

Domain Name Service Service Level Agreement (SLA) Vanderbilt Information Technology Services

1. Agreement

This agreement is to define Domain Name Service (DNS) provided to a customer. Typically, the agreement specifies service hours, availability, support levels or duration and any restrictions on support.

This Service Agreement (this Agreement) is made a general agreement effective December 1, 2008 between Information Technology Services (ITS) (hereafter referred to as Service Provider) and departments that have purchased this service (hereafter referred to as Customer) and establishes a commitment for providing virtual machines (Service) as detailed in this Agreement. This document clarifies both parties' responsibilities and procedures to ensure Customer needs are met in a timely manner.

1.1 Services Provided

The following service(s) are provided to the customer by this agreement.

- The service provider provides registration of qualified domain names for computer and servers affiliated with Vanderbilt University to represent Vanderbilt's presence on the internet. This includes names consisting of vanderbilt.edu, relevant VU-owned IP network reverse mapping domains, domains such as vanderbilt.org which has been obtained to protect names associated with Vanderbilt in the Internet domain name space, and some non-VU domain names for organization, groups or projects which support Vanderbilt's interests.
- If department request an MX record it is at the discretion of the service provider to provide.
- The service provider reserves the right to determine if and whom they will delegate Domain Name Service.
- The service provider has the right to keep DNS logs as long as they see fit.

1.2 Service Objectives

The processes in this Agreement for the DNS are followed during the service hours of 8:00 AM to 5:00 PM Monday through Friday (except university holidays). Incident response is worked 24 hours a day, seven days a week.

The standard maintenance window is on Sunday from 12:01 AM – 9:00 AM. Most planned outages will

occur during this window. Any other planned outages will be scheduled during the nights and weekends and with consultation with customers

The DNS availability goal is **99.9%** of the time during the defined service hours, excluding scheduled maintenance downtime or disasters outside of Service Provider's control.

1.2.1 Requesting Service

1.2.1.1 Incident Management and Service Goals

The Service Provider's designate or other knowledgeable staff member will respond by email or telephone to the Customer's incident within:

- 4 hours for issues classified as urgent.
- 1 business day for issues classified as normal priority, service request, or business inquiry.

1.2.1.2 Service Categories

Table 1: Service Categories and Escalation

Impact	Categories	Escalation and Procedure
Urgent	A component, application or critical feature is down and no work can be performed as a result.	Contact ITS Network Operation Center @ 322-2954 (24x7)(365)
Normal Priority	Anomalous system behavior or system problem that does not prevent work on the system.	Contact ITS Partner Support @ 936-4877 (8am – 5pm) Monday-Friday.
Service Request	Routine request for Maintenance.	Contact ITS Partner Support @ 936-4877 (8am – 5pm) Monday-Friday or https://its.vanderbilt.edu/dns_iprequest/
Business Inquiry	A question regarding a change to (new increased/decreased, disconnected) the contracted service.	Contact your Service Delivery Manager

1.2.1.3 Service Acquisition

The service is automated for computers using Dynamic Host Configuration Protocol (DHCP), or can be requested at https://its.vanderbilt.edu/dns_iprequest/. For more information, see: http://its.vanderbilt.edu/dns_policy.php.

1.2.1.4 Service Availability

Service Provider will make the service available 24 hours per day, all days of the year, with the exception of necessary planned interruptions for service, upgrades, and reconfiguration. The Service Provider will minimize the number and duration of these interruptions. The Service Provider will attempt to coordinate with all affected Customers to schedule the interruptions for times least disruptive to the Customers. The Service Provider will, except in cases of great urgency, provide the Customer with at least 3 business days prior notice of the interruption.

All customer requests for service and service calls should go through Partner Support at 936-4877.

The reporting of urgent incidents should be communicated through the ITS Network Operations Center at 322-2954.

