
CIT Service Level Agreement
between
the Center for Information Technology, NIH
and
IC/AGENCY
for fiscal year 2009
covering the following service(s):

Unix Hosting Services

Agreement Number:
DCSS-FY2009-IC-UNIXHOST-5S0001-03

Agreement Purpose and Summary Statement

This service level agreement formalizes the agreement reached between the IC/AGENCY (I), and the Center for Information Technology (CIT), National Institutes of Health, (NIH) for the following service(s):

Unix Hosting Services

This agreement details the roles and responsibilities of the parties involved to ensure efficient use of resources, effective communications, and mutual success.

Agreement Number and Authority

Agreement Unique ID: DCSS-FY2009-IC-UNIXHOST-5S0001-03

Agreement Authority: The parties to this agreement enter into this agreement with the authority of either the Economy Act (31 U.S.C 1535) and/or the Franchise Fund (31 USC 1501) /Revolving Fund (40 U.S.C. 321).

Parties to the Agreement:

Providing Agency: The Center for Information Technology, NIH
Providing Agency Mission: To provide, coordinate, and manage information technology, and to advance computational science.

Receiving Agency: IC/AGENCY
Receiving Agency Mission: Customer Specific

Agreement Dates, Renewal, and Termination

Agreement Period This agreement will be in force from 10/1/2008 until 9/30/2009.

Agreement Renewal This agreement is not automatically renewed.
 This agreement renews annually if agreeable to both parties.

Agreement Renewal Terms This Agreement is effective on the billing start date that is indicated on the attached Appendix B: SLA Cost Sheet and remains in effect until terminated in writing.

This agreement will be renewed at the *beginning of each fiscal year*, at the prevailing rates at renewal time.

Termination Period may terminate this agreement with a 60-day written notice.

CIT Termination Period CIT may terminate this service with a 60-day written notice.

Termination Terms: It is expected both parties participate in good faith negotiations before terminating this agreement.

Termination Consequences:

If either party fails to perform its obligations under this Agreement, and does not, within 30 days of receiving written notice describing such failure, agree to take measures to cure such failure, then this Agreement may be terminated forthwith.

In the event of termination of this Agreement, CIT will continue to be paid for any fees or expenses due for services delivered up to the date of termination. Failure to give CIT a 60 days written termination notice will allow CIT to be paid for any fees or expenses due for services delivered until proper termination is completed.

Agreement Documentation, Management, and Modification

The Service Level Manager (SLM) will own this document and retain primary authority for its creation, modification, accuracy, storage, and archiving. The SLM will be charged with distributing this document to relevant parties. The role of the Service Level Manager will be detailed later in this document.

For any change in resources the charges will be adjusted appropriately and this SLA will be amended to reflect the changes, at the then prevailing rates. All amendments must be approved in writing by both the customer and CIT.

This Agreement, along with its Appendices, constitutes the entire agreement between parties for the provision of services.

Agreement Payment, Terms, and Financial Data

Please see the Financial Section later in this document.

Agreement Approval

Both parties in this agreement will:

- Review this document for content and accuracy
- Affix appropriate signatures onto the signatories sheet
- Return this document to the Service Level Manager within ten days of receipt

Service(s) Summary

Service Names: **Unix Hosting Services**

Service Description:

UNIX Hosting Services provide a secure, SAS 70 audited environment with high availability configurations which includes patching, monitoring, and a dedicated customer coordinator. Basic and Enterprise-level configurations are available.

Unix Hosting Services provide centrally supported, dedicated and shared Unix servers in a fully managed, 24x7 hosted environment. Services include managed storage and backup, SSL certificates, network security architectures, application firewalls, load balancers, central web and database services in shared and dedicated configurations, and disaster recovery offerings

Service Responsibilities

For successful delivery of services, the following constraints, conditions, and assumptions must be addressed and resolved by all parties:

Responsibilities

1. Designate Points of Contacts (POCs) and provide contact information including name(s), phone number(s), and email addresses. This information will be used to communicate service related issues, coordinate efforts, and share other matters as necessary.
2. Participate in regularly scheduled service review meetings.
3. Any additional items as described below:

CIT Responsibilities:

The Center for Information Technology, NIH will provide service to meet or exceed performance requirements as documented in this agreement. CIT will also participate in regularly scheduled service review meetings, as well as ad-hoc meetings scheduled to address other service related matters.

