

**UNC Shared Services Alliance
Banner Hosting
Service Level Agreement
For University of North Carolina Asheville**

Description:

The UNC Shared Services Alliance Hosting Service Level Agreement shall provide participating University of North Carolina system campuses with core database and systems support services to enable a stable and secure hosted database environment for their Banner systems. This agreement is between the UNC Shared Services Alliance referred to in the document as “Hosting Team” and University of North Carolina Asheville referred to as “Campus”.

Services Offered:

- Installation, maintenance, upgrades and problem resolution for Banner, Oracle Database, Banner Web and Application Servers:
 - Install software and keep upgrades current.
 - Maintenance and Problem Resolution – ensure proper availability of the Banner Oracle database and application servers.
 - Access and Security
 - Backup and restore of data
 - Resource allocation - disk, CPU, memory, etc.
 - Performance tuning of database system
 - Handling alerts – monitor, investigate, resolve
 - Troubleshoot and resolve problems
- Installation, maintenance, upgrades and problem resolution for Banner software Banner Database and Application Servers:
 - Install software and keep upgrades current for supported instances:
 - SSA Instances (shared by multiple campuses, with no campus specific data)
 - Seed
 - Training
 - Campus Instances (**Campuses reserve the option to apply upgrades and develop in non production instances of Banner on their own time frame.**)
 - Production
 - Production accrual
 - ODS (as applicable)
 - Test
 - Development
 - Maintenance and Problem Resolution – ensure proper availability of the database.
 - Security
 - Backup and restore of data
 - Resource allocation - disk, CPU, memory, etc.
 - Background process availability
 - Performance tuning of database system
 - Handling alerts – monitor, investigate, resolve
 - Troubleshoot and resolve problems

Hosting Team responsibilities:

- Must provide contacts needed to support DBA and System services. See Appendix A: Contact.
- First line DBA and System Administration support
- Provide
 - 10 minute response to production down situations in normal business hours
 - 30 minute response to production down situations during off hours
- Work with the campus to schedule maintenance and upgrades
- Downtime for maintenance and upgrades will be done outside of normal business hours of 7:00am to 6:00pm, with advanced notification and approval by the campus.
- Monitor database and Banner performance and recommend hardware configuration or upgrades as necessary
- Provide consultation to campus applications analysts as they develop procedures and scripts.
- Hosting Team will move campus developed procedures, scripts, forms, etc. to production after appropriate campus approvals have been secured.
- Hosting Team will prepare and test a Disaster Recovery Plan for the Oracle/Banner environment.
- Systems Administration
 - Administrators to work with the hosting providers to ensure that they maintain operating and network systems:
 - Upgrades
 - Security
 - Backups/restores of file system
 - Performance tuning
 - Resource allocation
 - Handling alerts – monitor, investigate, resolve
 - Troubleshoot and resolve problems
- Hosting Team must notify the campus whenever their primary or secondary contact takes leave, at least one week in advance when possible. If one week notice is not possible, then notification should be as soon as possible.
- Hosting Team will promptly notify campus when a password is changed for a “shared account.” (A “shared account” is one used by more than one user.)

Campus responsibilities:

- Must provide campus contacts. See Appendix A: Contact.
- Campus is fully responsible for functional support, including support that could be defined as “functional technical.”
- Campus enhancements to Banner – Campuses are encouraged to use Banner at the UNC Alliance baseline. When campus enhancements are required, they need to be approved through the proper campus channels.
 - Require that the Hosting Team be a part of the campus customization project team to provide guidance and to ensure best practices are followed for database modifications, testing and documentation.

- Campus must provide the Hosting Team with documentation for the installation of enhancements in advance of their installation in production.
- For changes to the Payroll application the change control procedure defined by the Shared Service Center must be adhered to by the campus.
- Campus must test and sign off on all upgrades or enhancements before they will be moved to production
- Schedule and reserve a recurring maintenance window for monthly and quarterly downtime.
For example “The the third weekend of each month, from 6pm to midnight, are reserved for maintenance.”
 - Note that just because a maintenance window was scheduled does not mean that it would have to be used.
 - Note that the maintenance would still need to be scheduled in advance, and agreed upon by the campus and the Alliance.
- Work with Hosting Team to schedule maintenance and upgrades
- Provide Hosting Team with remote system access (VPN, etc.)
- Identify production schedules for Hosting Team (such as registration, year end, etc) which are high profile with low tolerance for error events
- Campus must follow a Hosting Team approved protocol for handling issue resolution. See Appendix B: Banner Problem Resolution.
- Licensing and maintenance costs – It is the campus responsibility to provide current software and system licenses required for Hosting Team services.
- Campus monitors performance and escalates issues immediately to the Hosting Team contact.
- Campus is responsible for the administration of all ancillary applications.
- Campus must work with the Hosting Team to test a Disaster Recovery Plan for the Oracle/Banner environment
- Campus must notify the Hosting Team whenever their primary or secondary contact takes leave, at least one week in advance when possible.
- Campus will promptly notify the Hosting Team when a password is changed for a “shared account.” (A “shared account” is one used by more than one user.)