1.2.2 Exclusions

The Service Provider cannot guarantee timeframes for the following situations:

- Systems that are defined as being in a disaster recovery state
- Issues involving client configuration

1.2.3 Escalation Procedures

All urgent incidents are reported to the Network Operations Center. Reporting and escalation of non-urgent incidents is as follows: notification is sent to Partner support. If not responded to, the Data Center manager is contacted. If not responded to, the Service Delivery Manager is contacted.

1.2.4 Outage Notifications

Planned outages are communicated to the customers affected by the outage by the Service Provider. Depending on the breadth of the outage and the impact, these communications may be done by phone call or by email using the contact information provided by the customer.

1.2.4.1 Planned Outages

The Service Provider will communicate planned outages to customers by phone call or by email at least 3 business days before the outage whenever possible. There may be case when a more immediate planned outage is required and the Service Provider will communicate that information as soon as we know we must have an outage.

1.2.4.2 Unplanned Outages

The Service Provider will communicate unplanned outages as time permits, to the first available customer contact by phone (or email if not available) within two hours of the outage.

1.2.5 Scheduled Maintenance

The services provided require regularly scheduled maintenance in order to meet the stated service windows and service level objectives. Although when possible maintenance will be performed from 12:01 a.m. to 9 a.m., much of the work required to maintain the Data Center must occur during normal business hours. This work, in most cases, does not cause an outage for the customer.

1.2.6 Constraints

- DNS service relies upon network connectivity being available.
- DNS service relies upon firewall rules allowing DNS traffic to pass through the firewall.

1.2.7 Security

Physical access to the data center is managed by the Service Provider's Network Operations Center. Access is restricted to authorized personnel and those escorted by authorized personnel. Authorized personnel who are not Service Provider staff are required to sign in each time they enter the Data Center and the time spent in the center is tracked. There are no exceptions to this rule. For additional information, please refer to [ITS Policy 100: Data Center Access](#).

1.2.8 Backup and Recovery

DNS data is kept in an Oracle database. The database is backed up nightly.

Each customer is responsible for developing, implementing, testing and maintaining a Business Continuity Plan for their responsible services.

2. Responsibilities

This Service Level Agreement (SLA) between [Customer] and the Service Provider establishes a commitment for DNS service as detailed in this Agreement.

The summary section defines the specific service level objectives for the service(s) provided under this agreement while the overview provides additional details on who the customers are that utilize the service(s).

2.1 Scope

The following service(s) are provided to the customer by this agreement.

- The Service Provider will monitor the DNS service for the customer.
- The Service Provider will communicate outages affecting the services.

The following services are not provided under this Agreement:

- The Service Provider does not offer or support Dynamic DNS (DDNS)
- The Service Provider does not support delegated sub domains.
- Until otherwise notified, private non-routable IP addresses (e.g. 10.0.0.0, 192.168.0.0) will not receive DNS by Service Provider

2.2 Customers

Any university department or division may utilize the DNS service.

2.3 Objectives

The primary goal of this Agreement is to obtain mutual agreement that the proper procedures, requirements and service levels are in place to provide consistent service support and delivery to the customer by the Service Provider(s).

The objectives of this agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities
- Present a clear, concise and measurable description of the services offered to the customer
- Match perceptions of expected service offerings with actual service support and delivery.

2.4 Service Level Reviews

This agreement will be reviewed on an interval no greater than one year by the Service Provider.

2.5 Service Requirements

2.5.1 Customer

The Customer will

- Adhere to the Electronic Communications Policy (HR-025)
- Follow appropriate procedures and requirements from the Network Security team

The Customer should

- Insure that all 3rd party applications are covered by a vendor maintenance agreement

2.5.2 Service Provider

The Service Provider will

- Maintain appropriately trained staff
- Communicate in writing issues regarding service levels, change management, etc.
- Meet response and resolution times
- Maintain hardware within standard life-cycle

2.6 Agreement Changes and the Dispute Resolution Process

Customers wishing to amend this agreement should contact the Service Provider. Requests for changes to this agreement will generally follow the flow outlined in the following graphic.

