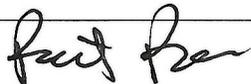
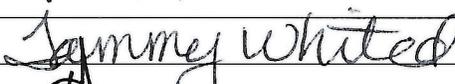
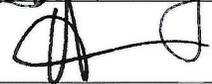


Roll-up Service Level Agreement for IT Services at Fermilab

GENERAL			
This document is under the Change Management Control Policy.			
Description	Roll-up Service Level Agreement for IT Services at Fermilab		
Purpose	Executive summary of IT services, service levels, responsibilities and terms and conditions.		
Applicable to	All IT Services		
Supersedes	N/A		
Document Owner(s)	Service Manager Service Level Manager	Owner Org	Computing
Effective Date	11/20/2014	Review Date	Annually

DOCUMENT APPROVALS			
By signing below, all parties agree to the terms and conditions described in this Agreement.			
Name	Title	Signature	Date
Computing Sector :			
Rob Roser / Jin Chang	Chief Information Officer or Deputy		12/30/14
Tammy Whited	Service Manager		12/23/14
Panagiotis Spentzouris	Scientific Computing Division Head		12/30/14
Jon Bakken	Core Computing Division Head		12/29/14
Senior Fermilab Leadership:			
Timothy Meyer	Chief Operating Officer		01/05/2015

Purpose

This document is a high-level overview of some services provided by the Office of the CIO, Core Computing Division and Scientific Computing Division. It will communicate services and their service levels that Computing is capable of managing based on current funding. Signature by laboratory executive management indicates agreement that these services have been reviewed and communicated and agreement that these services are what are currently provided and used by Fermilab users.

Scope of Services

Fermilab provides computing services that are consumed by Fermilab users. This service level agreement has been aggregated into a summary format for the services we are certifying for ISO20000 and includes: Service Desk, Desktop, FermiMail, Central Web Hosting, Database Hosting, Video Conferencing, Network Storage, Network Services, Backup and Restore Services, Scientific Data Storage and Access, Engineering Support, Data Center Services, Scientific Collaboration Tools and Scientific Computing Systems. Appendix A includes details regarding incident and request response and resolution times. Appendix B includes links to the detailed service level agreements for the services outlined in this document. Appendix C includes a list of internal computing services that support these Fermilab user services.

Assumptions and Disclaimers

The service levels described in this document apply for support of services consumed at the local (Batavia, IL) campus and do not specifically cover remote Fermilab sites. The service availability and support levels are the target service levels that were identified based on the current service implementations, resources and a high-level assessment of historical performance. Service performance will be evaluated against these levels going forward to validate each service's ability to deliver at these levels and to initiate investigation of any identified gaps to identify causes, correct them, and possibly adjust these service levels as needed in the future. For a more detailed evaluation or understanding of the service level for a specific service, please review the applicable service level agreement.

Services Summary

Service Desk

- **Description:** Provides a single point of contact for questions, technical incidents, service requests, user communications and account creation and authorization tasks.
- **Entitlement:** Online access to Service Desk web application, phone, walk-in, and remote access support
- **Support Availability:** Mon. through Fri., 8 a.m. to 5 p.m., excluding lab holidays. Critical incidents are handled by on-call rotation 24x7.



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- Service Availability: The Service Desk web application, ServiceNow, is available 24x7, 365 days per year.

Desktop Services

- Description: Provides desk-side and remote services for troubleshooting and software installation
- Entitlement:
 - Standard secure desktop configuration
 - Ability to purchase standard and customized Windows and Macintosh hardware platforms (desktops and laptops) and associated application software
 - Provide loaner systems that can be borrowed for up to two weeks
 - Support for non-managed printer purchases, print driver output configurations, and other Fermilab owned desktop peripheral devices
 - Limited advisory and support for email configuration and access to Fermilab network for handheld mobile devices such as iPhone and a limited selection of Android and Windows Mobile devices and tablets designated for specific department(s) operational purposes
- Support Availability: Mon. through Fri., 8 a.m. to 5 p.m., excluding lab holidays
- Service Availability: Mon. through Fri., 8 a.m. to 5 p.m., excluding lab holidays

FermiMail

- Description: Provides integrated email and calendaring services that are client- and web-accessible on all supported operating systems and browsers
- Entitlement:
 - Employees receive email as part of their employee account provisioning and are given 1GB with a maximum of 2GB of disk space. While this will meet the requirements for most email users, requests for additional email space can be submitted for evaluation.
 - Contractors and Visitors can receive an email account upon request and are given 128MB of disk space.
- Support Availability: Mon. through Fri., 8 a.m. to 5 p.m., excluding lab holidays
- Service Availability: 24x7, 365 days per year