Dispute Resolution Procedures

- Dispute resolution will follow the normal management chain of command.

Evaluation:

- Campus will provide annual performance evaluation of the Hosting Team based on services outlined in SLA.

Intellectual Property and Confidentiality/Security Issues:

- Hosting Team will adhere to all state and federal privacy regulations
- Hosting Team will not share data and files among campuses unless permission is formally granted by the campus owner.
- Non-disclosure agreements will be required by **both parties**.

Agreement Period and Termination:

- Campus must be willing to commit to the agreement for one year.
- Campus must give six months' notice of termination intention.
- Term of current agreement: July 1, 2013 – June 30, 2014

Signatures:

Alliance representative:

Name: Paul Hudy

Signature:  Date: 4/24/2013

University of North Carolina Asheville campus representative:

Name: Jeff Brown

Signature:  Date: 4/25/13

Appendix A: Contacts

UNCGA	Contact	Email	Phone
Associate CIO, IT Administration and Infrastructure	Paul Hudy	aegapmh@northcarolina.edu	919-962-4583
Hosting Team DBA Contact	Chris Stefanick	stefanic@northcarolina.edu	919-290-2744
Hosting Team System Administrator Contact	Terry Mayer	twmayer@northcarolina.edu	262-613-7028

UNCA	Contact	Email	Phone
CIO	Jeff Brown	jbrown@unca.edu	828-250-2350
Primary	Mary Culbertson	mculbertson@unca.edu	828-232-5007
Secondary	Adrienne Oliver	aoliver@unca.edu	828-232-5005

Appendix B: Banner Problem Resolution

This appendix details the steps for resolving a problem in the Banner environment for the Banner Hosted campus specifically in regards to the working relationship with the UNC Shared Services Alliance Hosting Team.

Communication initiating work for the Hosting Team is to be made by Campus Primary or Secondary Contact. After work has been initiated, any Hosting Team personnel assigned to the problem may contact any campus personnel, and vice versa, as needed to resolve the problem quickly and efficiently.

Please Note: In the Banner Problem Resolution Procedures below it is understood that the campus functional technical representative will follow the steps as outlined below, and if necessary engage other campus personnel to assist them, to attempt to correct the problem before engaging the Hosting Team, unless the problem is deemed critical, i.e. production is down.

Banner Problem Resolution Procedure

1. The campus functional technical representative is to examine the problem and attempt to replicate and/or resolve the problem.
 - a. If the problem is deemed critical (e.g. production is down), the Hosting Team is to be contacted immediately.
 - b. If the functional technical representative can resolve the issue, they are to do so.
 - c. Attempts to replicate the problem should include trying another computer, another browser, as another user, and also another database instance to help identify the nature and scope of the problem.
 - d. If it is a known problem and if the functional technical representative can resolve it, they are expected to resolve the problem.
 - e. If it is a known issue, but they can not resolve it, they are to contact the Hosting Team for assistance to resolve the problem.
2. If it is a not a known issue, the campus functional technical representative is to determine if it is a problem they can resolve unaided.
 - a. If they can not resolve the issue without the help of the Hosting Team, they are to contact the Hosting Team.
 - b. If the campus functional technical representative believes they might be able to resolve the problem, or they are not sure, then they are to contact Ellucian.
 - i. If, with the help of Ellucian they can resolve the problem, they are to do so.
 - ii. If, with the help of Ellucian they determine they can not resolve the problem, they are to contact the Hosting Team, and inform them of the open Service Request with Ellucian.

Appendix C: Security Compliance and Standards

Compliance with local, State (ITS), and Federal Security Architecture and control guidelines will be closely followed to meet or exceed established standards. Any UNC System or Alliance Hosting Team Security Architecture baselines or standards for operation and access controls of the Banner Hosted Environment, will also meet or exceed those established standards.

(Security Architecture baseline or Standards manual to be inserted here)

The campus' change management procedures will be followed when any changes are made to the PRODUCTION environment.