



Standard Operating Procedure

Research Computing Support

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Summary

Service Hours for Fred Server:

24 hours/day

Service Hours for non-Fred Systems:

Monday-Friday 08:00 PDT to 17:00 PDT

(Two hour response time during these hours)

Regularly Scheduled Maintenance:

Fred Server: 1st Sunday of the month at 20:00-02:00 PDT

MS Windows Servers: Every Thursday at 05:00-06:30 PDT

Library IT Services: Every Monday at 08:00-09:00 PDT

All other RCS production systems: Every other Thursday at 00:00-06:00 PDT

Purpose:

The primary purpose of Research Computing Support (RCS) is to maintain the availability of computing services required for Shared Resources and Shared Resources' customers. RCS strives to maximize the availability and uptime of RCS' systems while balancing this against cost and staff hours. Therefore RCS distinguishes between the various systems and services it supports, providing differing levels of support for each.

Definitions:

Supported System: Any computer, computing device, or computing service that RCS has accepted responsibility for, but is not necessarily used throughout the Shared Resources organization.

Examples: Lab/instrument computers, computing lab systems, etc.

Production System: Computing systems and services used throughout Shared Resources or the Center. Production systems have been accepted by RCS as being well documented and stable. For example, the file server Fred would be considered a "production system."

Regular maintenance: A designated time where RCS will schedule necessary work (e.g. patches, upgrades, etc.) that impacts (or might place "at risk") a service that is otherwise functional.

Urgent maintenance: Work to correct service impacting problems. These issues must be resolved ASAP but otherwise have a workaround. An example would be a patch to address high-risk security problems in an otherwise functional service. These problems cannot be anticipated and may thus be scheduled any time outside of business hours, from same-day up to a week in advance.



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Critical Maintenance: Work to correct faults that completely disable a supported service or cause corruption and/or loss of data. This work may be performed at any time, the rationale being that the service is otherwise useless.

Response Time: The time from report of a problem until RCS staff begins work on an issue. This may vary based on the time that the problem is reported and the nature or impact of that problem.

Solution Time: The time from report of an issue until satisfactory resolution. This time can only be guaranteed for issues falling under our standard operating procedures.

Fred File Sharing:

Fred is the primary fileserver for Shared Resources and is the cornerstone of RCS services. Any interruption in service on Fred will therefore impact a large number of people and other production systems. Thus, Fred has a higher level of service than other production systems.

All efforts are made to ensure reliable function of Fred and the file systems hosted on Fred at all times. No regular or urgent maintenance-affecting file sharing from Fred will be done during service hours, though critical problems may be addressed at any time.

Regular maintenance will be scheduled for the 1st Sunday of the month at 20:00-02:00 PDT. Notice will be sent via email to Network Administrators Group (NAG), RCS customers, and Shared Resources managers on the preceding Tuesday by 1300 PDT indicating if work is to be done during that scheduled time.

When a fault requires urgent maintenance, RCS will evaluate the severity, impact, and available workarounds to set a time to perform the work. Notice will be sent via email to NAG and Shared Resources managers immediately after this time has been determined. For urgent maintenance, this work will be done outside of Service hours.

Critical maintenance is triggered by a catastrophic event. Thus, the service will already be down or will be degraded to the point of being useless. Notice will be sent to NAG and Shared Resources managers when:

- Work has begun on the problem
- A course of action determined and implemented
- A successful resolution of the problem.



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Production Systems:

Reasonable steps are taken to ensure proper, reliable, and secure function of RCS production systems during service hours. Outside of service hours, response is at the discretion of RCS.

Regular Maintenance will be scheduled on every other Thursday 00:00-06:00. Notice will be given on maintenance and affected systems on the preceding Tuesday by 1300 PDT.

Urgent maintenance will be performed after business hours. Notice will be sent when a course of and time for action has been set.

Critical maintenance will be done as soon as a course of action has been determined. Notice will be sent to acknowledge the problem and again to indicate successful resolution.

Supported Systems:

All maintenance will be scheduled with the user(s) affected by the system. Except in the case of fire and/or smoke, no issues with these systems are considered "critical" for the purposes of this document. Every effort will be made to return a supported system to service as quickly as possible.