

Service Level Agreement

Terms and Conditions

What follows are the Terms and Conditions for your Service Level Agreement (SLA) with Computer Services & Telecommunications (CS&T). Questions about the terms of this SLA should be directed to the Computer Services and Telecommunications (CS&T) IT Program Management & Planning Office (PMPO) (see the Key Contacts section of this agreement). The CS&T service catalog and a copy of this document can be found on the CS&T website: <http://cst.ucf.edu>. Please note: The Special Service Conditions section of this document contains specific terms and conditions for services that may be listed on your SLA.

Customer Support

Customers should contact the CS&T Service Desk during normal business hours (Monday – Friday, 8:00 AM – 6:00 PM) for customer support. The Service Desk can be reached via telephone for urgent matters and via email or telephone for non-urgent matters.

Telephone: 407-823-5117

Email: ServiceDesk@ucf.edu

Website: <http://www.cst.ucf.edu/service-desk/>

After hours support is provided by CS&T Operations: 407-823-2908

Incident Management/Service Requests

For server hosting services, the initial response time shall be within 15 minutes for 99% of the Service Desk contacts where “initial response time” refers to the time during which a provider representative will make initial contact with the user during normal business hours.

For cases in which the incident or request cannot be resolved during the initial contact, issue escalation shall occur as defined in Table 1a. For urgent requests, tier II / III support should begin issue resolution within 60 minutes of ticket escalation from tier I support.

| <u>Category</u> | <u>Issue Escalation Time for Tier II / III</u> |
|------------------------|--|
| Urgent | 60 minutes for 99% of Urgent issues |
| Nominal | 180 minutes for 99% of Nominal issues |
| Service Change Request | 5 business days for 99% of Service Change Requests |

Table 1a - Customer Support Issue Escalation Times – Server Hosting

The issue categories are defined as follows:

Urgent requests are those that meet one or more of the following criteria:

- Multiple customers are affected
- The server is not functional
- The network/server is inaccessible
- The security of one or more machines is compromised

Nominal requests typically fall into the following categories:

- The request does not meet the urgent request criteria
- The request involves peripheral equipment

- The user is experiencing an application problem that does not interfere with critical functions or the user has an alternative procedure to circumvent the issue
- The user has an informational question (e.g., "How do I...?")

Service Change Requests are those that require scheduling, research, or other advance preparation. Examples of planned requests might include the following:

- Server configuration changes
- Requests for other services (e.g., hourly or retainer contracts for software installation or upgrades and hardware upgrades or service)

If CS&T is asked to respond to an urgent issue and determines the incident was caused by customer error or action, CS&T, at its discretion, may charge the customer for any services consumed for data circuit urgent service repairs, the initial response time shall be within two (2) hours of 99% of the Service Desk Contacts where "initial response time" refers to the time during which a provider representative will make initial contact with the customer during normal business hours. The repair for urgent requests shall be completed within eight (8) hours for 99% of the Service Desk contacts.

For data circuit nominal service repairs, the initial response time shall be within twelve (12) hours for 99% of the Service Desk contacts where “initial response time” refers to the time during which a provider representative will make initial contact with the user during normal business hours. The repair for nominal requests shall be completed within twenty-four (24) business hours for 99% of the Service Desk contacts.

For cases in which the incident or request cannot be resolved during the initial contact, issue escalation shall occur as defined in Table 1b.

| <u>Category</u> | <u>Issue Escalation Time for Tier II / III</u> |
|--------------------------------------|---|
| Urgent | 4 hours for 99% of Urgent issues |
| Nominal | 24 hours for 99% of Nominal issues |
| Service Change Request or Work Order | 7 business days for 99% of Service Change Requests or Work Orders |

Table 1b - Customer Support Issue Escalation Times – Data Circuits

The issue categories are defined as follows:

Urgent requests are those that meet one or more of the following criteria:

- Multiple customers (more than five) are affected (e.g., cable TV, phones, network connections, radios, etc.)
- The circuit providing data networking to UCF resources and the Internet is down

Nominal requests typically fall into the following categories:

- The request does not meet the urgent request criteria
- Data network access is marginal or slow
- The loss of a cable TV channel or experiencing interference

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There are no additional charges for service repairs whether urgent or nominal. However, if it is obvious that the customer caused the repair issue, CS&T, at its discretion, may charge the customer at time and material rates as listed on the CS&T website (<http://cst.ucf.edu>) or the CS&T Service Catalog found on the CS&T Web site.