Initial Service Delivery Period

This section is not applicable to this agreement.

Service Review Period, Process, and Deliverables

The Service Level Manager will schedule and facilitate mutually convenient and routine service review meetings to address the following:

1. Ensure the accuracy, integrity, and confidentiality of this document
2. Validate services are delivered in accordance with this agreement
3. Record issues concerning service delivery
4. Review service performance deliverables(detailed below)
5. Capture new requirements
6. Coordinate the change management process, when necessary
7. Explore practical and cost-effective improvements to or expansion of services
8. Assist in the creation and distribution of the following deliverables

Deliverable	Deliverable Period
SLA Review	Annually

Service Break Consequences and Follow-Up Procedure

The Service Level Manager will alert all parties to this agreement that a service break has occurred and will perform the following:

- a. Coordinate the creation of an action plan to resolve the issue (s) and communicate this plan with all relevant parties.
- b. Develop a revised service review meeting schedule to determine the issues, and to ensure they are addressed and/or resolved.

Service Related Roles, Responsibilities, and Contacts

CIT Contacts:

<p>CIT Operational Contact(s)</p>	<p>The CIT Operational Contacts are charged with the day-to-day management of service delivery. Any additional duties necessary to this agreement are defined below.</p> <hr/> <p>CIT Operational Contact(s) for this agreement:</p> <table border="1" data-bbox="521 514 1360 772"> <tr><td>Name</td><td></td></tr> <tr><td>Title</td><td>Application Coordinator</td></tr> <tr><td>Organization</td><td></td></tr> <tr><td>Address</td><td></td></tr> <tr><td>Phone</td><td></td></tr> <tr><td>Email</td><td></td></tr> </table> <p>Application Coordinator will interface directly with the customer application owner/operational contact(s) and CIT's Technical Operational contact. The coordinator will contact/meet the Customer periodically to discuss issues, and will be the first point of contact for any support problems needing escalation.</p> <p>Technical Operational contact (s) will manage the day-to-day service delivery.</p> <hr/> <table border="1" data-bbox="521 1123 1360 1413"> <tr><td>Name</td><td>Paula Moore</td></tr> <tr><td>Title</td><td>Unix Team Lead/Technical Operational Contact</td></tr> <tr><td>Organization</td><td>CIT/DCSS/Hosting Services Branch</td></tr> <tr><td>Address</td><td>12 South Drive, 12B, Rm. 2N207 Bethesda, MD 20892-5680</td></tr> <tr><td>Phone</td><td>301-402-1237</td></tr> <tr><td>Email</td><td>paula@mail.nih.gov</td></tr> </table> <p>Provide day to day management of service delivery.</p>	Name		Title	Application Coordinator	Organization		Address		Phone		Email		Name	Paula Moore	Title	Unix Team Lead/Technical Operational Contact	Organization	CIT/DCSS/Hosting Services Branch	Address	12 South Drive, 12B, Rm. 2N207 Bethesda, MD 20892-5680	Phone	301-402-1237	Email	paula@mail.nih.gov
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<p>CIT Service Level Manager</p>	<p>The Service Level Manager (SLM) will own this document and retain primary authority for its creation, modification, accuracy, storage, and archiving. The SLM will be charged with distributing the most up-to-date versions of this document to relevant parties. The Service Manager will also coordinate the process of obtaining the necessary signatures to officially accept this agreement.</p> <hr/> <p>The Service Level Manager for this agreement:</p> <table border="1" data-bbox="521 1770 1386 1946"> <tr><td>Name:</td><td>Carleen F. Akeem</td></tr> <tr><td>Title:</td><td>IT Specialist</td></tr> <tr><td>Organization:</td><td>CIT/DCSS/Application Services Branch</td></tr> <tr><td>Address:</td><td></td></tr> </table>	Name:	Carleen F. Akeem	Title:	IT Specialist	Organization:	CIT/DCSS/Application Services Branch	Address:																	
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Organization:	CIT/DCSS/Application Services Branch																								
Address:																									

	12 South Drive, Bldg. 12A, Rm. 4029 Bethesda, MD 20892
Phone:	301-496-7327
Email:	akeemc@mail.nih.gov

Document the terms in this agreement and update them as necessary.

