

Shared Access Server Room Service Level Agreement

New Mexico State University
Information and Communication Technologies
(NMSU-ICT)

This document will serve as a Service Level Agreement (SLA) between New Mexico State University, Information and Communication Technologies-University Computer Center (ICT-UCC) and Department IT end users of said service. The document's purpose is to define the services provided, expectations, user requirements, and escalation procedures. Failure to comply with the stipulations of this agreement may result in the removal of client server(s) from the Shared Access Server Room (SASR).

Services Provided

ICT provides an environmentally controlled SASR for computer equipment deemed critical to New Mexico State University. This safe and secure location includes:

- Computer Room with controlled and monitored temperature and relative humidity
- Filtered power and battery backup through a 80KVA UPS
- Fire detection/suppression
- Gigabit-capable, twisted pair NMSU network connectivity
- Access restricted to ICT-approved patrons
- Secure location for equipment maintained and supported by NMSU
- 24-hour video camera surveillance
- 24-hour/7-days a week SASR access
- Training on the electrical power, fire detection/suppression system, and the security system

Fee-based Assistance

In addition to the services provided above, ICT provides fee-based assistance to SASR users. This assistance includes server setup and network connectivity and extends beyond the normal 40 hour-per-week work footprint. The fee for ICT SASR assistance is \$65 per hour.

User Requirements

Users of services defined in the SLA will be responsible for, and not limited to, the following:

- Data stored or accessed by servers kept in this area cannot contain personally identifiable information or NMSU business information that is considered to be private or sensitive.
- Have knowledge of and abide by all policies established by ICT-UCC with regard to electrical power, fire detection/suppression, security, safety, and cleanliness of all Computer Room areas.

- Any and all suspected problems/issues are to be reported to ICT-UCC by calling (575) 646-4108 during regular business hours (8am to 5pm). Suspected problems/issues occurring outside regular business hours will be handled using the procedures outlined in the Escalation Procedures. Problems/issues may also be reported by sending email to: ict_ucc@nmsu.edu.
- Upgrade/replacement equipment needs to be rack mountable. Email ict_cs@nmsu.edu to assist on selection and purchasing of equipment. ICT does have some purchasing agreements with vendors.
- ALL installations of any equipment must be preapproved by the UCC Manager. Request for approval must include; power requirements and plug type, equipment weight, size and BTU's the equipment will draw, and any other special requirements. When preapproval is granted, the following additional responsibilities will be required of all clients:
 1. No uninstalled equipment is allowed
 2. No packaging of any kind will be stored
 3. Eating or drinking is not allowed
 4. Client list of personnel requiring card access (*Access is twenty-four/seven unless otherwise requested*)
 5. ***Clients will provide contact numbers for personnel we are to contact for problems/issues both during business hours (8am-5pm) and after hour emergency numbers***
 6. Clients will ensure that any computer installed in SASR is operational and in use
- Fill out and sign network registration form with up-to-date and complete information
- Restrict access to only those who have been ICT-access approval

Escalation Procedures

- During regular business hours (Monday thru Saturday, 24 hours per day), please call (575) 646-4108. UCC will locate the appropriate personnel to handle the problem/issue needing resolution.
- Sunday and NMSU Holidays, please call (575) 640-7441 or (575) 640-7439 to report a problem/issue.

If you are unable to reach someone at any of the above listed phone numbers, please call any of the following UCC individuals:

<i>Name</i>	<i>Work Number</i>	<i>Cell Phone Number</i>	<i>Home Phone Number</i>
Richard Gottlieb	(575) 646-1039	(575) 640-8306	(575) 523-9144
Elizabeth (Liz) Archer	(575) 646-7222	(575) 640-7438	(575) 640-7438
John Rede	(575) 646-4108	(575) 640-8307	(575) 523-8896

ICT-UCC upper level representative for this SLA are as follows:

<i>Name</i>	<i>Work Number</i>	<i>Cell Phone Number</i>	<i>Home Phone Number</i>
Richard Gottlieb	(575) 646-1039	(575) 640-8306	(575) 523-9144
John Roberts	(575) 646-7992	(575) 635-7107	(575) 522-7154