The customer will be instructed to submit a Telecommunications Request Form (TRF) before the customer-caused repair is initiated. The TRF can be submitted online by visiting the Telecommunications Web page, <http://www.cst.ucf.edu/about/telecommunications/service-desk/>, selecting the Telecommunications Request Form.

Work order requests for modifications or additions to services require scheduling, research, or other advance preparation. Examples of work orders include the following:

- Add a cable TV outlet (wall outlet), add or move a phone or phones require additional radios, etc.
- Update or install new network cabling to support network and/or phone service or increase the bandwidth of an existing circuit

CS&T charges for work orders as listed on the CS&T website (<http://cst.ucf.edu>) or in the CS&T Service Catalog, found on the CS&T Web site. Items having associated monthly recurring charges (MRCs) will be charged on a monthly basis and prorated if placed in service mid-month. Early termination fees may be applied, depending on the carrier, for disconnection of services.

Roles and Responsibilities

Server Hosting

The primary responsibility of the CS&T server administration team is to ensure the proper installation, configuration and maintenance of servers, including the hardware, operating system, and server management applications. The servers are the foundation for hosted services provided by CS&T. For this reason, they are managed with tested and proven standards.

Server operating systems are kept up to the most current versions and critical patches are applied promptly once released and tested. All CS&T managed servers are also protected to the best of our ability from viruses, Internet worms, and other forms of malicious attack.

It is the customer's responsibility to provide application patching or support. If through scanning or some other means CS&T identifies a server or application that poses a risk or indicates a breach, at our discretion we will either:

- 1) Notify you and offer suggestions to reduce or remove the threat.
- 2) Shut down or remove a server from the network with little or no warning to minimize a breach following established Security Incident Response Team (SIRT) guidelines.

Policies and work rules have been defined to ensure the safety and security of individuals and equipment at the Data Center. To review the policies and work rules please click the link, CS&T Data Center Hosted Shared Services Policies and Work Rules, <http://www.cst.ucf.edu/wp-content/uploads/Service%20Catalog/FINAL%20Hosted%20Data%20Center%20Work%20Policies%20and%20Procedures.pdf>.

Telecommunications

Telecommunications maintains the systems that provide voice, data network, cable TV, and radio services and serves as the primary UCF liaison with telecommunications service providers. The primary responsibility of Telecommunications is to ensure all services (whether supplied by CS&T or vendors) are provided with the proper installation, configuration, and maintenance. Although many of the services that the Telecommunications Team provide are facilitated by the use of telecommunications carriers and service providers, Telecommunications is the primary contact and takes responsibility for the services provided.

Communication Services

The Telecommunications Installation, Maintenance, and Repair group (IMR) is responsible for the following:

- Development and enforcement of all Outside Plant (OSP) and structured cabling topologies policies and standards/guidelines. This includes, but is not limited to: all voice, data, and cable TV infrastructure
- Design, planning, installation, and maintenance of all cabling and Telecommunication equipment rooms on UCF property
- Procurement of all Telecommunications materials needed to provide services to the UCF faculty, staff, and students

The Telecommunications Voice Systems Engineering Group (VSEG) is responsible for the following:

- Development and enforcement of voice network infrastructure policies and standards
- Development and enforcement of radio policies and standards
- Design and maintenance of the voice network infrastructure
- Design and maintenance of the radio infrastructure
- Procurement, configuration, installation, and maintenance of voice core network infrastructure (PBXs, voicemail servers, etc.)
- Procurement, configuration, installation, and maintenance of radio infrastructure devices (combiner/multiplexers, repeaters, antennas, etc.)