CIT Service Owner

The CIT Service Owner has authority of a particular service including the ability to enter, negotiate, and terminate agreements. Other duties, if necessary, to this agreement are defined below.

The CIT Service Owner for this agreement:

Name:	Laura Bennett
Title:	Branch Chief
Organization:	DCSS/Hosting Services Branch
Address:	12 South Drive, Bldg. 12/2205 Bethesda, MD 20892
Phone:	301-435-5493
Email:	lbennett@mail.nih.gov

Overall management authority over the service(s) covered in this agreement.

CIT Financial Contact:

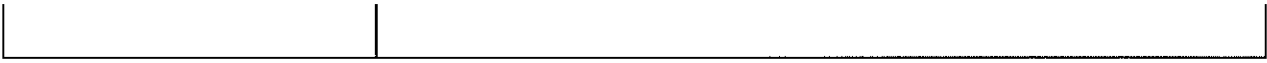
The CIT Financial Contact is charged with providing, developing, and distributing financial reports, statements, and other financials information relevant to this agreement. Other duties, if necessary, are defined below.

The CIT Financial Contact for this agreement:

Name:	Lisa Rigsby
Title:	Business Operations Support Specialist
Organization:	DCSS/OD/Business Office
Address:	12 South Drive, Bldg. 12A, Rm. 4031 Bethesda, MD 20892
Phone:	301-496-4420
Email:	rigsbyl@mail.nih.gov

Contacts:

<p>Operational Contact(s):</p>	<p>The Operational Contact provides resources to CIT to assist in the resolution of technical and non-technical issues affecting service delivery and end-user satisfaction. Any additional responsibilities, if necessary, are defined below.</p> <p>The Operational Contact for this agreement is:</p> <table border="1" data-bbox="521 428 1360 705"> <tr> <td>Name:</td> <td>Application Owner</td> </tr> <tr> <td>Title:</td> <td></td> </tr> <tr> <td>Organization:</td> <td></td> </tr> <tr> <td>Address:</td> <td></td> </tr> <tr> <td>Phone:</td> <td></td> </tr> <tr> <td>Email:</td> <td></td> </tr> </table>	Name:	Application Owner	Title:		Organization:		Address:		Phone:		Email:	
Name:	Application Owner												
Title:													
Organization:													
Address:													
Phone:													
Email:													
<p>Business Owner:</p>	<p>The Business Owner is ultimately responsible for the receiving agency (the customer) including the ability to enter, negotiate, and terminate this agreements. Other duties, if necessary, are defined below.</p> <p>The Business Owner for this agreement is:</p> <table border="1" data-bbox="521 1041 1385 1318"> <tr> <td>Name:</td> <td></td> </tr> <tr> <td>Title:</td> <td></td> </tr> <tr> <td>Organization:</td> <td></td> </tr> <tr> <td>Address:</td> <td></td> </tr> <tr> <td>Phone:</td> <td></td> </tr> <tr> <td>Email:</td> <td></td> </tr> </table>	Name:		Title:		Organization:		Address:		Phone:		Email:	
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Title:													
Organization:													
Address:													
Phone:													
Email:													
<p>Financial Authority:</p>	<p>The Financial Contact possesses the budget authority for entering service agreements. The Financial contact is also the responsible for determining the proper customer financial information, such as account codes, billing addresses etc, are accurately recorded in this document as well as ensuring the receiving agency (the customer) fulfills its financial responsibilities as detailed in this document.</p> <table border="1" data-bbox="521 1640 1385 1917"> <tr> <td>Name:</td> <td></td> </tr> <tr> <td>Title:</td> <td></td> </tr> <tr> <td>Organization:</td> <td></td> </tr> <tr> <td>Address:</td> <td></td> </tr> <tr> <td>Phone:</td> <td></td> </tr> <tr> <td>Email:</td> <td></td> </tr> </table>	Name:		Title:		Organization:		Address:		Phone:		Email:	
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Service(s) Availability

Service Availability is how, when, and where, end-users access the service.

has identified the following availability business needs, requirements, and critical success factors (CSFs) for the following service(s).

