

**Service Level Agreement (SLA)  
Between  
The Ohio State University  
Office of Information Technology (OIT)  
And  
GENERIC State University**

**May 1, 2005 through June 30, 2008**

I. Overview

The purpose of this agreement is to provide a sound framework for The Ohio State University (OSU), Office of Information Technology (OIT) provision of “warm site” disaster recovery services to the highest professional standards in support of the GENERIC State University business. It is designed to encourage a joint open partnership approach with regular and free exchange of information between both parties.

This agreement describes the individual services making up the total package of disaster recovery services provided by OIT and the reciprocal commitments made by GENERIC State University (GENERIC). The services to GENERIC State University and reciprocal commitments are shown in Sections II, III and IV. Charges for services, invoicing and payment arrangements are also detailed.

The GENERIC State University's location, units and operations and hardware/software configuration covered by this agreement are shown in Appendix D.

This agreement provides facilities management support for GENERIC's computer systems and peripheral devices located at OSU Kinnear Road Center (KRC), 1121 Kinnear Road, Columbus, Ohio and to provide the production support for interfacing with other systems of GENERIC State University.

II. Responsibilities of OIT

A. Disaster Recovery Facilities Management

1. Provide server rack space and operations support that support the GENERIC State University Systems. (Appendix B)
2. Provide secondary facilities managers to respond to calls from GENERIC State University and act as the liaison with the hardware support vendors.

3. Provide 7 x 24 access and immediate response to GENERIC State University's declared disaster event.
  4. Provide regular status reports to GENERIC State University during the disaster event.
  5. Provide networking connections via Third Frontier Network and the OARNet infrastructure.
- B. Receive, unpack and assemble GENERIC State University's drop shipped recovery systems and assist with installation of them into rack space.
  - C. Provide operational and systems engineering support sufficient to restore GENERIC State University's data to the recovery systems and verify their operation, configure network connectivity and security, and allow GENERIC State University's user population into the system.
  - D. Provide working space for up to 8 GENERIC State University staff to operate the GENERIC State University's computer systems for the duration of the emergency.

### III. Responsibilities of GENERIC State University

- A. Share information regularly with OIT facilities management staff, and work with them to determine priorities. A regular SLA review meeting or phone conference will be scheduled twice a year to cover any issues or outstanding requests.
- B. Provide OIT staff with all appropriate systems documentation, including configuration, applications, processes, procedures and any other information necessary to recreate the GENERIC State University's production environment at the recovery site without the assistance of the GENERIC State University's staff, in the event that an emergency also affects GENERIC State University's staff. Technical and/or application changes will be communicated on a monthly basis. (Appendix D)
- C. Maintain a "drop shipment" contract with appropriate vendors to facilitate delivery of required recovery systems within the agreed upon time response time.
- D. Provide names, phone numbers, and pager numbers of GENERIC State University support staff that OIT is to contact when conditions require. The system contact list detailing GENERIC State University and OIT staff is detailed in Appendix C.
- E. Provide rack requirements for power sizing and network connections.

#### IV. Response Times

- A. The response time for a GENERIC State University declared emergency would be based on GENERIC State University's requirement. The optimal length of time to respond is 4 hours, minimum time is 48 hours and the maximum length of time will be 72 hours. There are many factors that affect Return to Operation, which are out of the control of either party.
- B. OIT will respond to emergency situations on a best effort basis 24 hours per day, 365 days per year.

#### V. Funding of Services

- A. GENERIC State University will be billed once per fiscal year (July). Unless GENERIC State University is in an actual emergency and then billing will occur monthly.
- B. A billing statement will be provided by OIT. Charges are itemized in Appendix A.

#### VI. Dispute Resolution

- A. John Ellinger, Senior Director of Operations, OIT, The Ohio State University and \_\_\_\_\_ of GENERIC State University are the primary contacts to resolve any issues that may arise.

#### VII. Scope

- A. This agreement shall provide for disaster recovery services for the production systems listed in Appendix D.



## Appendix A

### Charges for FY 2006

#### Annual Cost:

• 1 – 24 inch Server Rack with a 60" clearance 39 Sq Ft X \$3 per month X 12 months	\$1,404
• 1 – Printer: 11 Sq Ft X \$3 per month X 12 months	\$ 396
• 1 – Phone line - long distance out bound only \$25 per month X 12 months	<u>\$ 300</u>
Total fixed price	\$2,100

Use of Iron Mountain for off site storage of tapes \$3.50 per tape per month billed monthly.

#### Includes:

- Dual source electric and UPS install on each rack
- Network switch installation on each rack
- Labor to do the initial setup of servers
- Emergency Command Center for up to 8 staff on-site in ready mode
- 7 x 24 notification and access

Costs for FY 2007 and FY 2008 will increase no more than 4% of the previous year.

If an emergency is declared and GENERICS State University wishes to use OSU services, the following costs will be in effect from day 1 of the emergency and continue until the emergency is declared finished.

- DASD: if requested - \$.58 to \$1.08 per gig per month depending on quality desired
- Labor: if needed, to assist beyond initial set up - \$75 per hour
- Separate fiber line: if needed at the time - \$190 per month
- Additional Bandwidth: Third Frontier fiber will be charged at the current rate

## Appendix B

### Standard Services Provided by OIT

**OIT will supply the following services under this agreement:**

- A. Provide computer room environment, including floor space, power, UPS, telecommunications and network support and environmental control for computers.
- B. Provide operational support to include mounting of removable media (tape cartridges), response to operator messages on the console, communication with vendors and employees, monitoring of backups and system activity, and stopping and starting the computers.
- C. Provide systems engineering support sufficient to unpack, assemble, and install recovery systems, configure recovery systems, restore GENERIC State University data to recovery systems, grant network access and set firewall security and make necessary configuration changes to allow GENERIC State University's user population into the systems.
- D. Participate in operations meetings to discuss issues that impact operations of the systems or imply changes to the KRC facility. Such meetings will be held semi-annually unless either party wishes to call a special meeting.
- E. Advise on specifications or plans for facilities when changes to the facility are desired.
- F. Provide initial setup and support labor up to the point when the GENERIC State University system is again operational.
- G. Provide support for testing for up to 5 days per year.

## Appendix C

### Staff Contact List

#### Staff Contacts

Statewide DR Contact list is maintained at the following location:

[https://xpedio.oit.ohio-state.edu/xpedio/groups/disasterrecovery/@ohio\\_state/documents/disaster/osu\\_dr\\_university\\_contacts.pdf](https://xpedio.oit.ohio-state.edu/xpedio/groups/disasterrecovery/@ohio_state/documents/disaster/osu_dr_university_contacts.pdf)

## **Appendix D**

### **GENERIC State University Hardware/Software Diagram or Descriptions**

Please provide as much information as possible about the systems to be placed at KRC. This appendix should exactly reflect all systems to be covered by the drop shipment contract with appropriate hardware vendors.

Final list of equipment will be delivered at time of startup.