FAU
FLORIDA ATLANTIC UNIVERSITY

Northern Computing Services
Information Resource Management
5353 Parkside Drive
Jupiter, FL 33458
Tel: 561.799.8514
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Service Level Agreement
Between
Information Resource Management
And
Division of Facilities

This Service Level Agreement (SLA) is between Northern Computing Services (NCS) a unit of Information Resource Management and the Division of Facilities.

Purpose:

The purpose of this unit Service Level Agreement is to establish a guideline and procedure to better define the scope of responsibilities for placing one server supporting the Florida Atlantic University Division of Facilities, in the NCS server room located in Building RF, Room 219 on the John D. MacArthur Campus at Jupiter.

Cancellation:

This agreement will be nullified if either party request cancellation and/or a party failed to fulfill their obligation set forth under this agreement.

IRM/NCS will agree to:

- Provide network connects for the system.

- Provide AC Power for the system.

- Provide rack space for the server in RF 219.

- IRM/NCS staff have no access whatsoever to the system. All access for systems management will be by authorized Division of Facilities Personnel.
- There are <u>NO</u> Disaster Recovery (DR) systems available for this service.
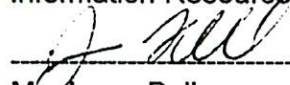
Current System configuration:

Make & Model: HP Proliant DL360 G6
Number of Processors: 2 Intel Quad Core 2.53GHz
Memory size: 32 GB
Hard drive(s) size: 3 TB
OS version: vShpere 4 Enterprise
Serial #: USE027N408
FAU Tag #: TBD as of 11/10/2010

The Division of Facilities will agree to:

- To make sure all applications components are working properly.

- To install all necessary applications and data base files.

- Provide all Systems Management of the Systems IRM/NCS Staff have no access.

- To maintain applications and data installed on the server; provide application level patches; contact application vendor as needed.

- To cover cost associated with all hardware and software related upgrades, SSL Security Certificates, maintenance contracts, and repair cost.

- To be the primary point of contact with all users.

- Backup all data files and applications to development/test boxes for business continuity and risk mitigation.

- To create/delete/modify user access and privileges for ALL applications installed on the system.

- To purchase hardware maintenance contract after hardware warranty period expires.

- Designate an individual as the primary point of contact to work with NCS staff.
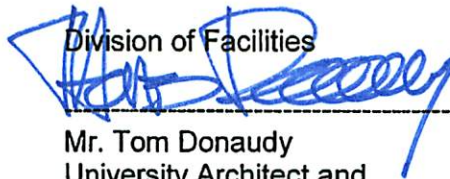
I hereby acknowledge this Service Level Agreement.

Information Resource Management

_____
Mr. Jason Ball
Chief Information Officer

Date Signed: 12/14/10

Division of Facilities

_____
Mr. Tom Donaudy
University Architect and
Vice President for Facilities

Date Signed: 12.14.2010

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