

Teamwork Service

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Service Level Agreement

Name of Service

Teamwork Service, short name "teamwork".

Service Description

The service provides the Confluence wiki and blog collaboration web platform. Web content has a URL starting with <http://teamwork.jacobs-university.de/>, <http://teamwork.jacobs-university.de/confluence> or <http://teamwork.jacobs-university.de:8080/confluence>. https protocol is also provided. The content is available world-wide.

The account name to use is the CampusNet account and password.

Programmatic access via SOAP or XMLRPC is possible after protocol-inherent authentication.

A WebDAV interface is provided, as is a bloggin API.

The server is included in IRC-IT's monitoring system.

The server is included in IRC-IT's backup system. The backup is used for disaster recovery or system migration only.

Service Products

The content served under the given URLs.

Service Customer

Admin management meeting.

Service User

Jacobs University members.

Service Continuity

The service is provided until end of May 2009.

This SLA is fixed until July 2007. Transitional information, documentation, and additional information might be changed.

The server certificate is valid until December 11, 2009. After that date, a new certificate will be installed.

Service Availability

The service is available 24/7.

Service Reliability

The service is 99% reliable, calculated per month.

Service Charging

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

Service Security

Data management on the web service is done by the user. Authentication and authorization is based on live LDAP data.

Content in the system is stored in spaces. [Service Users](#) logged in have the possibility to create spaces. Management of the permission of the spaces is the obligation of the space administrator(s). The creator of a space is it's first administrator.

[Service Users](#) can manage confidentiality of their web pages by setting appropriate permissions.

The service is available world-wide, care for appropriate data security must be taken by the [Service Users](#).

https protocol is provided to securely transfer information on the Internet.

The HTTP protocol transmits *all information, including usernames and passwords* over the network in the clear. To protect content and user credentials, https protocol or [VPN Access](#) can be used.

The SHA1 fingerprint of the server certificate is F473 76C0 130A 53C6 0BEE 3CC5 9165 1274 6735 6BB5. The certified server name for HTTPS is **teamwork.iu-bremen.de**.

Service Prerequisites

The [Service User](#) must have a valid CampusNet/LDAP account.

Service Customer/User Responsibility

The [Service User](#) is responsible for the content. IRC and Jacobs University policies, German and International laws apply. Usage of the service constitutes acceptance of the policies and this SLA. Confidentiality of information is to be ensured by the [Service User](#) where appropriate.

The [Service User](#) must be knowledgeable of how to maintain wiki and blog content.

Service Support

Support Extent

The [Service Desk for Faculty and Staff](#)

- ensures availability of the web application,
- updates operating system and installed software as appropriate.

Support Channels

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

Support Availability

Service support is available during [Service Desk for Faculty and Staff](#) hours.

Service Workflows

Instantiation Workflow

There is no application workflow. [Service Users](#) as defined above are automatically eligible for this service.

Operational Workflows

There are no operational workflows. Content is maintained by the [Service User](#).

The given templates will not be changed by IRC-IT.

Decomission Workflow

As soon as the [Service User](#) as defined above is no longer eligible for this service, the user's content is subject for removal by IRC-IT without further notice. [Service Users](#) should plan ahead the future of their content before change of status or before leaving Jacobs University.

Configuration Information

Confluence

The following parameters are set:

Feature Settings

Rich Text Editing:	ON
Users see Rich Text Editor by default:	OFF
CamelCase Links:	OFF
Threaded Comments:	ON
TrackBack:	ON
Remote API (XML-RPC & SOAP):	ON
Compress HTTP Responses:	OFF
Draft Save Interval:	30 seconds
Number of Ancestors to Show in Breadcrumbs:	1

Attachment Settings

Attachment Maximum Size (B):	32.00 Mb
Maximum Attachments per Form:	10
Thumbnail maximum height:	200
Thumbnail maximum width:	200

Backup

A backup is performed daily and stored at least three months.

Key Performance Indicators

Monthly availability numbers of the HTTP and HTTPS services as reported by IRC-IT's monitoring system.

Measurements of Key Performance Indicators

Availability HTTP Service

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

Availability HTTPS Service

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

Live System Status

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

Open Issues

These open issues will be remedied as soon as possible.

Site Logo

A site logo has not been configured. The [Service Customer](#) might decide to have one installed.

Additional Links

- [Confluence Documentation](#), with various links to feature tours and user guides
- [Confluence Tutorials](#), for self-learning the product basics
- [Known Errors of Confluence](#)
- [about](#), for Jacobs University-wide collaboration and information about this platform

Dynamic Content

Content within this site labeled with "confluence". The list is restricted to 20 entries.

- [Secure connections to teamwork server activated](#) (IT)
 - [confluence](#)
- [Wiki use - Track a group project](#) (IT)
 - [confluence](#)
 - [advocacy](#)
- [The Laszlo Letter - Collaborative Authoring - The Blog and Wiki Alternative](#) (IT)
 - [confluence](#)
 - [advocacy](#)
- [Blog entry How to Take Perfect Lecture Notes - WikiHow](#) (IT)
 - [confluence](#)
 - [advocacy](#)
- [Wiki use - Easily create simple websites](#) (IT)
 - [confluence](#)
 - [advocacy](#)
- [RSS explained the Oprah way](#) (IT)
 - [confluence](#)
 - [advocacy](#)
- [Wiki use - Collaborative Teaching](#) (IT)
 - [advocacy](#)
 - [confluence](#)
- [Wiki use - Group Authoring](#) (IT)
 - [advocacy](#)
 - [confluence](#)
- [Organizing Content in Wikis](#) (IT)

- advocacy
 - confluence
- Using wiki for textbook authoring (IT)
 - confluence
 - advocacy
- Small bug in new teamwork version (IT)
 - confluence
 - teamwork
- teamwork supports blogging clients (IT)
 - confluence
 - ircit_development
- teamwork has social bookmarking functionality (IT)
 - teamwork
 - confluence
- change of teamwork group names (IT)
 - teamwork
 - confluence
- teamwork update 2014-06-25 (IT)
 - ircit_announcement_operational
 - confluence
- teamwork update between 2015-12-21 and 2015-12-23 (IT)
 - ircit_announcement_operational
 - confluence
- How to print a Confluence page (IT)
 - confluence
 - printing
- Wiki use, directory of faculty websites and profiles (IT)
 - confluence
 - advocacy
- US intelligence agencies use wikis and blogs (IT)
 - advocacy
 - confluence
- Google invests in Wiki technology (IT)
 - advocacy
 - confluence