Network Services

Telecommunications Network Services is responsible for the following:

- Development and enforcement of data network policies and standards
- Design and maintenance of wired and wireless network topology
- Procurement, configuration, installation, and maintenance of all network infrastructure
- Data network security including, but not limited to: firewall services, intrusion detection systems, VPNs, access control lists, VLAN management, port configuration and management, and security monitoring

Providing highly reliable services to our customers is our foremost concern. To achieve the highest level of satisfaction and reliability possible for any of the services we offer, we expect all customers to:

- Use the defined processes for contacting the CS&T Service Desk to request help or services (Please do not contact individual CS&T staff directly.)

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- Monitor the CS&T Maintenance Calendar and notify CS&T of upcoming local events that may be impacted by planned maintenance
- Adhere to all IT&R and CS&T policies and standards and guidelines
- Provide Telecommunications services personnel access to telecommunications closets as needed
- Ensure that no network switching, routing, cable TV, voice, radio, data or wireless equipment is added to the network without prior approval from Network Services
- Follow the Information Security guidelines for sensitive data found on the CS&T website
- Keep all applications hosted in the CS&T Data Center current and patched - you are ultimately responsible for protecting your servers and applications from exploits, viruses and worms. Failure to do so may result in your server being removed from the network with little or no warning and additional charges on your SLA
- Speak up! We value all feedback on our services

Maintenance and Service Changes

The CS&T change management process is intended to minimize unintended service disruptions or other impacts to the campus as a result of changes in the production environment. CS&T does this by monitoring, managing and evaluating changes to maximize the service benefits to the customer, while minimizing the risks involved in making those changes.

CS&T Maintenance Calendar

All IT and Telecommunications' related service outages are published in the CS&T Maintenance Calendar, (<http://www.cst.ucf.edu/category/upcoming-maintenance/>) located on the CS&T website (<http://cst.ucf.edu>). The CS&T Maintenance Calendar currently serves as the official outage and maintenance schedule for CS&T.

Campus units are responsible for monitoring the CS&T Maintenance Calendar to notify CS&T of upcoming local events with CS&T dependencies. In most cases, CS&T will notify the campus of major planned outages prior to the event or following a major unplanned event.

There are two categories of service outages:

Planned Outages: A planned service outage is work that is planned and scheduled at least two weeks prior to the maintenance date. CS&T will communicate (as needed) to the appropriate audiences as soon as possible prior to the scheduled outage. This notification also applies to vendor-scheduled outages.

Unplanned Outages: An unplanned service outage is work that is unplanned due to an unforeseen event or urgent repair to prevent failure. Unplanned service outages are given priority (and communicated immediately) on a case-by-case basis depending on the type and urgency of the service failure. Telecommunications will work diligently with vendor-originated service outages to ensure that services are restored quickly.

Guidelines for CS&T Maintenance Windows

A maintenance window is a defined period of time during which planned outages and changes to production (see definition below) services and systems may occur. The purpose of defining standard maintenance windows is to allow customers of the service to prepare for possible service interruption or changes.

Planned outages are typically performed on Thursday evenings and any time on Sunday. Work scheduled outside of this window should have explicit sign-off from the customer representative. Planned outages by Telecommunications carriers or service providers are performed between 12 midnight and 6:00 AM on any day. Telecommunications will inform their carriers if unusual circumstances or unforeseen events affect this scheduling.

Planned outages and changes should not be scheduled during the first or last week of instruction, finals or grading weeks, or during other significant campus events or key dates.

A production service is one that university staff, faculty and customers require in order to complete business, academic, or research objectives.

Major updates to a service are treated as projects outside the scope of this service level agreement. Funding for major updates is negotiated on a service-by-service basis.

The Internet Small Computer System Interface (iSCSI) storage service is subject to periodic maintenance windows. Four-hour maintenance windows are currently scheduled to take place once a quarter. Customers will be notified in advance of a scheduled maintenance window or if the frequency or duration changes. Please note your servers or applications may be unavailable during these maintenance windows.