For **Unix Hosting Services** :

The Service is setup to meet commonly accepted industry standards and/or the customer requirements provided to the CIT Operational Technical Contact.

To satisfy these requirements, CIT will perform as follows:

For **Unix Hosting Services** :

Provide coverage for the hosted services under this agreement, 24 hours a day, 7 days a week. Provide the customer access to the Application Service Request (ASR) system which is a web-based facility that enables authorized customer staff to submit requests for services and resources or report problems to CIT/DCSS. The ASR system serves as the primary customer communication method for all (emergency or non-emergency) service requests and changes (<http://hosting.cit.nih.gov/asr/log.cfm>).

See Service Level Description: Service Availability section for additional details.

To assist CIT's efforts in meeting these requirements, will need to collaborate as follows:

For **Unix Hosting Services** :

The customer must provide CIT with 72-hour notice if off-hours availability is required. Describe all required hours of application availability, and provide emergency technical contact information. Coordinate version control of RDBMS and COTS software with CIT to ensure release levels are consistent with operation system levels.

To measure the effectiveness of service delivery, CIT will strive to meet the following metrics:

For service: **Unix Hosting Services** :

Availability Metric	Reporting Period	Target
Service Availability	Annual	99.9%
Available Resources	Annual	99.9%

Service(s) Capacity

Service Capacity addresses the speed, throughput, or capacities of the service(s).

has identified the following capacity business needs, requirements, and critical success factors (CSFs) for the following service(s).

For **Unix Hosting Services** :

The Service is setup to meet commonly accepted industry standards and/or the customer requirements provided to the CIT Operational Technical Contact.

To satisfy these requirements, CIT will perform as follows:

For **Unix Hosting Services** :

CIT will meet the commonly accepted industry standards and/or the customer requirements provided to the CIT Primary Operational Technical Contact.

To assist CIT's efforts in meeting these requirements, will need to collaborate as follows:

For **Unix Hosting Services** :

The customer must inform CIT of any expected surges in demand that might tax the services capacity.

To measure the effectiveness of service delivery, CIT will strive to meet the following metrics:

For service: **Unix Hosting Services** :

Capacity Metric	Reporting Period	Target
TBD		

Service(s) Continuity and Disaster Recovery

Service Continuity and Disaster Recovery address the service(s)' ability to recover from major, unpredictable, unpreventable events that either completely prevent or eliminate normal service delivery.

has identified the following service continuity business needs, requirements, and critical success factors (CSFs) for the following service(s).

Service: Unix Hosting Services

A return to normal service performance as soon as possible following a major disruption to service delivery.

See the Service Level Description: Service Operations Section for additional details.

To satisfy these requirements, CIT will perform as follows:

Service Continuity is the restoration of normal service delivery following a major event that has greatly diminished or eliminated CIT's ability to provide service, and is generally beyond CIT's ability to solve. Examples of this include building fires, natural disasters, terrorism and so forth.

The services provided under this SLA may be suspended in part or in full by the NIH Chief Information Officer (CIO), or other NIH or U.S. Government officials in the instance of unplanned, widespread, service-affecting issues, which, for reasons beyond all reasonable control, prevent CIT from discharging the responsibilities of the agreement. CIT will be considered to be in "reduced services mode" during instances of service-affecting issues which render the entire NIH enterprise unusable or severely degraded and which may require CIT's complete attention and effort, such as:

- A declaration of Red Threat Advisory Level (aka Code Red, Red Alert) from the Department of Homeland Security and/or the NIH Office of Research Services
- Severe weather which affects wide-area communication links, or prevents technicians from reaching their workplaces
- A Government shutdown, declared by the Office of Personnel Management
- Extremely pervasive viruses or
- A malicious and ongoing IT security threat.

To assist CIT's efforts in meeting these requirements, will need to collaborate as follows:

For service: Unix Hosting Services

The customer must work with CIT in developing a communications channel to be used during major events or disasters. The customer will work with CIT to restore service to normal levels.

