

Service Level Agreement – Multi-VLAN

The purpose of this Service Level Agreement (SLA) is to establish a cooperative partnership between IET - Communications Resources (CR) 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 CR and a client department. Under this SLA, CR agrees to provide, at the specified price and duration, a Multi-VLAN (*Virtual Local Access Network*) NAM (*Network Access Module*) for use on the campus backbone network by a campus department. This data feature allows a NAM to be configured with multiple VLANs (up to six VLANs per NAM).

2.0 Funding of Services

Initial Charges

Multi-VLAN NAM Configuration Charge	\$91.00*
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Monthly Recurring Charges

Multi-VLAN NAM Monthly Charge	\$6.00**
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Reconfiguration Charges

Change/Modify Multi-VLAN Configuration	\$25.00
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* *Initial Configuration Charge is in addition to standard NAM activation/installation rate.*

** *Monthly Recurring Charge is in addition to standard NAM service rate.*

The service charges assessed for the Multi-VLAN data feature will appear on the client department's monthly telecommunications billing statement. Installation will be complete within five (5) business days of service order creation. The client department will incur service charges as soon as installation is complete. All charges will be reviewed annually at the start of the fiscal year (July 1) and are subject to revision at that time.

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. Both parties (CR and the client department) must review and agree on terms in order to extend the SLA on an annual per-fiscal-year basis. CR will notify the client department three (3) months prior to any alterations to the agreement.

4.0 IET - Communications Resources Responsibilities

IET - Communications Resources shall:

- 4.1 Configure, at the request of the client department's representative Multi-VLAN NAM using IEEE 802.1Q VLAN tagging.
 - 4.2 Allow department representatives to add *only* intra-department VLANs in the Multi-VLAN configuration.
 - 4.3 Install, and maintain the backbone equipment and backbone network as covered by this agreement, or as deemed appropriate by CR if not covered. In addition, programming and network administration support necessary to install and maintain the backbone infrastructure hardware and software, as covered by this agreement.
 - 4.4 Facilitate customer requested changes to the Multi-VLAN configuration.
 - 4.5 Provide monthly bill for customer. Department representatives can access monthly telecommunications billing statement online via the Web (e-Bill).
 - 4.6 Provide 24 x 365 monitoring and maintenance of the hardware and supported protocols.
 - 4.7 Diagnose all reported Multi-VLAN problems when related to backbone equipment.
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5.0 Customer Responsibilities

Customers shall:

- 5.1. Submit a service request form to CR for Multi-VLAN installation.
 - 5.2. Provide to CR the email, pager, and phone contact information for the network administrator and a backup administrator for ongoing network communications. Any changes to these contact/notification methods must be communicated to CR.
 - 5.3. Provide first-level, network support for service users.
 - 5.4. In consultation with others, as necessary, handle violations of campus Allowable Use Cyber-Safety, and other applicable campus policies, by service users.
 - 5.5. Submit service request form for any change required in the Multi-VLAN configuration.
 - 5.6. Be responsible for any charges from CR for diagnosing network problems that fall under the customer's responsibility.
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6.0 Maintenance, Performance and Problem Resolution

- Except as covered below, CR will ensure availability of the Multi-VLAN data feature on a 24 x 365 basis.
 - In general, availability will only be changed by negotiation between the client department and CR. The departmental Network Area Resource (NAR) will be notified as soon as possible if CR alters system availability.
 - 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 Multi-VLAN connection and needs assistance, the network administrator or 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 Multi-VLAN data feature due 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 and 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. 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 Multi-VLAN data feature 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.