C&IT and the S/C/D: 
Service Level Agreement for Basic Hosting of Servers

Computing and Information Technology ("C&IT") and the Wayne State University XXX mutually agree to the following terms and conditions governing the location, operation and funding of equipment and software at the Wayne State Computing Center Building located at 5925 Woodward. In the document below, XXX will be hereinafter referred to as “S/C/D” for the respective school, college, or division.

1. Term of Agreement
   a. The initial term of this agreement will be from the date it is executed through XXX XX, 200X.
   b. The agreement will be renewed automatically for twelve month periods, unless one of the parties notifies the other one month in advance of the termination date that the agreement will not be renewed.

2. Overview—Basic Level of Hosting Service
   a. The S/C/D has requested the Basic Level of Hosting Service for its servers.
   b. C&IT’s Basic Level of Hosting Service includes installing equipment in WSU’s Data Center, monitoring of computer room environment and infrastructure, responding to environmental and computer room incidents by alerting S/C/D’s designated contact person(s), providing electronic and physical access to an application system for authorized personnel.
   c. There are no charges for use of C&IT space and basic services.
   d. The S/C/D pays for the annual costs to maintain (e.g., hardware and software maintenance contracts) equipment, software and agents, consumables (e.g., paper) used by its staff or customers.

3. Space and Access
   a. C&IT will provide 19" rack-mountable space in the Data Center at 5925 Woodward Avenue for the number of S/C/D servers to be housed by C&IT.
   b. Basic space will include raised floor, fire suppression, physical security system, and active environmental monitoring.
   c. C&IT will provide, at no charge, HVAC, humidity control, and electric power, including Uninterruptible Power Supply (UPS), battery, and generator backup for S/C/D servers.
   d. C&IT will provide electronic access to S/C/D servers at WSU 24 hours a day, 7 days a week, with the exception of scheduled maintenance periods or unavoidable interruptions.
   e. C&IT will provide physical access to servers for authorized S/C/D technical support staff. Physical access only will be possible when C&IT has someone in the building to monitor operations.
   f. Excluding holidays and holiday closure periods, C&IT staffs its Data Center 7 days a week, 24 hours per day.
   g. C&IT may reduce attended operations from 7x24 if current funding from the university is reduced and other funds from other sources are not available.
   h. If the S/C/D requires access to its servers during closure periods, the S/C/D will submit a request two weeks in advance with dates and times so that C&IT can schedule appropriate personnel.
   i. C&IT will provide the S/C/D with the contact telephone numbers of C&IT personnel who will provide authorized S/C/D personnel with access to the computer room when there is an emergency and WSU’s Computing Center is closed.
   j. S/C/D access will be restricted to the two persons listed on the Server Hosting Intake Form. All other guests and non-WSU personnel, including third-party maintenance providers, must be escorted. S/C/D staff and guests are required to sign the visitors’ log upon entering and leaving the Data Center.
   k. S/C/D will abide by C&IT’s Data Center environmental policies that do not allow boxes or food and drink within the area.
4. **Change Management and Notification**
   a. C&IT will abide by its existing change management process for the network, computing, and utility infrastructure at the Data Center.
   b. In general, infrastructure changes will be restricted to C&IT’s weekly scheduled system maintenance period.
   c. S/C/D agrees to provide C&IT’s Director of Enterprise Operations seven days advanced notice of major hardware changes or application upgrades. Such notification will include: a description of the changes, the scheduled time and date of the change(s), and a designated contact person. S/C/D will notify C&IT Enterprise Operations when changes and/or upgrades are completed.
   d. C&IT will inform S/C/D personnel about non-routine maintenance services and when they are scheduled.
   e. C&IT reserves the right to disconnect from the network and/or power down a S/C/D machine, if, after reasonable attempts to notify/resolve with the designated contact persons, the machine compromises the ongoing production operations of the Data Center.

5. **Hardware Services and Installation**
   a. S/C/D understands that its equipment and systems will be non-operational during the period of migration and installation of such systems to the WSU Data Center.
   b. C&IT will perform the installation of S/C/D equipment in the Data Center at 5925 Woodward Avenue.
   c. The S/C/D will be responsible for paying the costs of hardware maintenance contracts for its equipment.

6. **Operating Systems Services**
   a. The S/C/D will be responsible for paying the costs of operating systems licenses for its equipment.

7. **Applications Software Services**
   a. The S/C/D will be solely responsible for:
      • Installing, maintaining, monitoring, modifying, and operating its system(s) and all of the related application support software.
      • Obtaining the licenses for its system(s) as well as for any other related application software.
      • Identifying and solving problems associated with its system(s) and its application support software.
   b. The S/C/D will define, design, and run all production processes, including notices and report generation. C&IT can make available its scheduling system upon mutual consent.

8. **System Security Service**
   a. The S/C/D will distribute, monitor, and maintain staff accounts necessary to access its system(s).
   b. C&IT maintains a proxy server and firewall to protect all shared systems. If this service is required for the campus, there will not be any additional cost to the S/C/D to use the service.
   c. C&IT will involve the S/C/D in testing and configuring proxy or firewall services.
   d. S/C/D equipment and software will be scanned by C&IT staff for known software vulnerabilities prior to certifying the host for final installation into its Data Center. In the event that such vulnerabilities are discovered at that time, S/C/D will be required to clean or correct them prior to final installation within the Data Center.
   e. C&IT will provide and conduct periodic system security scans for known software vulnerabilities.
9. Equipment Tracking/Inventory Control
   a. All S/C/D equipment will enter the Computing Center Building through C&IT’s designated shipping/inventory control area and be reported to the designated C&IT inventory control person on entry and exit to the building.
   b. S/C/D will annually review and sign off on the C&IT list of S/C/D equipment housed in the Data Center.

10. Quality of Service
    a. C&IT will annually solicit feedback and comments on the quality of hosting services from the designated S/C/D primary contact 60 days prior to the annual renewal date of the service.

11. Agreements with Third Parties
    a. C&IT will not be bound by any contractual obligations entered into by the S/C/D and any third party without the involvement and consent of C&IT.
    b. The S/C/D will not be bound by any contractual obligations entered into by C&IT and any third party without the involvement and consent of the S/C/D.

12. Primary Contacts
    a. All notifications, requests, or changes to this agreement will be sent to and handled by the following Primary Contacts for the agreement.
    b. Director of Enterprise Operations and Service Assurance, Computing & Information Technology, Wayne State University
    c. XXXX, S/C/D, Wayne State University

13. Conflict Resolution
    a. All conflicts between the parties associated with the services specified in this agreement and any amendments to the agreement will be referred to the Primary Contacts for first-level resolution.
    b. Conflicts that cannot be resolved by the Primary Contacts will be referred to the Director of Computing and Network Services for second-level resolution.
    c. If the conflict is not resolved at the second-level, it will be referred to the Associate Vice President for C&IT and the Dean/Vice President of the S/C/D.

14. Modifications and Amendments
    a. The Associate Vice Presidents for C&IT and the xxx, S/C/D will sign all modifications to this service level agreement. When modifications are minor, a written statement describing the change and signed by both parties is sufficient. When modifications are determined to be of a major nature, then the modification will become a formal amendment and made a permanent part of this agreement.

By their signatures below, the following individuals have executed this service level agreement between Computing & Information Technology (C&IT) and the Wayne State University S/C/D.

__________________________________________  ________________________
Joseph F. Sawasky, Associate Vice President, C&IT  Date

__________________________________________  ________________________
TBD, S/C/D  Date

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