Security

If your server has been compromised it is important that you notify the Security Incident Response Team (SIRT) immediately and follow the procedures found at: (<http://www.cst.ucf.edu/about/information-security-office/incident-response/>). Please pay close attention to the section titled 'General [Guidelines](#) and Procedures for Security & System Administrators.

UCF policies and procedures related to protecting personal and confidential information are strictly adhered to for all servers in the CS&T Data Center. Restricted and sensitive data includes:

- Personally Identifiable Information (PII)
- Electronic Protected Health Information (ePHI) protected by HIPAA or HITECH laws
- Student records protected by FERPA (The Federal Family Educational Rights and Privacy Act of 1974)
- Credit card data
- Please see the CS&T Information Security Office website, (<http://www.cst.ucf.edu/about/information-security-office/>) for detailed information on the protection of restricted and sensitive data

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Anti-virus Protection

All servers hosted in the data center are required to have updated patched operating systems (OS) with anti-virus protection. For managed virtual machine (VM) servers, CS&T will ensure that the OS is patched, updated and has anti-virus software installed.

Physical Access

Access to the Shared Services Data Center hosting space will be allowed during business hours. Authorized staff must check in with the Operations staff and log in/out of the Data Center. Access to the Data Center should be scheduled at least one business day in advance when possible. Access to the Data Center outside of normal business hours must be arranged with the Computer Operations Manager or Computer Operations staff. The server racks in the Data Center shall be used only for servers and or related rackable gear. They are not to be used to store other materials of any kind. Cables, storage media, manuals, etc. shall not be stored in or around the server racks.

The customer will be asked to provide to CS&T Operations a list of staff authorized to access the Data Center. It is the responsibility of the customer to notify Operations as soon as possible if staff leaves their department or should no longer have access to the Data Center. Only customers with physically hosted servers will be allowed access.

To ensure the safety and security of individuals and equipment in the Data Center policies and work rules have been defined. A copy of the document can be found on Service Catalog page of the CS&T Web site or by following this link: (<http://www.cst.ucf.edu/wp-content/uploads/Service%20Catalog/FINAL%20Hosted%20Data%20Center%20Work%20Policies%20and%20Procedures.pdf>).

All Telecommunication closets/rooms contain sensitive equipment and are typically off-limits to all non-Telecommunications personnel and selected carriers. Access to these closets/rooms will be provided at Telecommunications' discretion, and can be arranged by contacting Telecommunications at 407-823-5117. Access to the communications closets/rooms outside of business hours must be arranged with the Telecommunications Communications Manager, the Director of Telecommunications, or his/her designee.

Service Reviews

This Agreement is valid from the effective date to the expiration date as indicated on your SLA and is reviewed annually or as otherwise required. Rates will be reviewed annually to ensure changes in systems, support levels, and services are maintained to meet both customer satisfaction and service requirements.

While CS&T strives for 100% availability, realistically we know that is not always possible. The term "availability" means the percentage of a particular month (based on 24-hour days for the number of days in the subject month) that the services CS&T offers are available.

If the availability of a service listed in this agreement is less than 99.9%, CS&T will issue a credit to the customer in accordance with the schedule defined in Table 2, with the credit being calculated on the basis of the monthly service charge for the affected service(s):

| <u>Percent of Service Uptime</u> | <u>Service Downtime in Minutes</u> | <u>Credit Percentage</u> |
|----------------------------------|------------------------------------|--------------------------|
| 99.9% to 100% | 0 – 42.2 | 0% |
| 98% to 99.8% | 42.3 – 864 | 10% |
| 95% to 97.9 | 865 – 2,160 | 25% |
| 90% to 94.9% | 2,161 – 4,320 | 50% |
| 89% or below | Greater than 4,320 (72 hrs.) | 100% |

Table 2 – Credit Schedule Calculations

* Assumes a 30-day month, 43,200 minutes in a month, 1,440 minutes in a day

Exceptions

The customer shall not receive any credits under this SLA in connection with any failure or deficiency caused by or associated with:

Circumstances beyond CS&T's control including, war, strike or other labor disturbance, unavailability/interruption/delay in telecommunications, virus attacks and/or hackers, third party software failure (free scripts, e-commerce software, merchant gateways), fire, flood, tornado, earthquakes, acts by any governing body, embargo, boycott, or inability to obtain supplies or replacement parts, raw materials, or power used in or equipment needed for provision of this SLA. Failure of the network and or data circuits, emergency maintenance, scheduled maintenance, and system upgrades, domain name system (DNS) problems outside of the control of CS&T, issues with FTP, POP, IMAP, or SMTP customer access.

