

UNIVERSITY COMPUTING AND TELECOMMUNICATIONS SERVICE LEVEL AGREEMENT FOR NETWORK AND E-MAIL SERVICES

This contract constitutes agreement of services to be provided by University Computing and Telecommunications (UCAT) to the SJSU Auxiliary and General Fund Enterprises.

Term of Agreement: July 1, 2004 to June 30, 2005

Services to be provided include:

- Network Support of Core Service Switches and Routers
- Support of Core Service Firewalls
- Support of Network Management hardware and software
- Support of Dynamic Host Configuration Protocol (DHCP) services
- Support of Domain Name Server (DNS) services
- Connectivity to the internet and internet II
- Support of Simple Mail Transport Protocol (SMTP) gateway e-mail services
- Review/Replacement of core service network and e-mail equipment 3 years old and older
- Provide anti-virus and anti-spam software upon request

Other Services:

- Network design and architecture
- Network capacity planning
- Support of wireless networking
- Wireless design
- Network change management and problem management
- Support and hosting of Auxiliary and GF owned servers and associated equipment at the computer center

Hours of Service Availability:

Network Support Service available Monday – Friday, from 7:00 a.m. – 5:00 p.m. excluding campus holidays. Network monitoring staffed 6X24 Monday through Saturday.

Priority of Service:

During periods of multiple simultaneous problems, the following is the priority in which University Computing and Telecommunications resources will be allocated:

- Network Connectivity, Router/Switch, Firewall, DNS and DHCP gateway problems will take highest priority due to the breadth of impact caused by problems with these components.
- Equipment being hosted by UCAT.
- Individual network problems on a time available best effort basis only and may have recharge

implications.

End User/Auxiliary Responsibilities:

All end users agree to adhere to all San Jose State University Network Technology policies.

- Auxiliaries are responsible for having a liaison that can assess a problem and determine whether or not to escalate it to UCAT. Should that person be unavailable, calls can be made directly to UCAT at 924-2340 and resources will be dispatched on a time available best effort basis but re-charge of resources may be applicable.
- Auxiliaries are responsible for communicating calendars of critical time periods to UCAT in advance to ensure that priority can be given to Auxiliaries during critical periods.
- Calendars of recurring events that are scheduled every semester will be provided to UCAT as soon as scheduling is finalized.
- Notification of unanticipated special needs will be communicated to UCAT as soon as possible before the critical time period occurs.
- Auxiliaries are responsible for providing UCAT with at least five business days notice of employee moves that require UCAT staff to disconnect and reconnect network equipment. Dates for multiple installations, additional equipment and/or moves or that require cabling to be installed will need to be negotiated.
- Auxiliaries will notify UCAT of new hires and terminations to ensure that activation and deactivation of network user id's and passwords occurs in a timely manner.
- Auxiliaries have ultimate responsibility for physical security of their desktop computers and password protection.
- Auxiliaries may need to hire consultants for IT tasks outside the knowledge and training of UCAT staff.
- Auxiliaries will be financially responsible for paying their network access bills monthly. (These charges will appear on the monthly UCAT invoice presently received for voice services.)

UCAT Responsibilities:

- UCAT will respond to emergencies within 2 hours (when possible) of the first notification of such an emergency.
- UCAT will bring services back up within 4 hours to any backbone-connected auxiliary when possible. Should the problem lie in an area controlled by the Auxiliary UCAT will work closely with the Auxiliary's networking staff to ensure rapid restoration of services but re-charge of resources may be applied. (Hourly rates are \$70 charged in _ hour increments.
- UCAT will be responsible for bringing in outside hardware vendors when necessary to repair or replace defective or nonfunctional components, where cost effective. Replacements will be made with "like" equipment.
- UCAT personnel will assume responsibility for keeping network operating systems updated with current patches and revisions.
- Prepare itemized invoice reflecting number of ports and hourly labor charges if applicable.

UCAT Notification Information:

UCAT Business Help Desk – 408.924.2340

For work requests please email to: nettel@email.sjsu.edu or call 408 924-2340

UCAT Network Service Contact Information:

Bob Neal, Sr. Director of Network Services, 408.924.7862 (Cell:408.592.2124) Nick Cappelloni, Network Analyst, 408.924.2231 Rong Wang, Network Analyst, 408.924.2308 Dennis Fox, Network Analyst, 408.924.2334 Seun Abiodun-Wright, Network Analyst, 408.924.2358 Stephanie Arthur, Network Analyst, 408.924.2351

University Computing and Telecommunications Date

Auxiliary Date

Last updated Tuesday, *November 30, 2004*