Service Level Agreement (SLA)

By

IST - Architecture, Platform and Integration (API) – Development Support Services (DSS)

For

JIRA

Effective Date: July 1, 2017

Document Owner: IST – EAS – Development Support Services

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Revision / Description</th>
<th>Author</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>6/7/12</td>
<td>Initial draft</td>
<td>Lori Brooks-Manas</td>
</tr>
<tr>
<td>1.1</td>
<td>6/22/12</td>
<td>Mary Washburn’s review</td>
<td>Lori Brooks-Manas</td>
</tr>
<tr>
<td>1.2</td>
<td>6/29/12</td>
<td>Lori Brooks-Manas’ review/edit</td>
<td>Lori Brooks-Manas</td>
</tr>
</tbody>
</table>

Approval

<table>
<thead>
<tr>
<th>Approver</th>
<th>Title</th>
<th>Approval Date</th>
</tr>
</thead>
</table>

Agreement Termination

<table>
<thead>
<tr>
<th>Approver</th>
<th>Title</th>
<th>Termination Date</th>
</tr>
</thead>
</table>

Other Agreement Ref.:
Table of Contents

1 General Overview .........................................................................................................................................3
2 Service Description .....................................................................................................................................3
   2.1 Service Scope .........................................................................................................................................3
   2.2 Assumptions ...........................................................................................................................................4
3 Roles and Responsibilities ...........................................................................................................................4
   3.1 Parties ...................................................................................................................................................4
   3.2 Development Support Services Responsibilities .......................................................................................4
   3.3 User Responsibilities ............................................................................................................................4
4 Development Support Services Contact Information for Incident Reporting or Service Requests ........5
   4.1 Email the JIRA Support Team directly (jira-support@lists.berkeley.edu) ...................................................5
5 Hours of Coverage, Service Availability, Response Times & Escalation .....................................................5
   5.1 Hours of Coverage ...................................................................................................................................5
   5.1.3 Service Requests ................................................................................................................................5
   5.1.4 Prioritization .......................................................................................................................................6
   5.2 Escalation ................................................................................................................................................6
   5.2.1 Service Level .......................................................................................................................................6
   5.3 Information .............................................................................................................................................6
   5.4 Feedback ................................................................................................................................................6
   5.5 Service Requests Exceptions to Coverage .................................................................................................6
6 IST Maintenance and Service Changes (e.g., IST Virtual Private Servers, Linux Servers, and Databases) ....6
7 Rates .........................................................................................................................................................7
   7.1 Rate Process ..........................................................................................................................................7
   7.2 Charges ..................................................................................................................................................7
8 Reviewing and Reporting ............................................................................................................................8
   8.1 SLA Reviews ...........................................................................................................................................8
9 Signatures ..................................................................................................................................................8
1 General Overview

This is a Service Level Agreement (“SLA”) between Users of this service and the Development Support Services group to document:

• The technology services Development Support Services provides to the user.
• The targets for response times, service availability, and maintenance associated with these services.
• The responsibilities of Development Support Services as a provider for subscription-based, hourly services, or specific services.
• Processes for reporting incidents and requesting services.
• Review and Reporting the SLA process.

This SLA will be reviewed annually to assess software and procedural accuracy. Users will be notified of updates or changes.

2 Service Description

2.1 Service Scope

JIRA, developed by Atlassian, is a flexible project management tool available to faculty and staff project teams. It uses CalNet authentication to control access. JIRA provides teams with basic workflow options to manage project tasks, activities, issues and deadlines. JIRA’s ability to organize and track issues helps software development teams improve code quality and the speed of development.

IST Enterprise Application Services offers JIRA to campus departments as part of its UCB Development Tools and Services. It is hosted and managed in the UCB Data Center.

Development Support Services will provide application support for JIRA Monday – Friday, 8:00 a.m. to 5:00 p.m. (excluding holidays), in conjunction with the Standard Level service support provided by the IST-Infrastructure Services - Windows, IST - Infrastructure Services - UNIX and IST - Enterprise Data - Database Services groups for Virtual Private Servers, Linux System Administration, and PostgreSQL Database support as noted below:

For more information on Cloud Computing - Virtual Private Servers (formerly Virtual Machine (VM)), please refer to: http://ist.berkeley.edu/services/is/virtual-servers

For more information on Linux System Administration, Standard Package, please refer to: http://ist.berkeley.edu/services/is/unix/sysadmin-linux-standard

For more information on the PostgreSQL Standard Support Package, please refer to: http://ist.berkeley.edu/services/ds/db/postgresql
2.2 Assumptions

- At the discretion of Development Support Services, any services provided outside of scope of this Service Level Agreement are subject to an additional cost.
- Changes to services will be communicated and documented.
- Service will be provided in adherence to any related policies, processes and procedures.
- Scheduling of all service-related requests will be conducted in accordance with service descriptions.
- In the event of a disaster or if the Data Center is not accessible, applications will be restored in priority order per the Emergency Operations Center direction.

