	CCS Service Level Agreement (SLA)	
CCS: Gryph Mail	Document No:	CCS-SLA-CC001
	Responsibility Of:	CCS Communications and Collaboration Team
	Approved By:	
	Last Date Modified:	2010-03-01

Agreement Overview

This is a Service Level Agreement ("SLA") between Computing & Communications Services (herein called CCS) and the Chief Information Officer for the University of Guelph (herein called "CIO") to document the Gryph Mail Service.

The Gryph Mail service is a campus collaboration environment providing a production-level service to faculty, staff and students of the University of Guelph providing flexible access to Email, Calendaring/Scheduling, Address Book and other collaboration tools. Gryph Mail utilizes Zimbra technology (www.zimbra.com).

This document describes details of the service, processes for communicating outages, support resources, policies for requesting new features and bug fixes from the vendor and other specifics related to the Gryph Mail Service. Scalar Decisions (Scalar) has ownership of the functional integrity of the operating environment and consequently CCS is will deliver the level of performance as governed by agreements between Scalar and CCS.

Scope

CCS strives to maintain the Gryph Mail Service as an enterprise-level production service and commits to provide the following:

1. A full-featured Collaboration Suite including:
    *   Ability to send, receive and store email via a web interface (CCS preferred) or interfacing with a desktop client.
    *   Ability to create organizational accounts and other shared resources, such as rooms, to be shared within departments.
    *   Calendaring/scheduling service that can be used with a web interface or integrated with some desktop clients.
    *   Management of contacts via the Address Book feature.
    *   Documentation creation via the Documents feature.
    *   Documentation upload, download, and storage via the Briefcase feature.
    *   Ability to share folders, calendars, documents and contact lists with other Gryph Mail users.
    *   Provide mobile access to email, contacts and calendar information through a supported set of mobile clients.
2. Liaison with Scalar in resolving exceptions to availability commitments.
    *   Communicate maintenance and outages to the community using established CCS communications channels, primarily the CCS Service Update site (http://www.uoguelph.ca/ccs/ccs-service-updates).
    *   Longer-duration maintenance (for example, upgrades) may be required outside of CCS regularly scheduled maintenance windows. All attempts will be made to provide a minimum of 5 business days notice.
    *   Emergency maintenance will be performed as required in an expeditious manner that maintains availability commitments, Reasonable efforts will be taken to ensure community awareness including the use of the CCS Service Update site.

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- Unplanned issues will be resolved as soon as feasible, respecting availability commitments. Updates will be provided regularly until resolution.

3. A combination of full and incremental backups to be retained for 4 weeks (28 days) for data-restore purposes.

4. Industry standard access methods to the service:

- Web-browser access at the URL https://mail.uoguelph.ca. Support for browsers such as Mozilla, FireFox and Internet Explorer is outlined on the CCS web site http://www.uoguelph.ca/ccs/gryph-mail. In order to obtain all of Gryph Mail's collaboration features, web-browser access is the preferred access method.

- IMAP access for supported desktop mail clients. See http://www.uoguelph.ca/ccs/gryph-mail for configuration details.

- Gryph Mail supports a variety of mobile devices connecting via ActiveSync, IMAP, or HTML. CCS does not provide support for mobile devices themselves however will verify whether or not the device is connected to the service. Users of devices that will not connect to the service or devices that connect but require support after connection will require the user to contact the device service provider for further assistance or troubleshooting. Documentation detailing how to connect a mobile device to Gryph Mail is available at http://www.uoguelph.ca/ccs/gryph-mail.

  - ActiveSync devices are the CCS preferred method of mobile connectivity. This has proven to be the technology which provides strong functionality with less support.

- Mobile access via BlackBerry Enterprise Service (BES) is provided by CCS for full-time staff and faculty. CCS does not provide a formal SLA for BES support as we are constrained by vendor support. Issues will be resolved on a best effort basis.

  - Non-Blackberry devices utilizing ActiveSync technology are the CCS preferred method of mobile connectivity. This has proven to be the technology which provides strong functionality with less support.

  - To determine which offering is best for you, please visit http://www.uoguelph.ca/ccs/gryph-mail.

5. Adequate disk quota for the combined uses of Gryph Mail. Quota allocations are reviewed based on usage patterns, expressed need, performance constraints and available storage capacity.

6. Support Resources including:

- Documentation on the CCS Website http://www.uoguelph.ca/ccs/gryph-mail.

- Gryph Mail on-line help

- Customer Support via the CCS Help Centre (http://www.uoguelph.ca/ccs/ccs-help)

- Timely notification to the UofG community of scheduled maintenance and service issues

- Monitoring of Gryph Mail Infrastructure and services including after hours on-call response

- Comprehensive training for faculty and staff for Gryph Mail is available through Human Resources Learning & Development.

7. Assistance to Departments to have their mail domains and associated aliases become part of Gryph Mail.

8. Secure access to mail resources from all supported clients and a secure mail environment for protection of sensitive content. This commitment may require enhancements to the email system's security configuration as known security threats continue to evolve.

9. Consistent and reasonable control of spam mail and attached viruses through effective implementation of suitable third party applications.

10. Vendor Liaison to remediate service interruptions, resolve software bugs, acquire patches and upgrades to Gryph Mail
11. A suitable set of metrics for delivering information to the CCS Management Team and the user community on system availability.
12. Maintainable customizations and enhancements designed to meet specific university requirements while minimizing the risk to other aspects of this agreement such as performance and security,
13. Miscellaneous duties and actions important for the successful functioning of the entire Gryph Mail infrastructure.

<u>Out of scope</u>

The following are not within scope of this agreement:
1. Full resolution of support calls regarding use of the service on platforms which are not-supported by CCS.
2. Service commitments for systems and mail delivery outside of CCS's control, including off-campus delivery and on-campus domains not part of the Gryph Mail Service.

Arbitration, Escalation

All disagreements arising from any failure to meet the obligations of this agreement will be directed to the CCS Associate Directors for review.

Agreement Duration, Review

This agreement is valid from date of issue and remains in effect throughout the life span of the services and applications supported, or until this agreement is revised.

CCS and the CIO will review this agreement as required. In the absence of the completion of the review, the current agreement will remain in effect. Revisions must be jointly accepted by CCS and the CIO.

Procedures Related to this Document

The following documents are required in the execution of this SLA:
- CCS-SLA-001 On-Call and Emergency Coverage
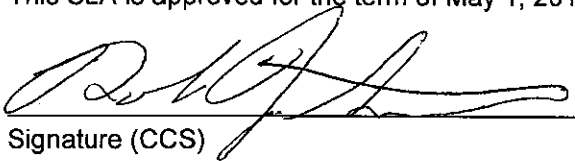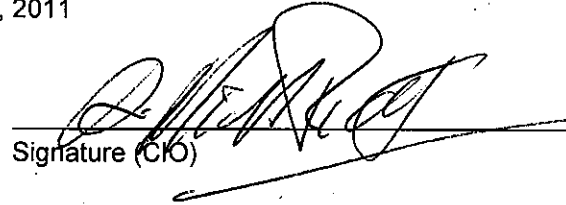- University of Guelph/Scalar Managed Services SLA for Gryph Mail

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Approvals

This SLA is approved for the term of May 1, 2010 to April 30, 2011

Signature (CCS)

Signature (CIO)

Rob Foster

Print Name (CCS)

Mike Ridley

Print Name (CIO)

Distribution / Routing List

All persons / areas listed below should receive an e-mail that this document has been modified			
All CCS Staff	ITSIG	CIO	

Revision History

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