Central Web Hosting

- Description: The Central Web Hosting Service provides an enterprise-level web service based on Apache and IIS Web Servers
- Entitlement: Provides an enterprise-level web hosting service for all employees and certain visitors wishing to serve content on the Internet.
- Support Availability: Mon. through Fri., 8 a.m. to 5 p.m., excluding lab holiday
- Service Availability: 24x7, 365 days per year

Database Hosting

- Description: Provides Oracle, SQL Server, PostgreSQL and MySQL database hosting for the laboratory.
- Entitlement:
 - Oracle is available for applications which require Oracle databases and/or require minimal downtime, high availability and escalated vendor support (escalated support provided by Oracle).
 - SQL Server is available for applications which require SQL Server databases and/or require minimal downtime, high availability and escalated vendor support (escalated support provided by Microsoft).
 - PostgreSQL and MySQL are open-source solutions available when escalated vendor support is not required and maintenance costs associated with proprietary databases is deemed undesirable or cost prohibitive.
- Support Availability: Mon. through Fri., 8 a.m. to 5 p.m., excluding lab holidays for Oracle, SQL Server, PostgreSQL and MySQL standard support. 24x7 support for critical Oracle, SQL Server and PostgreSQL databases is available with negotiated enhanced support via 24x7 monitoring/alerting and on-call rotation. 24x7 support for MySQL is currently not available.
- Service Availability: 24x7 for Oracle, SQL Server, PostgreSQL and MySQL.

Video Conferencing

- Description: Provides support to facilitate video and audio communication for on-site or with off-site collaborators. Service offering includes provisioning and governance of phone and web collaboration services via ReadyTalk. It also facilitates preparation for special requests and includes consulting and design for new installations. Liaisons are established in areas that have video conference equipment.
- Entitlement: Audio and Web Conference meetings
- Support Availability: Mon. through Fri., 8 a.m. to 5 p.m., excluding lab holidays. Off-hours and weekend support is negotiable.
- Service Availability: Mon. through Fri., 8 a.m. to 5 p.m., excluding lab holidays

Networked Storage

- Description: Provides storage options for organization file storage and backup and restore options depending on the storage option selected.
- Entitlement: Storage Options include SAN, NAS, AFS.
- Support Availability: Mon. through Fri., 8 a.m. to 5 p.m., excluding lab holidays
- Service Availability: 24x7, 365 per year

Network Services

- Description: Provides network infrastructure and support for the Fermilab campus, wireless access to the Fermilab network and guest access to Fermilab Internet.
- Entitlement:
 - Access to the Fermilab network including wireless and guest access to Fermilab Internet
 - Remote access to the Fermilab network through VPN
 - Support for wide-area networking and connectivity for remote experiments
- Support Availability: Mon. through Fri., 8 a.m. to 5 p.m., excluding lab holidays for client issues. Critical networking is handled by on-call rotation 24x7.
- Service Availability: 24x7, 365 per year

Engineering Support Services

- Description: Provides lab wide engineering, design and manufacturing services.
- Entitlement:
 - Engineering services include installation, support and troubleshooting of computer-aided engineering (CAE) software packages such as Teamcenter, ANSYS, NASTRAN and COMSOL.
 - Design services include installation, support and troubleshooting of computer aided-design (CAD) software such as NX and AutoCAD.
 - Manufacturing services include installation, support and troubleshooting of computer-aided manufacturing (CAM) software.
- Support Availability: Mon. through Fri., 8 a.m. to 5 p.m., excluding lab holidays
- Service Availability: 24x7, 365 per year

Backup and Restore Services

- Description: Provides the infrastructure services for the backup and restore of user data on desktops and laptops
- Entitlement:

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- Network Access from onsite or VPN (if from offsite)
- A laptop or desktop running Linux (Scientific Linux Fermi or Red Hat Enterprise Linux), Mac OSX or Windows
- A service subscription
- Support Availability: Mon. through Fri., 8 a.m. to 5 p.m., excluding lab holidays
- Service Availability: 24x7, 365 per year

Scientific Data Storage and Access

- Description: Provides direct file-based tape storage, called Enstore, and disk cache storage, called dCache, (both tape backed and non-tape backed). These offerings have tiers of service that accommodate different needs of customers.
- Entitlement: Fermilab Experiments
- Support Availability: Mon. through Fri., 8 a.m. to 5 p.m., excluding lab holidays
- Service Availability: 24x7, 365 per year

Services New to this document in 2014

Data Center Services

- Description: Provides core services in support of operation of three computing centers and one communications room at Fermilab that together include over 28,000 square feet of space for computing equipment that provides Information Technology (IT) services.
- Entitlement: FermiLab Computing Professionals
- Support Availability: Mon. through Fri., 8 a.m. to 5 p.m., excluding lab holidays. Critical issues are handled by on-call rotation 24x7.
- Service Availability: 24x7, 365 per year

