



SERVICE LEVEL UNDERSTANDING FOR NETWORK SERVICES

I. Purpose

The Service Level Understanding (SLU) establishes general terms, conditions and expectations concerning the delivery of information technology services, and defines roles, responsibilities and commitments of Information Technology Services (ITS) and Departmental Partner.

II. Description of Services

Baseline Services

The following services are University funded and provided at no cost to Partner:

- Core Switches and Routers
- Core Service Access Control Lists
- Network Management hardware and software
- Management of Campus Wide Bandwidth (Inter and Intra Campus)
- Dynamic Host Configuration Protocol (DHCP) services
- Domain Name Server (DNS) services
- Network Authentication services
- Connectivity to the Wide Area Network (Internet, Internet2, etc.)
- Outdoor Wireless Coverage On campus
- Secure encrypted wireless login for faculty and staff (via FSUSecure)
- Rudimentary network design and architecture (Up to 10 hours per year)
- Rudimentary network capacity planning (Up to 10 hours per year)

*Baseline Services are subject to change without notice.

Critical Infrastructure Network Services

ITS will provide network connectivity and support for Partner's mission critical IT infrastructure located in the ITS Data Center. Services include:

- 1 Gbps or 10 Gbps port connectivity
- Firewall configuration and service (on core router firewall)
- Network monitoring and Partner alert notification
- 24x7x365 emergency support
- Service call priority
- Network reports tailored to needs of Partner

Standard Port Connectivity

ITS will provide turnkey network services from the core network to the wall jack over ITS-owned and maintained network infrastructure at Partner's campus location:

- 10/100/1000 Mbps port connectivity (contingent on data wiring)
- Networking equipment is refreshed as appropriate and maintained at current levels of technology.
- All port additions, moves, and changes. (Department is responsible for costs of any additional wiring and/or conduits.)
- Scheduled UPS testing and battery maintenance
- Service call priority (vs. non-SLU customer)
- Quarterly review of subscriber departments' ACL configurations
- Network reports tailored to needs of Partner
- "Preferred Partner" deployment of new technology and administrative tools

Wireless Connectivity

ITS will provide turnkey wireless network services over ITS-owned and maintained network infrastructure at Partner's campus location:

- Comprehensive site survey to determine number and placement of wireless access points to meet Partner's coverage requirements.
- Deployment of wireless access points and associated equipment. (Department is responsible for costs of any wiring and/or conduits.)
- Networking equipment is refreshed as appropriate and maintained at current levels of technology.
- Scheduled UPS testing and battery maintenance
- Service call priority (vs. non-SLU customer)
- Wireless usage reports tailored to needs of Partner
- "Preferred Partner" deployment of new technology and administrative tools

III. General Terms and Conditions

Service Availability

Baseline Services, Critical Infrastructure Network Services, and Premium Services availability is 7x24x365 except for scheduled maintenance periods.

Service Priority

During periods of multiple simultaneous problems, ITS resources will be allocated in the following priority:

1. Campus wide core network connectivity and mission-critical services will take highest priority due to the breadth of impact caused by problems with these components.

2. Problems causing significant impact on the delivery of instruction.
3. Department/Buildings with SLU.
4. Non-SLU Departmental problems on a time available best effort basis.

Hours of Support

Normal hours of support are Monday - Friday, 8:00 a.m. - 5:00 p.m. excluding University holidays. ITS has support personnel on-call 24x7x365 for afterhours emergencies. After-hours support is available but may have recharge implications (see Section VI below).

Response Time

ITS's goal is to respond to all service requests as quickly as possible. ITS will respond to Baseline Services, Critical Infrastructure, and Emergency outages no later than 2 hours after notification. ITS will respond to other service requests no later than 8 business hours after notification of request. (Service requests are typically handled more quickly than maximum response time specified above.)

Data Wiring Infrastructure

ITS will test and certify Partner's existing data wiring infrastructure for the maximum operational link speed that each data circuit will support. ITS will not support individual data circuits operating above the link speed for which it is certified. Should the Partner require link speeds higher than those certified, it will be the Partner's responsibility to fund wiring upgrades on an as-needed basis.

IV. Roles and Responsibilities

ITS and Partner will work jointly to ensure that IT services are delivered in a reliable and timely manner.

1. ITS will ensure that Baseline Services are available 24 hours per day, 7 days per week, 365 days per year except for scheduled maintenance periods.
2. ITS will respond to Baseline Services outages within 2 hours of the first notification of such an outage.
3. ITS will respond to Critical Infrastructure Port outages and declared Emergency outages within 2 hours of the first notification of such an outage.
4. ITS will respond to other service requests within 8 business hours of notification.
5. ITS will notify Partner of scheduled network maintenance 1 week in advance if interruption of service is expected. Outages for scheduled maintenance will be kept to a minimum.
6. ITS will ensure that the network is securely architected and configured according to current best practices.
7. ITS will keep firmware/operating systems updated with current patches and revisions in all networking equipment owned and maintained by ITS.
8. ITS will provide itemized invoice reflecting number of ports, wireless access points, and hourly labor charges if applicable.
9. ITS will provide network reports based upon reasonable needs of Partner.
10. ITS will perform quarterly review of Firewall and Access Control List (ACL) configurations with Partner.
11. Partner will adhere to FSU IT policies and procedures. (Refer to <http://its.fsu.edu/IT-Policies>.)
12. Partner will communicate calendars of critical time periods to ITS in advance to ensure that priority can be given to Partner during critical periods.

13. Notification of special needs will be communicated to ITS at least two business days before critical time periods occur. Emergency situations will be accommodated but may have recharge implications.
14. Partner will provide ITS two business days' notice of moves that require ITS staff to disconnect and reconnect IT equipment. Dates for multiple installations, additional equipment and/or moves or that require cabling to be installed need to be coordinated further in advance.
15. Partner will authorize all Emergency and/or afterhours call outs and any associated overtime charges.
16. Partner will not attempt to install, control or manage any networking infrastructure independent from ITS.
17. Partner will not independently make modifications to ITS provided infrastructure covered under this SLU without prior approval of ITS.

V. Fees

Fees shall be paid monthly. The port count may be adjusted as needed, based on the actual number of data ports required by Partner. In the event that the University port funding model should change, fees shall be re-addressed.

Rates for SLU Services:

- 10/100/1000 Mbps Standard Port - \$4.75 / month
- 1GB Critical Infrastructure Port - \$6.25 / month
- 10GB Critical Infrastructure Port - 28.25 / month
- Wireless Access Point - \$30.00 / month

The Standard Port fee is for a standalone non-VoIP port, i.e., a port that is not associated with an IP phone. (The fee for a port that is connected to an IP phone is included in the monthly VoIP phone charge.)

Labor for after-hours call outs may be billed separately at the established over-time rate of \$105.00 per hour.

VI. Problem Notification Procedures

Service requests may be made to the Information Technology Services Help Desk by telephone 850-644-HELP (4357), email help@fsu.edu, or on-line at www.its.fsu.edu.

For afterhours emergencies call 850-644-HELP (4357) and follow the prompt. An on-call technician will be notified and will return your call.

VII. Escalation Procedures

If concerns arise over the execution of this SLU, the following managers should be contacted immediately in the order listed below:

Level 1 Notices sent in as outlined above in *VI. Problem Notification Procedures*.

Level 2 Assistant Director, Network Deployment (Brian Leger, 644-1539, bleger@fsu.edu)

Level 3 Director, Network and Communication Technologies (Don Pace, 644-6329, dpace@fsu.edu)