



**Service Level Agreement (SLA)**

**between**

**Enterprise Systems Group**

**and**

**(dept name)**

**For Nagios Monitoring Services**

**Fiscal Year 2005-2006**

## I. PURPOSE OF AGREEMENT

The purpose of this Agreement is to define the Nagios monitoring services to be provided by the Enterprise Systems Group (hereafter referred to as "ESYS") in support of server(s) managed and hosted in the Data Center located in Butte Hall and operated by (dept name) (hereafter referred to as (dept)); and, to delineate the roles, responsibilities, and relationships of each party, as parties to this agreement.

## II. (dept) RESPONSIBILITIES

1. **Designated Contact Person:** (dept) agrees to identify a Primary and Secondary Designated Contact Person (DCP). The Primary DCP will serve as the primary liaison with ESYS for the delivery and conduct of support services. The Secondary DCP will be fully authorized to assume this role in the absence of the Primary DCP. The DCP facilitates the delivery of support services with ESYS by collaborating on priorities, refining requirements, coordinating scheduling, handling procurements, and disseminating information among appropriate staff.
2. **Nagios Configuration:** (dept) is responsible for identifying the servers and services that should be monitored. ESYS is responsible for the maintenance of the Nagios monitoring software. ESYS is responsible for configuring the Nagios monitoring software to alert the appropriate personnel according to the agreed upon Scope of Services.

## III. Definition of Terms

server: the hardware and associated Operating System.

application: a program running on the server providing a service.

service: end object such as http, ssh, etc.

polling interval: the elapsed time between attempted monitoring checks.

## IV. SCOPE OF SERVICES

### SUPPORTED SYSTEMS & SERVICES:

**1). Server Responsiveness:** Nagios can be configured to check the server at a user defined interval for host availability through the Ping command. If the server fails to respond during three successive attempts, a Nagios alert will be activated. While the alert may be activated, there may also be conditions (such as network outages) that may prevent the alert from being delivered. Polling interval can vary depending on what is being monitored (and the perceived importance). For most of our servers, Ping (host availability) is currently every 2 minutes. The alert can be an email, a text message or both. No Nagios alerts will be sent during scheduled server maintenance. Please complete this section for each server that will be monitored. Nagios will be configured to alert the following personnel:

*Server Name:* \_\_\_\_\_

Name	Ping Interval	Email	Text Address	Alert Hours
Scott Dickerson	2 minutes	<a href="mailto:sdickerson@csuchico.edu">sdickerson@csuchico.edu</a>		8 X 5, M to F
Brigette Bucke	2 minutes	<a href="mailto:bbucke@csuchico.edu">bbucke@csuchico.edu</a>		24 X 7

(dept name)

**2). Web Service Responsiveness:** Nagios can be configured to check the web service for responsiveness at a user defined interval. Polling interval can vary depending on what is being monitored (and the perceived importance). For most of our servers, HTTP response is every 5 minutes. If the web service fails to respond during three successive attempts, a Nagios alert will be activated. While the alert may be activated, there may also be conditions (such as network outages) that may prevent the alert from being delivered. The web service responsiveness is the responsibility of (dept), ESYS and Central Operations staff will not respond to the alerts. No Nagios alerts will be sent during scheduled server maintenance. The alert can be an email, a text message or both. Nagios will be configured to alert the following personnel:

Server Name: \_\_\_\_\_

Name	Polling Interval	Email	Text Address	Alert Hours
Dept Contact				
Brigette Bucke	5 minutes	<a href="mailto:bbucke@csuchico.edu">bbucke@csuchico.edu</a>		24 X 7

**Monitoring Disruptions:** Network or server maintenance can affect the ability for Nagios to respond. No Nagios alerts will be sent during scheduled server maintenance. Network or server outages, email system outages or text based system messages may also affect alert capabilities.

### SERVICE HOURS

The Butte Hall Data Center is open during normal campus business hours. The Data Center is monitored 24 X 7 except Thanksgiving and Christmas.

ESYS is not responsible for any damages (dept) may suffer as a result of unanticipated service disruption attributed to ESYS or (dept) hardware or software failures. ESYS does not make implied or written warranties for any of our services. This includes loss of data resulting from delays, non-deliveries, wrong delivery, and any and all service interruptions caused by ESYS.

### SERVICE SATISFACTION

(dept) is encouraged to contact ESYS any time they are dissatisfied with the level of service they have received. The preferred approach is to contact the ESYS Manager, who will make every effort to remedy the situation to (dept)'s satisfaction. The ESYS Manager will discuss the problem with (dept) and take appropriate remedial action.

(dept) should escalate any unresolved issues to the Computing and User Support Services Director if satisfactory progress is not being made toward the resolution of their issue.

## V. TERMS

- Effective Term:** This Service Agreement is in effect beginning July 1, \_\_\_\_\_ through June 30, \_\_\_\_\_, unless renewed or terminated as described below.
- Termination:** One party may terminate this Service Agreement upon the failure of the other party to substantially perform the duties specified in this Agreement. This Service Agreement is terminated 30 days after written notification of this failure, unless the failing party corrects the failure to the satisfaction of the terminating party. On termination, (dept) is

(dept name)

only liable for payment for services performed in accordance with the provisions of this Service Agreement prior to the effective date of termination. (dept) will coordinate with ESYS for the removal of their equipment. Appropriate refunds will be processed upon termination.

3. **Amendments:** Changes to this Service Agreement can take place when both parties agree in writing.
4. **Renewal:** (dept) will be given an opportunity to renew/extend the term of this Service Agreement at least 60 days prior to the expiration date. In the event that either party wishes to re-negotiate any terms or conditions of this Service Agreement, they shall notify the other party of the proposed changes and, if required, a meeting will be held to discuss and agree upon revisions to the Service Agreement.

## VI. CONFIDENTIALITY

(dept) acknowledges that ESYS has full, unrestricted management responsibility for (dept)'s server(s), support hardware and operating system software. ESYS agrees to place the highest priority on protecting the confidentiality of data residing on the (dept) server(s). It is similarly acknowledged that ESYS will not permit others to access (dept)'s resources without the express permission of (dept). However, ESYS reserves the right to access (dept)'s resources in the event of an emergency, to act to prevent loss or damage to University resources, and to investigate a suspected incident or legal or policy violation.

I agree to the terms and service described in this agreement.

\_\_\_\_\_  
(name) /date  
Director  
Computing & User Support

\_\_\_\_\_  
(name) /date  
Director  
(dept name)

\_\_\_\_\_  
(name) /date  
Director  
Communications Services