



# Database Services - Standard

## 1 General Overview

This is a Service Level Agreement (“SLA”) between \_\_\_\_\_ and **Database Services** to document:

- The technology services **Database Services** provides to the customer.
- The targets for response times, service availability, and maintenance associated with these services.
- The responsibilities of **Database Services** as a provider for subscription based services, hourly services or specific services.
- Processes for requesting services.
- Review and Reporting SLA process.

This SLA will be reviewed annually to assess hardware, software and procedural accuracy.

## 2 Service Description

### 2.1 Service Scope

The **Database Services** group offers complete packages of hardware, database software and database / system administration for MySQL, Oracle Service, PostgreSQL, and Microsoft SQLServer. This service provides three database environments that include Development, Quality Assurance (QA), and Production. This service includes database/system administration, database backups and recovery, and monitoring.

For more information, please visit the IST Service Catalog at <http://ist.berkeley.edu/services/catalog/database>.

### 2.2 Assumptions

- Services provided by **Database Services** are clearly documented in the IST Service Catalog - <http://ist.berkeley.edu/services/catalog>.
- All Subscription Services are provided on a recharge basis.
- At the discretion of **Database Services**, any services provided outside of scope of this Service Level Agreements are subject to an additional cost.
- The service includes 4 hours **annually** for Database Administration support. Major application upgrades including Database Administration consulting, Database Design and Administration for services outside of the scope of this Service Level Agreement are treated as hourly projects and billed at the **Database Services** hourly rate.
- Changes to services will be communicated and documented via the change notification process.
- Service will be provided in adherence to any related policies, processes and procedures.
- Scheduling of all service related requests will be conducted in accordance with **Database Services - Standard Level Service Level Agreement**.
- In the event of a disaster or if the Data Center is not accessible, applications will be restored in priority order per the Emergency Operations Center direction.

## 3 Roles and Responsibilities

### 3.1 Parties

Parties	Name	Contact Information	Phone
Database Services – Infrastructure Services	Walter Stokes, Manager, Database Administrators	<a href="mailto:walter@berkeley.edu">walter@berkeley.edu</a>	510-664-4084

Last Update: 07/01/2015

Last Review Date: 07/01/2015



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<i>Customer Technical Contact</i>			
<i>Customer Billing Contact</i>			

### 3.2 Database Services Responsibilities

**Database Services** responsibilities and/or requirements in support of this Agreement include:

- Appropriate notification to Customer for all scheduled maintenance via the IST System Status Page - (<http://systemstatus.berkeley.edu>).
- The application owner, technical contacts, and other outage contacts, as defined on the IST **Database Service's** Customer Contacts website, will be notified by email for planned maintenance and service outages.
- Prod, Dev & QA are monitored Monday-Friday 8am-5pm excluding holidays and campus closures. During these hours, response time to a page is 15 minutes.
- Production is monitored for outages 7x24 with 90 minute response time outside of the 8am-5pm window above.

### 3.3 Customer Responsibilities

Customer responsibilities and/or requirements in support of this Agreement include:

- Application owners must provide and maintain contact information at <https://dba-services.berkeley.edu/contacts/>.
- Application teams are required to perform application testing for all patches, upgrades, and database changes in a timely manner.
- Application teams are responsible for notifying application users of any service interruptions or outages.
- Availability of customer representative(s) when resolving a service related incident or request.
- Customer is responsible for providing a security contact and responding to SNS alerts with regard to their application.
- Customer must upgrade to the currently supported version of the software.
- Customers storing restricted data in their database must notify IST **Database Services**, register their application with Restricted Data Management, and ensure that their application follows best security practices.
- Everyone with a database login will need to review on an annual basis the campus Information Technology Security Policy, the Computer Use Policy and the requirements for desktops/laptops or servers that access databases.
- Prompt payment or provisioning of appropriate chartstring.
- Provide a designated department-billing contact.
- Security contact approves accounts and permissions and is typically the same contact as the Data Owner.
- Submit service requests through appropriate trouble ticketing system by sending email to [dbticket@berkeley.edu](mailto:dbticket@berkeley.edu).
- The application support group will triage all end user and development team issues to identify the root cause of the problems and engage the application vendor if applicable, prior to contacting **Database Services**.