If contracted, work with CIT to develop a plan for and conduct disaster recovery tests. (See Service Level Description)

To measure the effectiveness of service delivery, CIT will strive to meet the following metrics:

For service: Unix Hosting Services ;

Service Continuity Metric	Reporting Period	Target
Server Monitor and Support	Daily	24x7



Service(s) IT Security

Information Technology Service Security Management is the practice of maintaining the integrity, confidentiality, and availability of electronic systems, resources, and information. This includes security management such as preventing computer and system viruses, cracking passwords, data encryption, unauthorized access, and compliance to security standards.

has identified the following IT Security business needs, requirements, and critical success factors (CSFs) for the following service(s).

For service: Unix Hosting Services:

CIT will ensure the service meets all applicable U.S government standards for IT security including those for protecting PII.

See Service Level Description: Security Services for additional details.

To satisfy these requirements, CIT will perform as follows:

For service: Unix Hosting Services :

See Service Level Description: Security Services Section for additional details.

To assist CIT's efforts in meeting these requirements, will need to collaborate as follows:

For service Unix Hosting Services:

The customer will:

- Work with CIT to test security measures on a routine and ad-hoc basis.
- Abide by the proper use restrictions and all security procedures specified in NIH IT Security and NIH Data Center Users Guides. These user guides are located on the CIT website: <http://cit.nih.gov/security.html> and <http://publications.cit.nih.gov/category.asp?category=USGD>
- Ensure all users, who are granted access to the system, are made aware of their security responsibilities through annual security awareness training.

To measure the effectiveness of service delivery, CIT will strive to meet the following metrics:

For service: Unix Hosting Services

Security Metric	Reporting Period	Target
TBD		

Service Release Management and Deployment

Service Release Management and Deployment defines how services are built, delivered, and maintained. This may also include how the service is patched, updated, or otherwise modified in the testing and production environments.

has identified the following release management business needs, requirements, and critical success factors (CSFs) for the following service(s).

For **Unix Hosting Services**

Service Releases should occur during times of minimal demand, such as after core hours or on weekends unless otherwise specified by the customers. Every service release must have a back-out plan. Service Release will meet customer requirements as provided to the CIT Operational POC.

See

Service Level Description: Service Operations Section for additional details.

To satisfy these requirements, CIT will perform as follows:

For **Unix Hosting Services** :

CIT will strive to implement these releases to minimize impact to the customer's operations.

To assist CIT's efforts in meeting these requirements, will need to collaborate as follows:

For **Unix Hosting Services** :

The customer will assist CIT in determining optimal time to release changes into the live environment, and will share with CIT the responsibility of communicating the release information to the user community.

To measure the effectiveness of service delivery, CIT will strive to meet the following metrics:

For **Unix Hosting Services** :

Service Release Metric	Reporting Period	Target
TBD		

Change Management

Change Management defines how recommended changes to services are collected, recorded, tested, and approved before being released into the production environment.

has identified the following change management business needs, requirements, and critical success factors (CSFs) for the following service(s).

For **Unix Hosting Services**

No changes causing potential impact for the customer may be considered ready for release without appropriate testing. All changes must be approved by the customer's Operational Contact or designee *except* security patching.

To satisfy these requirements, CIT will perform as follows:

For **Unix Hosting Services** :

The Service Level Manager/Technical Operational Contact will coordinate CIT's efforts to ensure all changes are tested AND approved by the customer's Operational Contact before being released.

To assist CIT's efforts in meeting these requirements, will need to collaborate as follows:

For **Unix Hosting Services** :

The customer will:

- Participate with CIT staff to analyze the changes recommended by all stakeholders. The customer will also assist in the testing of proposed changes.
- Allow appropriate lead-time, notify CIT of functional enhancements that require additional resources.
- Authorized Customer representatives listed under the customers Operational Contacts section are authorized to give others access to the ASR/Remedy system in order to submit requests (e.g., hosting services, capacity or configuration changes, security requirements, account administration database changes, etc.) through this primary communication method (e.g. ASR/Remedy ticket).
- Respond promptly, within two (2) working days, to any CIT requests to provide direction, information, approvals, authorizations, or decisions that are reasonably necessary for CIT to perform its services.