3 Roles and Responsibilities

3.1 Parties

<table>
<thead>
<tr>
<th>Parties</th>
<th>Name</th>
<th>Contact Information</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>EIS Middleware Development Support Services</td>
<td>Bernie Rossi</td>
<td><a href="mailto:rossi@berkeley.edu">rossi@berkeley.edu</a></td>
<td>510-671-0960</td>
</tr>
<tr>
<td>EIS Middleware Development Support Services</td>
<td>Troy Flynn</td>
<td><a href="mailto:troy.flynn@berkeley.edu">troy.flynn@berkeley.edu</a></td>
<td>510-643-1951</td>
</tr>
<tr>
<td>User</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3.2 Development Support Services Responsibilities

Development Support Services responsibilities and/or requirements in support of this Agreement include:

- When there are planned maintenance and service outages, notification will be posted a week in advance on the JIRA application page.
- When there are emergency maintenance and service outages, they will be noted on the IST System Status page at http://systemstatus.berkeley.edu.
- Meet response times associated with assigned incidents and service requests.
- Review Service Level Agreement annually.
- Provide application system administration and act as liaison to all technical service providers within UCB as well as to the vendor.
- Provide minimal end-user support in keeping with its cost (free).
- Ensure compliance with all campus minimum security standards and security requirements to prevent security breaches.

3.3 User Responsibilities

User responsibilities and/or requirements in support of this Agreement include:

- Communicate specific service requirements.
- Follow predefined business process for requesting/approving user accounts and role definitions in support of application authentication and authorization.
- Submit service requests through appropriate channels for new services or technical support.
- Support technical teams to resolve a service-related incident or request.
- In keeping with its cost (free), users rely on minimal end-user support. Users rely on a small body of local documentation, local references to externally available documentation, and a wealth of information available online and in published manuals and guides.
IST - Architecture, Platform and Integration (API) – Development Support Services (DSS) for JIRA

- Users are responsible for adhering to the Minimum Security Standards for the Berkeley Campus (see https://security.berkeley.edu/policy/a-z?audience=All&status=All&topic=182).
- If it’s discovered that users are not adhering to the User responsibilities listed above, the user may be banned from the JIRA service.

4 Development Support Services Contact Information for Incident Reporting or Service Requests

There is one method of contacting Development Support Services for all JIRA requests:

4.1 Email the JIRA Support Team directly (jira-support@lists.berkeley.edu)

- Send email to jira-support@lists.berkeley.edu

This method of notification will result in your request going to the entire JIRA support team and will be handled in priority order. Email requests will be processed during regular business hours, 8:00 a.m. to 5:00 p.m., Monday through Friday.

5 Hours of Coverage, Service Availability, Response Times & Escalation

5.1 Hours of Coverage

- The Development Support Services group’s normal hours of operation are 8:00 a.m. to 5:00 p.m., Monday – Friday except Federal holidays, University holidays and announced University closures. Users may use the method of contact outlined in Section 4.

- Incidents or requests can be submitted via email 24 hours a day, 7 days a week and will be processed the next business day.

5.1.1 Service Availability

- Service availability defines the time this service is to be in production (server up and accepting connections), with the exception of scheduled maintenance and within service availability hours.

  - 24 hours a day, 7 days a week

5.1.2 Incident Support Hours, Response Times, and Reporting

An incident means any interruption of the normal function of the application.

Development Support Services’ goal is to respond to requests as specified below.

- Requests via email can be submitted 24 hours a day, 7 days a week and will be acknowledged during the next business day.

5.1.3 Service Requests

A service request is a request made by a user to Development Support Services for system administration activities, such as to request a new user account or to define a user’s role criteria in
**5.1.4 Prioritization**

Development Support Services will prioritize incoming service requests according to the following criteria:

- Number of departments or people affected.
- Percentage of total tasks that can no longer be performed by individuals.
- Academic and Administrative Calendar deadlines.
- Impact on the delivery of instruction.
- Lasting impact on student academic performance.
- Risk to safety, law, rule, or policy compliance.