## 4 Database Services Contact Information

There are two methods of contacting **Database Services** to initiate services:



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### 4.1 Email the IST Service Desk ([servicedesk@berkeley.edu](mailto:servicedesk@berkeley.edu))

Telephone contact is available during normal hours of operation, 8:00 p.m. to 5:00 p.m., Monday through Friday. Messages left after normal business hours will be processed the following business day.

### 4.2 Phone the IST Service Desk (510-664-9000, 1, 1, 1)

Telephone contact is available during normal hours of operation, 8:00 p.m. to 5:00 p.m., Monday through Friday, except University holidays, and announced University closures. Messages left after normal business hours will be processed the following business day.

## 5 Hours of Coverage, Guaranteed Service Availability, Response Times & Escalation

### 5.1 Hours of Coverage

- **The Database Group's** normal hours of operation are 8:00 a.m. to 5:00 p.m., Monday – Friday except University holidays, and announced University closures.

Customers should email requests to [dbtickets@berkeley.edu](mailto:dbtickets@berkeley.edu) to open a Footprints ticket.

- Requests can be submitted 24 hours a day, 7 days a week. After hours, requests submitted will be processed during the next business day.

#### 5.1.1 *Guaranteed Service Availability*

Guaranteed service availability defines the percentage of time this service is guaranteed to be in production (database services online and accepting connections), with the exception of scheduled maintenance, and within service availability hours.

The **Database Services** group guarantees service availability at a minimum of 99.5% (percentage excludes 40 hours of scheduled yearly maintenance) for the following service availability hours:

- Production 24 hours a day, 7 days a week
- Non-production 8:00am to 5:00 pm, Monday-Friday except University holidays and announced University closures

#### 5.1.2 *Incident Support Hours, Response Times, and Reporting*

A **Database Services** incident means any interruption of the normal function of the production database, or if the production database is severely malfunctioning.

The **Database Services** group will respond to an incident within ninety minutes (90), Monday-Friday 8am-5pm excluding University holidays and announced campus closures, after receipt of notification from the Service Desk.

*To report a Database Incident, please create a ticket and phone the IST Service Desk:*

#### **Ticket:**

- Email [dbticket@berkeley.edu](mailto:dbticket@berkeley.edu) to create a Footprints ticket automatically, *OR*
- Create ticket using the Footprints ticketing system as follows:
  - o Go to <http://footprints.berkeley.edu>



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At the *Home Page*, go to the *Project field* and select “*IST DBAs*”.

### IST Service Desk:

- All database incidents must be reported to the **IST Service Desk** as follows:
  - o Telephone 510-664-9000, 1, 1, 1

#### 5.1.3 *Prioritization*

The **Database Services** group will prioritize incoming incident requests as “urgent” priority if it meets any one of the following criteria:

- Number of departments or people affected.
- Academic and Administrative Calendar deadlines.
- Impact on the delivery of instruction.
- Risk to safety, law, rule, or policy compliance.

#### 5.1.4 *Service Requests*

A service request means a request made by a customer to the **Database Services** group for a service as published in the IST Service Catalog. Service requests will be processed after receipt within four (4) business hours, Monday – Friday, 8:00 a.m. to 5:00 p.m., except University holidays, and announced University closures. Service Request changes will be made during service request support hours.

To request a **Database Service**, please create a ticket using the following method:

**Create ticket using the Footprints ticketing system as follows:**

Email [dbticket@berkeley.edu](mailto:dbticket@berkeley.edu),

OR

Go to: <http://footprints.berkeley.edu>

At the *Home Page*, go to the *Project field* and select “*IST DBAs*”

## 5.2 Escalation

### 5.2.3 *Scheduled Service*

If a service request is not implemented or scheduled with the response times outlined above, customers may escalate the request by contacting the **IST Service Desk** at 510-664-9000, 1, 1, 1. Please refer to the service request ticket number before contacting.

### 5.2.2 *Service Level*

If you are not satisfied with the level of service on a request, contact the **IST Service Desk** at 510-664-9000, 1, 1, 1. Escalation requests are categorized and processed as appropriate and will be responded to with the action taken.



