### 3.2 UNM IT Responsibilities in Support of the Service

UNM IT responsibilities and/or requirements in support of this SLA include:

- Support and maintain cPanel and Softaculous installations and hosted servers;
- Track websites’ and visitors’ activity and provide Users with access to this data;
- Contact Customers annually to verify and renew service subscription;
- Document service and features provided in UNM IT service catalog;

- Provide and keep updated an online knowledge base for Users on usage of cPanel, including common use cases and scenarios;
- Meet response times associated with the priority assigned to Incidents and Service Requests;
- Adhere to established Maintenance windows;
- Provide basic system level backup processes and disaster recovery for cPanel servers:
  - UNM IT reserves the right to revert a cPanel server to a previous, known-good snapshot if required to restore service (can result in loss of users' data if separate files/database backups are not performed by Users – see [Web Admins/Developers requirements](#));
  - UNM IT will not restore a snapshot for the sole purpose of recovering specific Users' files or databases.
- Bring to the Customers' attention any situation in which extra time is required of UNM IT staff to support this service due to lack of Customers' staff knowledge, planning or poor implementation practices. In these situations, UNM IT reserves the right to bill at the professional service rate outlined under Pricing and Billing for additional time spent in support of services being delivered to Customers;
- Maintain appropriate staff expertise in the maintenance and support of service;
- Provide training, consulting, application development, and support services on a case by case basis at the professional rate outlined under Pricing and Billing;
- Publish all scheduled maintenance and major core cPanel upgrades including release notes via:
  - IT Alerts at <http://it.unm.edu>;
  - SYSINFO-L listserv email.

### 3.3 Customer Responsibilities in Support of the Service

Customer responsibilities and/or requirements in support of this SLA include:

- Provide primary User contact for hosted websites;
- Work with UNM IT annually to renew service subscription with a valid primary User contact (if not renewed with a valid contact, customer's associated accounts and websites shall be shut down at UNM IT's discretion);
- Provide payment for additional hosted resources when resource needs exceed the default allocations;
- Contact UNM IT Service Manager for additions or changes in established service levels;
- Will not host or store sensitive data (e.g., FERPA, HIPAA) without (a) prior written authorization from the appropriate data stewards to include appropriate operational controls, and (b) UNM IT Information Security's review;
- Ensure staff is familiar with the provisions of this SLA;
- Maintain appropriate staff expertise in the maintenance and support of any customer supported equipment and/or applications;
- Subscribe to [SYSINFO-L@unm.edu](mailto:SYSINFO-L@unm.edu);
- Comply with UNM Business Policies [2500](https://policy.unm.edu/university-policies/2000/2500.html) and [2520](https://policy.unm.edu/university-policies/2000/2520.html), and [7215](https://policy.unm.edu/university-policies/7000/7215.html).

## 4 Hours of Coverage and Escalation

### 4.1 Hours of Coverage

Web hosting is provided 24 hours a day 7 days a week except for periods of planned maintenance.

### 4.2 Service Exceptions to Coverage

This section intentionally left blank.

### 4.3 Escalation

If you are not satisfied with the level of service on a request, please contact the Service Owner and if necessary, the UNM IT Service Manager identified in Section 3.1.

## 5 Service Requests

A Service Request is defined as a request for information, or advice, or for a standard change or for access to a service.

### 5.1 Service Request Submission

Service Requests can be submitted by calling 505-277-5757. Current hours of operation are listed on the Customer Support Services website, <http://it.unm.edu/support>.

Online Service Requests can be submitted at the following URL: <https://help.unm.edu>.

### 5.2 Service Request Response

For all requests, UNM IT's objective is to acknowledge and assign requests within twelve (12) business hours of receipt; requests will be fulfilled within seven (7) days.

Campus priorities may require exceptions during certain times of the Academic year.

## 6 Incidents

An incident is defined as any interruption in the normal functioning of a service or system.

### 6.1 Incident Report

Incidents can be reported using Help.UNM at <https://help.unm.edu> or by calling UNM IT during business hours at 505-277-5757.

For service outages after hours, call 505-277-5757 and select Option #3 to leave a message for the Manager on Duty (MOD). The MOD will contact the appropriate service technician to help resolve the service outage.

Time spent on resolving Incidents that are Customer caused will be billed at current hourly rate, including travel time. Material will be billed along with any associated expenses incurred to remedy the Incident.

### 6.2 Incident Response

Response time objectives for incidents reported to UNM IT are as follows:

Priority 1 (P1) is acknowledged, accepted and resolved within four (4) clock hours.

Priority 2 (P2) is acknowledged, accepted and resolved within nineteen (19) clock hours.

Priority 3 (P3) is acknowledged, accepted and resolved within three (3) business days.

### 6.3 Prioritization

All reported incidents receive a priority number based on the impact and urgency of the service interruption.

Impact is determined based on the number of people/departments/buildings that are affected by the interruption or outage. Life-Safety issues are taken into consideration for assessing and assigning priorities.

Urgency is based on the acceptable delay to restore the service. Urgency can be critical or high and is determined based on the nature of the service outage.

UNM IT may prioritize incoming incident requests as P1 or P2 priority if it meets one or more of the following criteria:

- Significant number of people affected;



- The level to which work is impaired for individuals;
- Academic and Administrative Calendar deadlines;
- Significant impact on the delivery of instruction;
- Significant risk to safety, law, rule, or policy compliance.

## 7 Maintenance and Service Changes

The Maintenance Window for Web Hosting can be found on the UNM IT website, <http://it.unm.edu/availability>.

UNM IT reserves the right to modify the maintenance window.

## 8 Pricing and Billing

Charges for UNM IT services are billed monthly in arrears and post automatically to UNM departmental indices on the 1<sup>st</sup> business day of each month. Monthly bill detail for UNM IT charges can be accessed using the UNM IT Billing Portal at <http://it.unm.edu>.

Additional storage to the initial allocation is priced in the Virtual Infrastructure Services in the UNM IT Service Catalog.

Professional service requested in troubleshooting, support, or maintenance of Customer's hosted environment is billed at the current standard hourly rate.

## 9 Reviewing and Reporting

### 9.1 System Performance and Availability Reporting

- This section intentionally left blank.

### 9.2 SLA Reviews

UNM IT is responsible for facilitating reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties.

This SLA contains the complete agreement between the parties and shall not be changed, amended or altered except in writing and signed by each party.

## 10 Approvals

**UNM IT: University of New Mexico CIO**

**CUSTOMER:** The University of New Mexico

By: Gilbert Gonzales

Title: Chief Information Officer

By: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_