**5.2 Escalation**

**5.2.1 Service Level**

If you are not satisfied with the level of service on a request, contact Development Support Services staff members Mary Washburn (mpmwashburn@berkeley.edu) or Karin Bliman (kbliman@berkeley.edu). Escalation requests are processed as appropriate and the action taken will be described.

**5.3 Information**

If you have a question about the JIRA service, please contact jira-support@lists.berkeley.edu.

**5.4 Feedback**

Requests for service features and functions not yet implemented can also be submitted via email to jira-support@lists.berkeley.edu.

**5.5 Service Requests Exceptions to Coverage**

Support for service requests will be Monday – Friday, 8:00 a.m. to 5:00 p.m., except for the following:

- Federal holidays
- University holidays
- University closures
- Scheduled maintenance

**6 IST Maintenance and Service Changes (e.g., IST Virtual Private Servers, Linux Servers, and Databases)**

IST minimizes unintended service disruptions or other impacts to the Campus as a result of changes in the production environment. IST does this by monitoring, managing, and evaluating changes to maximize the service
benefits to the customer, while minimizing the risks involved in making those changes. Please note that some maintenance work may cause service disruptions.

All IST related services, maintenances, and Campus outages are published at IST System Status page, (http://systemstatus.berkeley.edu).

There are three categories of service changes:

- **Planned Maintenance**: Planned service maintenance is approved work that is planned and scheduled prior to the change. IST will communicate (as needed) to the appropriate department contacts prior to the scheduled change. Every fiscal year, 40 hours of time are reserved for maintenance to database hardware, operating systems, network, storage systems and database software. Whenever possible, scheduled maintenance is planned during off-hours on weekends. IST will email the designated Technical and Data Owner contacts with one-week’s advance notice prior to scheduling patches or maintenance for:

  - Non-critical patches are scheduled on a quarterly basis during non-business hours.
  - IST will provide upgrade notifications 12 months before vendor support ends. Customers are expected to migrate to the new versions within that window.
  - Customers should anticipate system upgrades to be released every 3-5 years.
  - Customers are required to perform application development testing for all patches, upgrades and database changes. Testing should be completed by the customer’s application support group for implementation in production within 7 days.
  - IST will not support versions of the operating system that are no longer supported by the vendor.

- **Unplanned Maintenance**: Unplanned production maintenance is priority work that is unplanned due to an urgent repair, patch or update to prevent failure. Unplanned production maintenance will be given priority (and communicated immediately). Critical patch notification is determined by the nature of the problem and may be scheduled in less than one day. As such, critical security or break-fix patches are applied as needed. If possible, IST - Infrastructure Services - Windows will email the Technical and Data Owner contacts as soon as possible to coordinate the application of these patches.

- **Emergency Service Change**: An emergency service change is defined as a service failure that affects the entire campus or significant number of users that requires immediate repair. All Emergency Service Changes are communicated to the appropriate IST Infrastructure Services and IST Enterprise Data contacts to determine necessary communication steps. Emergency service announcements are also communicated usually the day of the service failure. Off-hours service failures are communicated the following business day.

7 Rates
7.1 Rate Process
Recharge rates are calculated by IST to achieve cost recovery and are approved by the Campus Recharge Committee based on campus recharge policies (http://controller.berkeley.edu/recharge/Policies/Rechargepolicy.pdf)

7.2 Charges
- At this time, there is no charge for the JIRA service.
At the discretion of Development Support Services, any services provided outside of scope of this Service Level Agreement are subject to an additional cost.

No costs will be incurred without prior communication between Development Support Services and users.

8 Reviewing and Reporting

This SLA covers the period from July 1, 2017 to June 30, 2018 and will be reviewed and revised at the end of this period.

8.1 SLA Reviews

This Agreement will be reviewed annually or as otherwise needed.

Development Support Services maintains responsibility for the content of this document, and may amend it as required. All changes will be communicated to all affected parties.

This SLA supersedes any previous agreement(s).

9 Signatures

DEPARTMENT authorization
Signature: 

Date: 

Name: 
Title: 
Department: 
Phone: 
Email: 

UCB IST authorization
Signature: 

Date: 

Name: 
Title: 
Department: 
Phone: 
Email: 