Customers acts or omissions (or acts or omissions of others engaged or authorized by customer), including, without limitation, custom scripting or coding (i.e., PHP, Python, CGI, Perl, HTML, ASP, etc.), any negligence, willful misconduct, or use of the services in breach of Use of Information Technologies and Resources Policy, <http://policies.ucf.edu>.

Problems elsewhere on the Internet or local area network that prohibit users from accessing customer's server(s). CS&T is not responsible for browser, DNS, or other caching that might make it appear customer's sites are unavailable even though others can still access customer information. This guarantee covers only the services provided through this agreement.

The total amount credited to the customer in a particular month under this SLA shall not exceed the total monthly fee paid by customer for the affected service(s). No credit will be provided for outages caused by third party providers (circuit or cloud) unless credit is issued by the third party provider to CS&T. It is the responsibility of the customer to bring the service level breach to the attention of the SLA author, indicated on your SLA, the Chief Technology Officer and the CS&T IT Program Management & Planning Office in writing (email is acceptable) within 5 business days of the occurrence. Credits may be applied to one or more future monthly invoices, at the discretion of CS&T.

CS&T is responsible for facilitating annual 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. CS&T incorporates all subsequent revisions and obtains mutual agreements/approvals as required.

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The customer may terminate or cancel services with 45 days written notice sent to the CS&T IT Program Management & Planning Office (see the Key Contacts section of this document); one-time or startup fees will not be refunded. Additional fees may be assessed for the early termination of data circuits. CS&T at its discretion may terminate services provided to the customer at any time with 30-day notice. It is the customer's responsibility to remove programs or data from any CS&T server or SharePoint site prior to service termination.

Note: Due to our current vendor agreement, Remedy seat licenses once purchased cannot be canceled or returned for credit prior to October 1, 2015.

SLAs are drafted and monitored by the CS&T Project & Performance Management Office. Notification of SLA breaches or requests to review or modify existing SLAs, should be directed to that office (see the Key Contacts section of this document). Some services are still under development and may have additional terms, policies, or practices not outlined in this document.

Additional Services

Additional services provided beyond those listed above may be charged as follows (only after consultation and agreement with the customer):

- All services above the basic server hosting charge will be charged per staff-member hour
- The weekday (8:00 AM through 5:00 PM) rate per hour is \$180.00, excluding holidays
- The hourly rate for all other times is \$270.00, including holidays
- The minimum charge is for one hour with added time in half-hour increments
- All staff hourly support must be scheduled at least one business day in advance
- Services will be scheduled based on staff availability

Servers, which are backed up by CS&T using Netbackup software, may have these additional charges:

- Weekly backup volume will be billed monthly and will be based on actual backup volume at the rate shown in the Service Catalog, located on the CS&T Web site. Customers need to plan their backup schedule and retention periods and take note of the resulting charges for long-term storage
- The monthly full backup (used for tape creation for Iron Mountain storage) volume will be used for the backup charge at the rate shown in the Service Catalog on the CS&T Web site. The backup charges that are computed will be billed to the department each month. The backup service covers tape mounts in the tape library for eight tape mounts per month
- Restores that require additional mounts will be charged a minimum charge of one-half hour of labor at \$180.00/hour
- Restores performed outside of business hours will be charged a minimum charge of one hour of labor at 180.00/hour

Special Service Conditions

Your SLA with CS&T may contain one or more of the services found in this section of the document. These services have additional or special

terms and conditions. You can compare the Service Catalog reference number(s) to the same service reference numbers found on your SLA to see which if any are applicable.

