

Alumni Application Server Service

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Service Level Agreement

Name of Service

Alumni Application Server Service, short name "alumniapp".

Service Description

The service provides data backup, network access, and hardware maintenance, as specified below, for the alumni application server.

Service Products

A physical server running Linux operating system is hosted in the server hall. Hardware maintenance is performed upon incident or request.

Air condition, power supply, uninterruptible power supply, and network access is provided.

The server has the IP address 212.201.44.42 and can be addressed by the names "webserver.jacobs-alumni.de" or "www.jacobs-alumni.de".

The server is included in IRC-IT's monitoring system, see Key Performance Indicators below.

The server is included in IRC-IT's backup system, see Backup Configuration below.

Service Customer

Resource Development/Alumni Office: Hagen Böttcher.

This SLA has not explicitly agreed upon, but the service is being used by the [Service Customer](#) for months, hence constituting an implicit acceptance.

Service User

Jacobs University Bremen Alumni Association e.V.: Abdu Mudesir.

The [Service User](#) provides the server administrator.

Service Continuity

The service is provided until end of February 2009. ⚠️ artificially short due to upcoming PITID changes.

Service Availability

The service is available 24/7. Technical support and incident response is provided as described below.

From Jacobs University's campus network and the public Internet TCP port 80 (HTTP protocol) and TCP port 443 (HTTPS) are accessible.

Service Reliability

The service is 99% reliable, calculated per month.

Service Charging

No internal costs for service provisioning is charged to the [Service Customer](#) or [Service User](#).

Costs resulting from maintenance or changing hardware, software, or external service contracts are charged to the service customer's cost center.

Service Security

The [Service User](#) is responsible for technical soundness of the server in all aspects. The [Service User](#) is also responsible for the security of the server, services, and applications.

The system is pre-configured to install critical security operating system updates automatically.

A security certificate for HTTPS connections is pre-installed on the server. The SHA-1 fingerprint of the certificate is 38:29:52:2F:7C:87:09:EE:65:BB:02:B7:17:42:9B:52:DF:8C:50:E7, it is valid until 09. June 2012, full certificate details are available [at the CA](#).

Service Prerequisites

The following items have to be provided by the [Service Customer](#) or [Service User](#) as a necessary pre-requisite for IRC-IT to fulfill this service agreement:

A running web server application (apache providing HTTP and HTTPS) has to be running for monitoring the respective services.

The [Service User](#) ensures, that the ssh key used for data backup, enables root access for accessing data in the file system location(s) which are to be backedup.

The [Service User](#) ensures, that a *consistent* database dump and all relevant directories required for system recovery are stored within the backup location (s) as given below.

Service Customer/User Responsibility

The [Service Customer](#) is responsible for any content stored on or published by the server. IRC and Jacobs University policies, German and International laws apply.

The [Service User](#) prevents abuse of the system by enforcing adequate system, application and data security and integrity of the [Alumni Application Server](#).

The [Service User](#) ensures system and data security and integrity by applying security updates to the system and applications timely.

The [Service User](#) has to provide consistent data in the backup location(s), especially a consistent MySQL database dump or export in a dedicated directory.

In case of a data restore, the [Server User](#) has to recreate the server configuration, the application, the database, and data files with the restored data.

The [Service User](#) configures the system and any applications as necessary for the intended purpose.

The [Service Customer](#) provides updates of contact information regarding this [Service Level Agreement](#) to ensure timely communication.

Service Support

Support Extent

The [Service Desk for Faculty and Staff](#) ensures availability of the service products to the extent of this [Service Level Agreement](#).

Support Channels

Service support can be reached by employing the [Service Desk for Faculty and Staff](#) contact channels.

Support Availability

Incident response is available during business hours.

Configuration and extension requests, and other inquiries should follow the procedures and contact channels for [Service Desk for Faculty and Staff](#).

Service Workflows

Incidents

Upon incidents detected by IRC-IT's monitoring system and not immediately resolvable to the extent of this [Service Level Agreement](#), the [Service User](#) and [Service Customer](#) will be informed.

After resolving an incident, the [Service Desk for Faculty and Staff](#) informs the [Service Customer](#) and [Service User](#) about the taken measures, configuration changes and results.

Requests

Requests and inquiries should follow the procedures and contact channels for [Service Desk for Faculty and Staff](#).

Backup Configuration

The content of the following directories is backed up once per day each day and retained for 90 days:

Directories in Backup

```
/etc
/usr/local/etc
/srv
/srv/snap
/var
/root
```

i For backup and recovery, a *consistent* database dump has to be put into one of these directories by the [Service User](#)!

Restoring data from backup should follow the procedure for incident response. Data will be restored to the original directories.

Key Performance Indicators

Monthly availability numbers of the HTTP and HTTPS services as reported by IRC-IT's monitoring system. **i** Fixing issues with the system, the web server, or the application is the responsibility of the [Service User](#).

Measurements of Key Performance Indicators

Availability Service

External pages show the availability of HTTP, HTTPS for the [last month](#) and, for informational purposes only, for the [last 7 days](#).

i not implemented yet.

Live System Status

The live status of the system implementing the service can be seen at [this external page](#).

Additional Links

IRC-IT policies can be found at [Policies](#). A collection of relevant German laws can be found at [Legal](#).

Additional information is available at the [Alumni teamwork home page](#).