

ALEA Server Service

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Service Level Agreement

Name of Service

ALEA Server Service, short name "aleaserv".

Service Description

The service provides network access and hardware maintenance for the business administration server "alea".

Service Products

A physical server running Windows server 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 10.200.0.5 and can be addressed by the name "alea.iuhb01.iu-bremen.de". The server is member of the administration Windows server domain.

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

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

Service Customer

Business Administration: Marc Janke.

This SLA has been agreed upon on 25.10.2006.

Service User

Company Xax. The service user is also server administrator.

Service Continuity

The service is provided until end of June 2007.

Service Availability

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

From Jacobs University's campus network TCP port 80 (HTTP protocol, web application OBI) is accessible.

Full network access is provided for the service user via [VPN Access](#). A VPN accounts `fmatthiese` and `rmeier` and the local account `xax` with administrative rights is provided to the service user for maintenance.

Service Reliability

The service is 99% reliable, calculated per month.

i The service covers only network access. IRC-IT is not providing service regarding the operating system, server processes or applications running on that server, except if explicitly requested on a case-by-case basis.

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 server administrator is responsible for technical soundness of the server in all aspects. The server administrator is also responsible for the security of the server, services and applications.

Service Prerequisites

The hardware network address (MAC address) of the server has to remain fixed. [LAN Service](#) has to be used for assigning the IP address, DNS servers, default routes, etc.

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](#) is responsible for:

- adequate maintenance of the system,
- coherence with IRC and Jacobs University policies, and German and International laws.

The service user has to:

- prevent abuse of the system by enforcing adequate system, application and data security and integrity,
- update the system and all installed services timely.

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](#).

i Applications and server process running on the server are not managed by IRC-IT.

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

First Level Support

First level support for the OBI application and the system is provided by the Service Customer, i.e. Business Administration department (see above), by sending email to accounting@iu-bremen.de.

Incidents

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

After resolving the incident, the service customer or service user must inform [Service Desk for Faculty and Staff](#) about the taken measures, configuration changes and results.

If after serious failure the server has to be reinstalled, IRC-IT will preinstall the operating system and provide the abovementioned administrative user account. The server administrator has then to configure the provided system to revert to the previous configuration and security level.

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 saved each work day and retained for three months:

Directories in Backup

```
d:\xax_interface\  
d:\Datensicherung\  
c:\inetpub\wwwroot\  

```

i Filling these directories with data to be saved is not performed by IRC-IT.

Restoring data from backup should follow the procedure for incident response. Data will be restored to directories on the alea server into directories as discussed during the incident response workflow.

Key Performance Indicators

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

i Please note, that the server process implementing the monitored and measured KPI is not maintained by IRC-IT!

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](#).

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](#).

The web service on the alea server, the "Online Budget Information" (aka "OBI"), can be accessed at <http://alea.iuhb01.iu-bremen.de/kkm/>. The link is also included for convenience on the page [Link Collection](#).