Shared Services Bundle (Reference Number: 50.00.02.001)

To qualify for the Shared Services Bundle (discount) your Office/Department/College/Division must shut down any and all locations used to host servers (this includes development and test servers). You must make every effort to use CS&T's Shared Services virtual server architecture, storage and backup services. When CS&T has reviewed your transition plan and has confirmed these requirements are met, the services discount will then be applied.

CS&T reserves the right to inspect any and all customer locations to ensure continued compliance. If CS&T determines non-compliance, you may be charged retroactively (if applicable) for any waived one-time charges and/or each of the bundled services consumed at the rate listed in the CS&T Service Catalog for the entire fiscal year. The Shared Services Bundle will be reviewed prior to each fiscal year and services may be added or removed depending on available technology, resources, funding or customer needs. Additional details about this service can be found in the CS&T Service Catalog located on the CS&T Web site.

CS&T will, at its discretion, determine if a customer qualifies for the Shared Services Bundle based on the criteria listed above. If there is disagreement between CS&T and the customer about qualifying for the Shared Services Bundle the arbitrator will be the Chief Information Officer (CIO).

NET Domain (Reference Number: 42.10.07.001)

The terms and conditions for NET Domain services continue to evolve as CS&T enhances and adjusts this service. As such if applicable, you will be notified of any changes in the terms a minimum of 30 days prior to the changes taking effect.

NET Domain Configuration:

- CS&T will allow colleges and departments to maintain their own domain name spaces
- Colleges and departments will be provided a web-based tool to reset user passwords and unlock accounts without assistance from CS&T
- Colleges and departments will be allowed to create service accounts and test accounts. All accounts must adhere to the following naming convention:
 - Svc_productName
 - Colleges and departments are expected to use the following naming conventions for servers, workstations, GPOs, OUs, Global or Domain local groups, service accounts, etc.:
 - Servers – NET###
 - Workstations – For flexibility there are three defined standards for workstation names:
 - CF tag is required to be used as the name if it is present
 - Serial number is required to be used in the case a CF tag is not present
 - College number is required to be used for "white box" systems where a CF tag or serial number is not present. Ex. "COM0001"GPOs, OUs, groups – College name and role e.g., "College of Medicine OU Admins")

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- Colleges and departments will not be allowed to edit individual user account attributes (department name, phone number, email address, etc.). This information will be updated via the Peoplesoft ERP system
- Colleges are encouraged to use IPSEC for computers and servers in the domain
- Colleges and departments will need to create and use Active Directory (AD) Groups to manage security

NET Domain Applications:

- CS&T will work with colleges and departments well in advance of any global changes that impact the domain and/or applications using the domain. These changes will include global group policy changes, sites and services, forest services, forest level upgrades and additional AD attributes
- The NET domain supports Microsoft Configuration Manager and Operations Manager. CS&T staff will work with customers to determine the best option for moving servers into the domain
- CS&T does not provide desktop support or perform desktop migrations

Security:

- Only select CS&T staff will have domain admin rights
- Colleges and departments will refrain from removing domain admin rights from any object in the domain
- Colleges and departments should provide all application level access using Active Directory groups and refrain from placing NIDs directly on systems
- CS&T is structuring the domain to take advantage of two factor authentication and discourages the use of a fine grained password schema
- CS&T is able to provide support for domain certificates; however, we currently do not have an automated process
- The domain does not currently support Microsoft BitLocker or EFS. CS&T plans to support these services in the future
- Colleges and departments are strongly encouraged to use Group Policies to customize their environments. In doing so, end users will have a customized experience which will be relative to the users' current environment
- Colleges and departments will have the tools necessary to manage all of the accounts in the directory
- CS&T will provide a trust domain that will be removed twelve months from the start date, or at the end of the migration, whichever occurs first

NET Domain Communications:

- Any college or department in the domain may request a list of recent changes to the domain. list of changes
- CS&T will form a committee to discuss future service initiatives
- Units should contact the Service Desk, servicedesk@ucf.edu, for assistance with domain administration issues

Off-Site Storage Services (Reference Number: 42.20.01.008 – 019)

If applicable, CS&T will offer off-site secure storage services for tape and other electronic media to campus entities through Iron Mountain. If the tape volume exceeds the contracted amount in one year, then

the contract must be updated and the fees will be adjusted accordingly.

