



University Technology Services

## Service Level Agreement

### Technical Services — Communications Service

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#### 1. Overview

This Service Level Agreement (SLA) is between University Technology Services (UTS) and either departments or groups choosing to utilize the internal Oakland University instant messaging (OUIM) service. The OUIM service is currently referenced by [talk.oakland.edu](http://talk.oakland.edu) and runs XMPP/Jabber software called Openfire. Under this SLA, UTS agrees to provide specific information technology (IT) services. This SLA also covers performance and reliability targets and objectives. **Section 7** requires the signature and contact information of the group coordinator as an agreement to the SLA. OUIM is an online service that is available on campus and off campus. The requirements to utilize the service are a NetID, an XMPP client, and an Internet connection. XMPP clients are available online. The UTS Helpdesk supports the XMPP clients Spark, Pidgin, and Adium. Instructions are available on the UTS Web site at <http://www.oakland.edu/?id=13849&sid=70>.

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#### 2. Purpose

The purpose of this SLA is to establish a cooperative partnership between UTS staff members with the community of customers who may opt into its use by clarifying roles, setting expectations, and providing service objectives and limitations.

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#### 3. Terms of Agreement

This service is provided on an ongoing basis. From time to time, it may be reviewed and modified by UTS. Modifications to this agreement will be done at the sole discretion of UTS and the Technical Support and Services team (TSS).

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#### 4. Service Hours

Regularly scheduled maintenance will be scheduled during low-use hours as much as possible; such work will be done either before 8:00 A.M. or after 5:00 P.M. whenever possible. Scheduled changes and updates will normally occur on Wednesday mornings between 12:01 A.M. and 7:30 A.M. There are no guarantees regarding system uptime. The service is a goodwill service to help to facilitate internal communications. Dedicated services that guarantee uptime and support staff can be obtained from external providers. UTS neither supports nor endorses any services from external

providers. Alternatives from external providers include Google Chat, Yahoo! Messenger, and AOL Instant Messaging (AIM); all are available without cost.

In general, UTS provides support as described in the *Distributed Technology Service (DTS) Level Agreement* and those hours govern this agreement. Whenever possible, UTS attempts to extend the business day through flexible scheduling. These extensions are generally from 7:30 A.M. to 8:00 A.M. and 5:00 P.M. to 6:00 P.M. on regularly scheduled weekdays. Extended service is not guaranteed. UTS will provide system monitoring and operation 24 hours per day and five days per week on regularly scheduled weekdays.

Requests from distributed support staff for singular coverage for special events that occur on evenings, weekends, and holidays will be considered. Such requests should be submitted to UTS at least one month in advance of the planned event.

UTS does not consider this service critical and neither should those that choose to use it. Alternative methods of communication should be used in the event of an outage. This service should not be used for emergency or critical/time-sensitive communications. There is no guarantee that the recipient either saw or will see your communications through this service. A sender should consider a lack of response equivalent to the recipient never receiving the message and other methods should be employed (i.e. telephone, e-mail, physical visit). The OUIIM server does not keep logs, historical copies, or archives of customer communications. Conversations that are sent through the OUIIM server can not be restored.

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## **5. UTS Scope**

The OUIIM server does not keep records of conversations or the content of those conversations. UTS can not retrieve conversations or provide transcripts of conversations. Backups do not include conversations or the contents of conversations.

UTS will provide the *Managed Support* option from UTS TSS Service Support Levels for the server(s) hosting the service at talk.oakland.edu:

### **5.1 Server Maintenance**

UTS will handle operating system patches and updates, anti-virus protection, firewall protection, physical access, room-temperature control, fire suppression and uninterruptible power supply (UPS). Specific server information follows:

- Backups are neither provided nor implied.
- UTS will implement and maintain the firewall rules.

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## **6. Client Responsibilities**

### **6.1 Contacts**

Contacts will be added based on submission of a UTS Helpdesk ticket. Groupings of contacts may also be requested via UTS Helpdesk ticket. See **Section 7**.

### **6.2 Logs**

Conversations are able to be logged locally only on a customer's computer and not on the OUIM server. The customer is responsible for the content and the recording of all conversations through the OUIM server.

### **6.3 Physical Access – N/A**

### **6.4 Software**

The customer ensures that client software usage is compliant with *Policy #870*. Customers are responsible for understanding the terms of the policies that apply to service usage. Instructions for downloading, installing, and configuring compliant software is available online in the documents "Instructions for OUIM Clients" and "Frequently Asked Questions for OUIM Clients" at <http://www.oakland.edu/?id=13849&sid=70>. UTS provides basic support for the client software Spark, Pidgin, and Adium. These clients run on GNU/Linux, Apple Mac OS X, and Microsoft Windows and are available in multiple languages. All included software licenses that are accepted are the responsibility of the customer. UTS reserves the right to modify its support for client software.

### **6.5 Asset Management – N/A See 5.1**

### **6.6 System monitoring**

UTS TSS will handle system monitoring and initial system triage during regularly scheduled University workdays and support hours.

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**7. Customer Agreement**

The UTS Helpdesk provides basic assistance to customers. Communication with the UTS Helpdesk is recorded in tickets. Contact the UTS Helpdesk:

- In Person: 202 Kresge Library
- Telephone: 1-248-370-4357
- E-mail: [helpdesk@oakland.edu](mailto:helpdesk@oakland.edu)
- Fax: 1-248-370-4209
- Web Site: <http://www.oakland.edu/?id=13667&sid=70>

By signing the customer agreement, the customer agrees to accept and to abide by the terms and conditions of SLA as stated.

Customer Agreement

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Authorized Signature

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Name (Type or Print)

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Date