

Schomäcker Server Service

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Service Level Agreement

Name of Service

Schomäcker Server Service, short name "schomaecker".

Service Description

The service provides network access and hardware maintenance, as specified below, for the Schomäcker server.

Backup is not included.

Service Products

A virtual server running SuSE Linux operating system is hosted on Jacobs' virtual infrastructure. Virtual environment 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 10.12.31.129 and can be addressed by the name sschomkr01.

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

The server is NOT included in IRC-IT's backup system.

Service Customer

Purchasing Department: Hilke Kobbe.

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

Fa. Schomäcker: Christian Pflüger.

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.

The server is located in VLAN 953 (cash card terminals).

The server is neither accessible from Jacobs University's campus network nor the public Internet, except for maintenance operations and monitoring.

A VPN access account is provided to the [Service User](#) for access to the network, hence allowing ssh access to the server.

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.

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:

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

Service User Responsibility

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

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 perform consistent database backup.

In case of a data restore, the [Service 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.

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

There is no backup performed by IRC-IT. The [Service User](#) has to provide consistent system, data, and application backup.

Key Performance Indicators

Monthly availability numbers of the HTTP and HTTPS services as reported by IRC-IT's monitoring system.  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 services for the [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](#).

Additional Links

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