UNC Shared Services Alliance

Remote Data Base Administration

Service Level Agreement
For UNC-Wilmington

Description:
The Alliance DBA Service Level Agreement shall provide the campus with core database services to enable a stable and secure data base environment for their Banner systems. This shall include primary or secondary DBA support as contracted by the campus. The campus and the Alliance will work together to create the remote DBA services communications plan which will become part of the annual SLA contract.

- Installation, maintenance, upgrades and problem resolution for Oracle
  Oracle Database and Application Servers:
  Install software and keep upgrades current.
  Maintenance and Problem Resolution – ensure proper availability of the database.
  - 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
  Banner Database and Application Servers:
  Install software and keep upgrades current for supported instances:
  - Seed Database – starting point for new installs and upgrades
  - Prod (cash for fin)
  - Prod accrual (for fin)
  - Reporting (eventually replaced by ODS?)
  - Test (at prod level for functional users)
  - Dev at prod level for technical
  - Training (current vs new level)
  On Demand
  - Test at new level
  - Dev at new level
  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

Campus Benefits:
- Primary Support
  - Campus may be relieved of burden of DBA support for their campus
  - Campus staff can concentrate on application requirements and other business needs
  - Cost to campus may potentially be less than that of dedicated staff
  - Consistent DBA support through availability of Alliance staff
  - Will assist in satisfying audit requirements of separation of duties.
  - Provide resource for DBA skills transfer

- Secondary Support
  - Provide continuity of DBA support to cover planned absences and emergency situations
  - Provide resource for DBA skills transfer
  - Provide familiarity with campus needs and architecture (hardware & software environment)
  - Provide insurance policy in event of loss of campus DBA resource

Alliance Remote DBA responsibilities:
- Primary Support provides
  - Bi-monthly site visits
  - First line DBA support
  - Provide 30 minute response to production down situations to allow for the ability to handle several emergencies at one time
  - Downtime for maintenance and upgrades will be done outside of normal business hours of 7:30am to 5:30pm, unless a mutually agreed upon time for maintenance is announced ahead of time.
  - Monitor database and Banner performance and recommend hardware configuration or upgrades as necessary
  - Provide mechanism for problem identification, tracking, resolution and reporting.
  - Provide consultation to campus applications analysts as they develop procedures and scripts.
  - DBA will move campus developed procedures, scripts, forms, etc. to production after appropriate campus approvals have been secured.
  - Hours per week 20

- Secondary Support provides
  - Quarterly site visits
  - Assists campus DBA as needed
  - Backup support to the campus DBA in the event the DBA is out
  - Mentoring for campus staff
  - Installation and upgrade of new releases in seed, test and prod
  - Hours per week 10

Campus responsibilities:

- Work with the Alliance to develop a communications plan to facilitate remote DBA services.
- Campus will complete an annual plan for services.
- Systems Administration
    - Maintain operating and network systems
        - Upgrades
        - Security
        - Backups of file system
        - Performance tuning
        - Resource allocation
        - Handling alerts – monitor, investigate, resolve
        - Troubleshoot and resolve problems
- 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.
    - Primary DBA support will require that the DBA 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.
- Work with Alliance DBA to schedule maintenance and upgrades
- Provide Alliance DBAs with remote system access (VPN, etc.)
- Must provide a communications plan that identifies campus contacts needed to support remote DBA services
- Identify production schedules for Alliance DBA (such as registration, year end, etc) which are high profile with low tolerance for error events
- Campus must test and sign off on all upgrades or enhancements before they will be moved to production
- Campus must have an Alliance approved protocol for handling issue resolution to determine when the DBA is contacted and by whom
- Licensing and maintenance costs – It is the campus responsibility to provide current software and system licenses required for remote DBA services.
- Campus participation in selection of DBA staff
- Campus monitors performance and escalates issues immediately to the Alliance Technical Manager.

Dispute Resolution Procedures

- An Alliance level protocol needs to be developed to provide a mechanism for dispute resolution. **–This needs to be fleshed out further.**

Evaluation:
- Campus will provide annual performance evaluation of DBAs based on services outlined in SLA.
- Annually survey campuses to determine customer satisfaction.

Intellectual Property and Confidentiality Issues:
- DBAs will adhere to all state and federal privacy regulations
- DBAs 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 Participation Levels and Termination (amended from standard agreement):
- Campus must be willing to **initially commit to the remainder of the fiscal year.**
- **Campus will evaluate services at the end of the fiscal year to decide if service renewal is required.**
- **Campus will otherwise give 30 days notice prior to terminating agreement**
- Campus must give six months notice for moving from primary support to secondary support.
- Campus can move from secondary to primary at any time within the agreement, but will be assessed prorated charges.

Remote DBA Services Communication Agreement:
- Contains but not limited to the following items:
  - Identification of service coverage (days and times)
  - Protocol for requesting services (planned and emergency)
  - Identification of campus contacts and Alliance contacts
  - Identify obstacles in providing/receiving services
  - Provide periodic report of service usage
  - Process to provide change management tracking

Cost:

DBA - 4 FTE
- $57,000 per campus to fund primary support.
- $28,500 per campus to fund secondary support
- **$19,000 prorated amount for term 3/1/12-6/30/12**

Signatures:

Alliance representative:

Name: _JoAnn Pearson_

Signature: _JoAnn Pearson_ Date: _2-29-12_

Campus representative:

Name: MARY E. FORSYTHE, C.P.M.
    UNCW DIRECTOR OF PURCHASING

Signature: _Mary Forsythe_ Date: _2-28-12_

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