To measure the effectiveness of service delivery, CIT will strive to meet the following metrics:

For **Unix Hosting Services**

Change Metric	Reporting Period	Target
TBD		

Service Asset and Configuration Management

Service Asset and Configuration Management defines how all resources used in service delivery are managed and controlled. This includes what they are, such as hardware and documentation, how they are configured, such as settings and parameters, and where they are, such as in a data center or at a customer site.

<p> has identified the following configuration management business needs, requirements, and critical success factors (CSFs) for the following service(s).</p> <p>For Unix Hosting Services:</p> <p>All systems and other resources must be documented to support service asset and configuration management.</p>						
<p>To satisfy these requirements, CIT will perform as follows:</p> <p>For Unix Hosting Services :</p> <p>CIT will document and provide information as needed for audits and C&As.</p>						
<p>To assist CIT's efforts in meeting these requirements, will need to collaborate as follows:</p> <p>For Unix Hosting Services :</p> <p>Allow appropriate lead-time, notify CIT of functional enhancements that require additional resources.</p>						
<p>To measure the effectiveness of service delivery, CIT will strive to meet the following metrics:</p> <p>Service: Unix Hosting Services</p> <table border="1"> <thead> <tr> <th>Service Asset and Configuration Metric</th> <th>Reporting Period</th> <th>Target</th> </tr> </thead> <tbody> <tr> <td>TBD</td> <td></td> <td></td> </tr> </tbody> </table>	Service Asset and Configuration Metric	Reporting Period	Target	TBD		
Service Asset and Configuration Metric	Reporting Period	Target				
TBD						

Event Management

Event Management defines how the production environment is monitored for events which either impact or threaten to impact service delivery. Moreover, it stipulates the actions to be taken when such events occur: whom to contact, what to do, and when to do it.

has identified the following event management business needs, requirements, and critical success factors (CSFs) for the following service(s).

For **Unix Hosting Services**

All events impacting service delivery must be reported to the Customer Operational Contact as soon as possible.

To satisfy these requirements, CIT will perform as follows:

For **Unix Hosting Services** :

CIT will keep the customer informed of changes to personnel and contact information involved in Event Management. The customer will ensure that emergency contacts are kept up-to-date; when necessary, replacements must be identified within five (5) business days, including key technical staff.

CIT will notify the customer regarding any impacts to service via the application listserv list.

To assist CIT's efforts in meeting these requirements, will need to collaborate as follows:

For **Unix Hosting Services** :

The customer will keep CIT informed of changes to personnel and contact information involved in Event Management. The customer will ensure that emergency contacts are kept up-to-date; when necessary, replacements must be identified within five (5) business days, including key technical staff and the official responsible for approving the financials associated with the requested service.

To measure the effectiveness of service delivery, CIT will strive to meet the following metrics:

For: **Unix Hosting Services**

Event Management Metric	Reporting Period	Target
System Monitoring and Support	Annual	24x7

Incident Management

Incident Management defines the procedures and resources used to restore service delivery following generally minor service disruptions. Incident Management does not normally aim to solve the problem, but instead seeks to minimize the impact on business operations and restore user productivity as quickly as possible.

has identified the following incident management business needs, requirements, and critical success factors (CSFs) for the following service(s).

For **Unix Hosting Services**

Incidents will be responded to or addressed within a timely manner.

To satisfy these requirements, CIT will perform as follows:

For **Unix Hosting Services** :

CIT has integrated OMB targets for incident management into its systems and resources. CIT conforms to industry best practices standards.

To assist CIT's efforts in meeting these requirements, will need to collaborate as follows:

For **Unix Hosting Services** :

Ensure their users have access to the appropriate training materials. This will assist in reducing the number of minor incidents.

See the Service Level Description: Customer Support Section for additional details.