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## 5.3 Information

If you have a question about a database service, please submit a request via the Footprints ticketing system by sending email to dbtickets@berkeley.edu or call the **IST Service Desk** at 510-664-9000,1,1,1.

## 5.4 Other Requests

Requests for service features and functions not yet implemented can also be submitted by sending email to **Infrastructure Services**: is-platform-help@lists.berkeley.edu.

## 5.5 Service Exceptions to Coverage

Exceptions	Parameters	Coverage
University Holidays	N/A	No coverage
Scheduled Maintenance(s)	<b>As scheduled by Database Services</b>	No coverage

## 6 Maintenance and Service Changes

The Change Management process within **Database Services** minimizes unintended service disruptions or other impacts to the Campus as a result of changes in the production environment. **Database Services** does this by monitoring, managing, and evaluating changes to maximize the service benefits to the customer, while minimizing the risks involved in making those changes. Support Hours for service changes at the **Standard Service Level** is 8:00 a.m. – 5:00 p.m., Monday through Friday, except University holidays, and announced University closures. Please note that some maintenance work may cause service disruptions.

All **Database Services** related services, maintenances, and Campus outages are published at IST System Status page (<http://systemstatus.berkeley.edu>).

There are three categories of service changes:

- Planned Maintenance:** Planned service maintenance is approved work that is planned and scheduled prior to the change. **Database Services** will communicate (as needed) to the appropriate customer contacts prior to the scheduled change. Every fiscal year, 40 hours of time are reserved for maintenance to database hardware, operating systems, network, storage systems and database software. **Database Services** will email the designated Technical and Application Owner contacts with one-week’s advance notice prior to scheduling patch application or database maintenance for:
  - Non-critical patches are scheduled on a quarterly basis.
  - Database maintenance is scheduled during business hours.
  - Application teams should anticipate upgrading database versions every 2-3 years.
  - **Database Services** will provide a three-month window for application testing.
  - **Database Services** will not support versions of database software that are no longer supported by the vendor.
  - **Database Services** will provide upgrade notifications 12 months before vendor support ends.
- Unplanned Maintenance:** Unplanned production maintenance is priority work that is unplanned due to an urgent repair, patch or update to prevent failure. Unplanned production maintenance will be given priority (and communicated immediately). Critical patch notification is determined by the nature of the problem and may be scheduled in less than one day. As such, critical security or break-fix patches are applied as needed. If possible, **Database Services** will email the Technical and Application Owner



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contacts as soon as possible to coordinate the application of these patches.

- **Emergency Service Change:** An emergency service change is defined as a service failure that affects the entire campus or significant number of users that requires immediate repair. All Emergency Service Changes are communicated to the appropriate **Database Services** contacts to determine necessary communication steps. Emergency service announcements are also communicated usually the day of the service failure. Off-hours service failures are communicated the following business day.

## 7 Rates

### 7.1 Rate Process

Recharge rates are calculated by IST to achieve cost recovery and approved by the Campus Recharge Committee based on campus recharge policies  
<http://controller.berkeley.edu/recharge/Policies/Rechargepolicy.pdf>

### 7.2 Charges

Customers will be billed monthly.

Customers may terminate the service at any time without charge with 30 days advanced notice. No refunds will be issued for unused database services.

Any billing questions should be directed to [istbill@berkeley.edu](mailto:istbill@berkeley.edu).

## 8 Reviewing and Reporting

This SLA covers the period from *July 1, 2015* to *June 30, 2016*, and will be reviewed and revised at the end of this period.

### 8.1 SLA Reviews

This Agreement will be reviewed annually or as otherwise needed.

**Database Services** maintains responsibility for the content of this document, and may amend it as required. All changes will be communicated to all affected parties.

## 9 Signatures

### *DEPARTMENT authorization*

Signature:	
Date:	
Name:	
Title:	
Department:	
Phone:	



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Email:

### *UCB IST authorization*

Signature:	
Date:	
Name:	<b>Walter Stokes, Manager</b>
Title	Manager, Database Group
Department:	IST-IS
Phone:	<b>510-664-4084</b>
Email:	walter@berkeley.edu