Change and Dispute Resolution Process

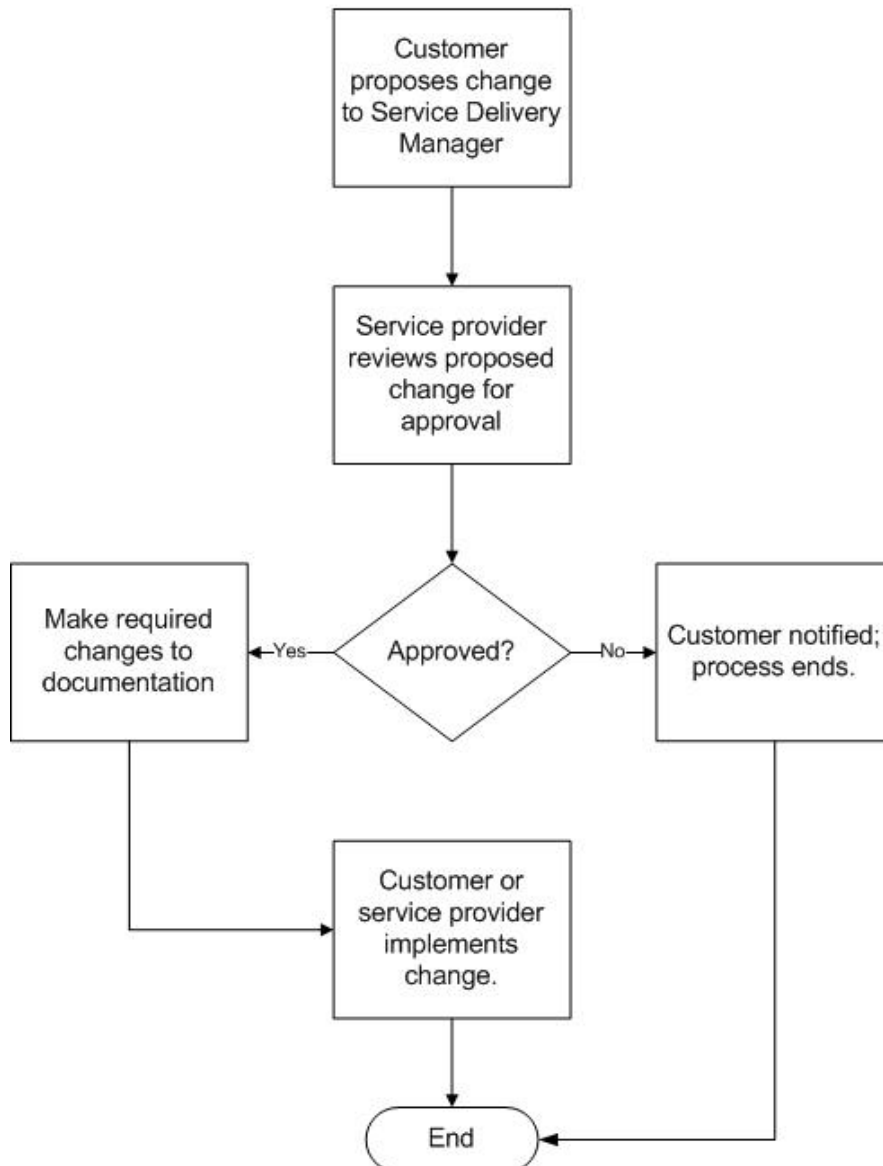


Table 2: Document Version and Revision

Date	Name	Version
2/21/08	John Osborne	1.0
2/26/08	John Osborne/Cathy Crimi/Dan Raymer	1.2
4/1/08	John Osborne	1.3
4/17/08	John Osborne/Cathy Crimi/Kevin McDonald	1.4
11/4/08	John Osborne/Cathy Crimi/Kevin McDonald/Dan Raymer	1.5
11/25/08	John Osborne/Cathy Crimi/Dan Raymer	1.5
12/10/08	Mike Tompkins	1.6