To measure the effectiveness of service delivery, CIT will strive to meet the following metrics:

Service: **Unix Hosting Services**

Incident Management Metric	Reporting Period	Target
TBD		

Problem Management

Problem Management defines how complete system outages, equipment failures, or other major disruptions to service delivery are researched, solved, and prevented.

has identified the following problem management business needs, requirements, and critical success factors (CSFs) for the following service(s).

For **Unix Hosting Services**

We will use industry best practices in troubleshooting and resolving any problem management concerns.

To satisfy these requirements, CIT will perform as follows:

For **Unix Hosting Services** :

CIT's CAP program will work with CIT and the customer, as needed, to coordinate communication and incident review.

To assist CIT's efforts in meeting these requirements, will need to collaborate as follows:

For **Unix Hosting Services** :

The customer operational contact will assist in problem root cause analysis and problem resolution upon request.

To measure the effectiveness of service delivery, CIT will strive to meet the following metrics:

Service: **Unix Hosting Services**

Problem Management Metric	Reporting Period	Target
TBD		

Request Fulfillment

Request Fulfillment defines how frequent, generally pre-funded, pre-approved changes to service delivery, expansions to service, or requests for new services are handled.

has identified the following availability business needs, requirements, and critical success factors (CSFs) for the following service(s).

For **Unix Hosting Services**:

The customer will have access to the Application Service Request System (ASR)/Remedy to submit all request for services.

To satisfy these requirements, CIT will perform as follows:

For **Unix Hosting Services** :

CIT agrees to provide the following:

CIT Point of Contact/Application Coordinator

- A CIT Point of Contact/Application Coordinator who will interface directly with the customer Operational Contact/Application Owner and CIT Technical Support Person. *(See Operational Contact (s) for the names of the Application contacts and his/her contact information) .*

Service Request Ticket System

- The Application Service Request (ASR) system is a web-based facility that enables authorized customer staff to submit requests for services and resources or report problems to CIT/DCSS.
- The ASR system serves as the primary customer communication method for all service requests and changes (<http://hosting.cit.nih.gov/asr/log.cfm>).
- CIT will respond to service requests within requested timeframes as designated in the ASR/Remedy ticket system.

To assist CIT's efforts in meeting these requirements, will need to collaborate as follows:

For **Unix Hosting Services** :

The customer will submit all requests for services, e.g., hosting services, capacity or configuration changes, security requirements, account administration database changes, etc. through the primary communication method (e.g. ASR/Remedy ticket). The Customer will respond promptly, within two (2) business days, to any CIT requests to provide direction, information, approvals, authorizations, or decisions that are reasonably necessary for CIT to perform its services.

To measure the effectiveness of service delivery, CIT will strive to meet the following metrics:

For **Unix Hosting Services** :

Request Fulfillment Metric	Reporting Period	Target
TBD		

Access Management

Access Management defines how users are granted access to services and what they can do with that access.

_____ has identified the following access management business needs, requirements, and critical success factors (CSFs) for the following service(s).

Service: **Unix Hosting Services**

All requests for user access must be submitted via ASR/Remedy ticket.

To satisfy these requirements, CIT will perform as follows:

For **Unix Hosting Services** :

Grant user access for requests submitted by an authorized person of the ASR/Remedy system. All requests for user access will be logged and forwarded to the listserv list.

To assist CIT's efforts in meeting these requirements, _____ will need to collaborate as follows:

For **Unix Hosting Services** :

The customer will assist in auditing user accounts to ensure users possess the correct access rights. The customer will update or request updates to user accounts to ensure user list reflects the current active users.

To measure the effectiveness of service delivery, CIT will strive to meet the following metrics:

For **Unix Hosting Services** :

Access Management Metric	Reporting Period	Target
TBD		

Financials Section

The billing terms for this agreement are defined as follows:

CIT will charge an estimated total cost based on the attached Appendix B: Cost Sheet for the DCSS services provided to the Customer. See Appendix B: SLA Cost Sheet, for the service cost breakdown. Rates for these services may be subject to change at the beginning of the fiscal year.

The services covered under this agreement will be charged to the customer's CIT account(s) established and provided for this purpose. The billing cycle will be fiscal year-to-fiscal year with payments made on a monthly basis unless otherwise stated on the Appendix B: Cost Sheet.