The Systems Support Manager will be the point of contact to the department for requirements assessment, server delivery, installation, connectivity and to schedule access to the data center.

The customer will be responsible developing a labeling plan, defining their retention period, and establishing contacts with the CS&T staff that support the off-site storage policy. The customer will be responsible for following the procedure to label and deliver the tape media to Computer Services Operations. CS&T will be responsible for the media while it is on-site in the College of Sciences Building. When the media are turned over to Iron Mountain's representative, Iron Mountain will then be the custodian of the media items.

The customer must notify Computer Services in writing if they wish to terminate the service. Computer Services will then recall all media stored off-site at Iron Mountain and have it returned to campus so the customer can pick them up from Computer Services Operations. This service requires a one year, non-refundable fee.

Monitoring & Backup (Reference Number: 42.51.01.001)

If applicable, Computer Services will monitor the server's uptime and appropriate services and send pages/emails to the customer's designated addresses when events occur (provided the customer wishes to enable this service). See the CS&T Service Catalog for pricing information.

Availability is CS&T's highest goal. All servers managed by CS&T are monitored 24 hours a day, seven days a week, and team members are available to respond at all times. Data hosted on the VM servers is backed up regularly and the tapes are sent to an off-site storage facility.

Telecommunications monitors all of the systems that provide services. Services provided by vendors are monitored by the respective vendors. Telecommunications and the vendors coordinate to ensure high service availability. All Telecommunications systems are backed up regularly and the tapes are sent to an off-site storage facility.

SharePoint (Reference Number: 42.10.12.001 - 42.10.12.003)

Customer will be notified of any changes or additions to the terms a minimum of 30 days prior to the changes taking effect.

Access

- Site administrators, as defined by the customer, will have administrative access to their SharePoint sites along with farm level administrators from CS&T
- CS&T will inform site administrators of security changes
- CS&T will grant access to colleges to manage the Active Directory groups within the NET Domain in order to tie those groups to the SharePoint infrastructure
- CS&T will provide the customer with delegated authority to modify their site collection as required

Provisions

- Customer will be allocated 25GB of storage. Additional storage is available, please check the Service Catalog for current pricing
- SharePoint consists of three environments:

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- Production: enables collaboration of all staff involved
- Test: for developers to test code before production
- Development: used by developers to customize their code
- Customer can create custom templates or designs, branding, naming standards or site types as long as they adhere to the UCF marketing and branding standards. CS&T will work with the customer to ensure adherence

Procedures

- Customer will be notified of any changes to the NET Domain Active Directory structure that may affect the SharePoint infrastructure prior to the change being implemented
- Customer will be informed of any changes to the SharePoint environment that may affect their site collections

Electronic Federated Identity (EFI) (Reference Number: 20.10.07.007)

Customers requesting changes to an application should allow up to ten (10) business days for request acknowledgement. Activation of new applications in production will require careful consideration and a minimum of thirty (30) business calendar days' notice provided the request meets standard implementation guidelines. All requests must be routed through the Service Desk to ensure proper handling and tracking.

Key Contacts

| | | |
|------------------------------------|-----------------------|--------------|
| CS&T Main Contact | cst@ucf.edu | 407-823-2711 |
| CS&T Service Desk | servicedesk@ucf.edu | 407-823-5117 |
| CS&T Budget Office (Billing) | vicki.vitalie@ucf.edu | 407-823-0974 |
| CS&T PMPO (Service Delivery) | cstsla@ucf.edu | 407-823-4111 |
| CS&T Computer Operations | operatns@ucf.edu | 407-823-2908 |
| CS&T Telecommunications | telecom@ucf.edu | 407-823-5117 |
| Information Security Office (SIRT) | sirt@ucf.edu | 407-823-5117 |
| Chief Technology Officer | ry@ucf.edu | 407-823-2711 |

The CS&T service catalog and a copy of this document can be found on the CS&T website: <http://cst.ucf.edu>.

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