

IET Communications Resources Service Level Agreement for Desktop Wireless Moobilenet

The purpose of this Service Level Agreement (SLA) is to establish a cooperative partnership between IET Communications Resources and the client department by clarifying roles, setting charges and expectations, and providing mechanisms for resolving service problems within a specified and agreed upon time period.

1.0 Overview

This SLA is between IET Communications Resources (CR) and a client department. Under this SLA, CR agrees to provide, at the specified price and duration, the Desktop Moobilenet device and service to allow departmental Network Administrators to offer Moobilenet wireless services simultaneously with an existing departmental VLAN configured device on the same NAM.

This SLA also covers performance, reliability, and other topics pertinent to the Desktop Moobilenet service; in particular, it lists key responsibilities of CR and its client departments.

2.0 Funding of Services

The Desktop Wireless Moobilenet service is a desktop deployed service and carries a one-time port configuration/installation cost and a low monthly lease rate for the device.

Initial Charges

Installation of device & port configuration: \$60.50

Monthly Recurring Charges

Lease of single Desktop Moobilenet Device: \$8.00

Reconfiguration Charges

Change/Modify the NAM configuration (VLAN) where the Desktop Moobilenet Device is connected: \$25

The service charges assessed for the Desktop Wireless Moobilenet service will appear on the Monthly IET-Communications Resources billing statement.

Activation is complete within five (5) business days of Service Order request. It is expected that the Department Network Administrator will be present when the device is installed. Charges will be reviewed annually at the start of the fiscal year, July 1.

3.0 Terms of Agreement

This SLA is for one (1) fiscal year, beginning on July 1st and extending to June 30th of the following calendar year. This SLA will renew each year unless cancelled by action of either party. A cancellation of service request is required from the client department to initiate such a cancellation. CR will notify the client department three (3) months prior to any alterations to the

agreement, such as a rate change, allowing client departments to make changes to service during this period.

In the case that the needs of a client department are not covered in this SLA, a custom SLA can be negotiated upon request. The SLA must be accepted and signed by both parties 90 days prior to its execution.

4.0 Communications Resources Responsibilities IET Communications Resources shall:

4.1 Configure as required, a multi-VLAN NAM using IEEE 802.1q VLAN tagging allowing the Desktop Moobilenet device to run independently from the departmental device which is connected through the Desktop device.

4.2 Allow departmental representative to add intra-departmental VLANs only to the Desktop Moobilenet device's fan-out ports upon initial configuration or device request.

4.3 Install, and maintain the backbone equipment and infrastructure as covered by this agreement, or as deemed appropriate by CR, if not covered. Additionally, provide programming and network administration support necessary to install and maintain the backbone equipment, infrastructure, hardware and/or software, as covered by this agreement.

4.4 Activate and maintain the Desktop Moobilenet device due to normal wear and tear, at no additional cost.

4.5 Provide 24 x 365 monitoring and maintenance of network hardware, the desktop device and supported protocols.

4.6 Diagnose all reported VLAN and Moobilenet issues when related to the desktop device, the NAM or any network equipment managed by CR.

4.7 Facilitate customer requested changes to the VLANs configured on the Desktop device's fan-out ports.

4.8 Provide a monthly billing statement to the client department.

5.0 Client Department Responsibilities Client Departments shall:

5.1 Submit a completed Service Order request to IET Communications Resources and provide the name and contact information of the person who will be the departmental contact for installation of the Desktop device.

5.2 Provide first level network support to users in the client department.

5.4 Contact IET helpdesk for any problems with service with the Desktop unit or the network service of other devices connected to the network through this unit.

5.5 Be responsible for the care of the desktop unit and report any physical abuse to the device.

5.6 Be responsible for the full cost reimbursement of the Desktop unit should it be lost, stolen or broken due to misuse. (full cost is estimated to be \$400)

5.7 In consultation with others, and as necessary, handle violations of campus computer use and security policies by service users.

5.8 Submit a Service Order request for any change required on the NAM where the Moobilenet Desktop device is connected to the network.

5.9 Be responsible for any charges from CR for diagnosing problems that fall under the responsibility of the client department.

6.0 Maintenance, Performance and Problem Resolution

Except as covered below, CR will ensure availability of the Desktop Moobilenet service on a 24 x 365 basis.

- In general, availability will only be changed by negotiation between the client department and CR. In the rare circumstance that CR must alter system availability, the departmental Network Area Resource (NAR) will be notified as soon as possible.
- Service support on a 24 X 365 basis does not include the individual Desktop devices which are leased to departments. Operational support for individual Desktop devices will be handled during normal business hours.
- The departmental NAR will be notified via email if any network maintenance is required. Planned network maintenance may result in complete lack of connectivity for all customers.
- If a client department experiences a problem with their device, Moobilenet coverage or network connectivity for other devices connected to the Desktop device, and needs assistance, the departmental Network Area Resource (NAR) should contact the IT Express Computing Services Help Desk at (530) 754-HELP (4357).
- Normal business hours are 8 a.m. to 5 p.m., Monday through Friday. Campus after business hours are 5 p.m. to 8 a.m., Monday through Friday, and from 5 p.m. Friday through 8 a.m. Monday. Designated campus holidays will be staffed as after business hours. Support is provided after business hours by on call technical personnel. CR will take appropriate action to restore performance according to CR Service Prioritization.
- In the event that there is a campus network problem affecting the client department's connection, the departmental NAR will be notified via email to the technotices@ucdavis.edu listserv. The departmental NAR will not be contacted directly.
- Unscheduled downtime for any segment of the department's VLAN or Moobilenet wireless service to unscheduled outages is targeted to not exceed one percent (1%) of scheduled availability during the SLA period (one year). Service interruptions caused by conditions outside the control of CR (e.g.vandalism or fire) will be handled to the best ability of CR.
- When performance measures do not meet the standards specified in this SLA, the client department and CR will jointly work to:
 - Identify the cause of the problem.
 - Resolve the problem as quickly as possible
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7.0 Upgrades

Software and hardware upgrades are at the discretion of CR and cover the network backbone hardware and software as well as the hardware and software associated with the Desktop device. These upgrades will be made with minimal disruption of service.

8.0 Accountability

CR warrants that all reasonable measures within its resources shall be taken to ensure the performance, availability, and integrity of the Desktop Moobilenet service as covered in this agreement. CR assumes responsibility for the hardware and software that it provides to execute this SLA, as well as for the actions of CR staff. CR's liability for damages is limited to hardware replacement or repair, software fixes, and corrections to staff errors. The departmental Network Administrator and client department agree not to re-configure the Desktop unit or alter the network connectivity on the NAM supporting said device in a manner that compromises the campus backbone or violates security or other applicable policies. The client department also assumes responsibility for any misuse of their LAN by users and will remedy any such situations.