For any change in resources (e.g. increase or decrease in number of servers or hosted websites, increase or decrease in leased space, additional power circuits, firewall services, etc.), the charges will be adjusted appropriately and this SLA will be amended to reflect the changes, at the prevailing rates. All amendments must be approved in writing by the Customer's Operational Contact, appropriate Customer's Business Owner (Financial approver) and CIT.

In the event of termination of this Agreement, CIT will continue to be paid for any fees or expenses due for services delivered up to the date of termination. Failure to give CIT a 60 days written termination notice will allow CIT to be paid for any fees or expenses due for services delivered until proper termination is completed.

To resolve billing issues, please follow the procedures below:

If there are problems with the content, calculation, or delivery of the statements please contact CIT Financial Contact Person.

Payments for this agreement should be made according to the terms below:

- One-time setup and recurring monthly charges will be billed starting in the month the service was initiated unless otherwise indicated on the Appendix B: SLA Cost Sheet. Usage based charges will be billed in arrears in the month following the actual usage.
- CIT will provide to the Customer at least 30 days advance notice of any price changes due to take effect along with the renewal of this SLA.
- CIT will provide the Customer monthly invoices showing what services have been charged to the designated CIT account. These invoices will be available through the Web Sponsor system (<http://websponsor.cit.nih.gov/>)

The Customer agrees to:

- Pay CIT, in a timely manner, the fees charged by CIT for services received during the initial term and for any renewal term.
- Hereby requests and authorizes CIT to perform such services on its behalf.
- Agrees to pay all fees due according to the prices and terms listed in the Appendix B: SLA Cost Sheet, and all other fees incurred by the Customer related to the services requested and approved in writing, all in accordance with then current CIT prices and policies.
- Continue to be fully responsible and liable for the application unless a written termination notice is received by CIT.
- To acquire a CIT account, which will be used for billing for charges associated with this application, and verifies that the Customer's CAN/ALC Code matches the Customer's CIT Account Number.
- Notify CIT if there is any change to this account or its use for this project. Verification can be done through the Web Sponsor system (<http://websponsor.cit.nih.gov/>) or NIH HelpDesk at 301-496-HELP.
- Agrees to keep track of the costs for this project to insure that any established ceiling for expenditures is not exceeded.
- Understands and agrees that the Customer is responsible for monitoring and maintaining the accuracy of their CIT accounts and verifying monthly invoices.
- Allow appropriate lead-time, notify CIT of functional enhancements that require additional resources.

Consequences for Non-Payment for Services

Service will not be delivered to the customer until a signed agreement is received by CIT.

Specific details of fees, costs, and related charges (in attached documentation) may be provided in separate documentation upon request.

Accounting Information for Unix Hosting Services

	Paying Agency	Providing Agency
Basic Appropriation Symbol		
Amount Obligated		
Fund Citation		
Appropriation Expiration Date		
Business Event Type Code		
Location Code		
DUNS Number		
Funding Agency Code		
Funding Office Code		
Common Agreement Number (CAN)		
CIT Account		
Entity Identification Number (EIN)		
Billing/Payment Address		

Signatories Sheet

The Parties below have read this document and agreed to the terms described within.

CIT Operation Contact(s)	Paula Moore
	Signature: _____
	Date: _____
CIT Service Level Manager	Carleen F. Akeem
	Signature: _____
	Date: _____
CIT Service Owner	Laura Bennett
	Signature: _____
	Date: _____
CIT Financial Contact	Lisa Rigsby
	Signature: _____
	Date: _____
Other Provider Signatories	Name: Adriane Burton
	Title: Director, Division of Computer System Services, CIT
	Signature: _____
	Date: _____
Operational Contact	Application Owner
	Signature: _____
	Date: _____
Business Owner	

	Signature: _____
	Date: _____
Financial Authority	<div style="border: 1px solid black; height: 20px; width: 100%;"></div>
	Signature: _____
	Date: _____
Other Customer Signatories	<div style="border: 1px solid black; padding: 5px;"> <p>Name: _____</p> <hr/> <p>Title: _____</p> <hr/> <p>Signature: _____</p> <hr/> <p>Date: _____</p> </div>