Scientific Computing Systems

- Description: Provides services to Fermilab experiments. It focuses on: maintaining a robust operating system and system infrastructure for hosting scientific applications, analysis and scientific computing workflows. This is accomplished through service offerings that include: product, operational and advisory services.
- Entitlement: Fermilab Experiments
- Support Availability: Mon. through Fri., 8 a.m. to 5 p.m., excluding lab holidays. Off-hours support for high-impact issues are negotiated with each experiment.
- Service Availability: 24x7, 365 per year

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Scientific Collaboration Tools

- **Description:** Provides solutions, software and consulting for a range of tools either developed at Fermilab or acquired from the public domain.
- **Entitlement:** Fermilab scientific community
- **Support Availability:** Mon. through Fri., 8 a.m. to 5 p.m., excluding lab holidays. High-impact issues may have an enhanced response agreement.
- **Service Availability:** 24x7, 365 per year

Appendix A. Incident and Request Response & Incident Resolution Times

Impact \ Urgency	Extensive Service is out for Enterprise	Significant Service is out for many users or degraded for Enterprise	Moderate Service is out for 1 user or degraded for many	Localized Service is degraded for 1 user
Critical <i>Based on event</i>	Priority - Critical Respond – 1 H Resolve – 5 H	Priority - High Respond – 4 H Resolve – 35 H (1.5 D)	Priority - Medium Respond – 8 H Resolve – 97 H (4 D)	Priority - Medium Respond – 8 H Resolve – 97 H (4 D)
High <i>Required</i>	Priority - High Respond – 4 H Resolve – 35 H (1.5 D)	Priority - High Respond – 4 H Resolve – 35 H (1.5 D)	Priority - Medium Respond – 8 H Resolve – 97 H (4 D)	Priority - Low Respond – 8 H Resolve – 172 H (7 D)
Medium <i>Important</i>	Priority - Medium Respond – 8 H Resolve – 97 H (4 D)	Priority - Medium Respond – 8 H Resolve – 97 H (4 D)	Priority - Medium Respond – 8 H Resolve – 97 H (4 D)	Priority - Low Respond – 8 H Resolve – 172 H (7 D)
Low <i>Desirable</i>	Priority - Medium Respond – 8 H Resolve – 97 H (4 D)	Priority - Low Respond – 8 H Resolve – 172 H (7 D)	Priority - Low Respond – 8 H Resolve – 172 H (7 D)	Priority - Low Respond – 8 H Resolve – 172 H (7 D)

Figure 1 Incident and Request Response, Incident Resolution

Note that the hours specified in the table are driven by the On-Hours Support defined for the service in question. Incident ticket response within 16 hours for a service with 8 x 5 support means response within 2 business days. Response within 16 hours for a service with 24 x 7 support means response within 0.67 calendar days.

The target goal is to meet the response and resolution times listed above at least 90 percent of the time. Breaches of the 90-percent target are reviewed, and resulting actions are documented by the Service Level Manager.

Appendix B. Service Level Agreement Document links

- [Foundation](#) (CS DocDB 4042)
- [Service Desk](#) (CS DocDB 4591)
- [Desktop Services](#) (CS DocDB 3716)
- [Managed Print](#) (CS DocDB 5254)
- [FermiMail](#) (CS DocDB 4310)
- [Central Web Hosting](#) (CS DocDB 4321)
- [Database Hosting](#) (CS DocDB 4664)
- [Video Conferencing](#) (CS DocDB 4313)
- [Networked Storage](#) (CS DocDB 4311)
- [Network Services](#) (CS DocDB 4312)
- [Engineering Support Services](#) (CS DocDB 5161)
- [Backup and Restore](#) (CS DocDB 4315)
- [Scientific Data Storage and Access](#) (CS DocDB 5032)
- [Data Center Services](#) (CS DocDB 5475)
- [Scientific Computing Systems](#) (CS DocDB 5316)
- [Scientific Collaboration Tools](#) (CS DocDB 5413)

Appendix C. Operational Level Agreement Document links

- [Authentication and Directory Services](#) (CS DocDB 4314)
- [Install, Move, Add, Change \(IMAC\) Services](#) (CS DocDB 4773)
- [IT Server Hosting](#) (CS DocDB 4316)
- [Virtual Server Hosting](#) (CS DocDB 4612)

Appendix D. Non-ISO Service Level Agreement Document Links

- [FermiWorks](#) (CS DocDB 5419)
- [Procurement Services](#) (CS DocDB 5378)

Appendix E. Glossary

- **Description:** Short description of service from customer point of view.
- **Entitlement:** Who can consume the service and what the service provides.
- **Support Availability:** When support resources are designed to be available to provide technical support. If an incident or request is opened after business hours, it will be handled the next business day. Only certain services provide support after business hours of 8x5.
- **Service Availability:** Describes the timeframe that a service is generally available for consumption. It does not mean support is available during that same timeframe; support



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availability must be referenced for that information. Each service level agreement will define the availability target (i.e. percentage of uptime) for a specific service.