

# LISTSERV Service

## Service Level Agreement (SLA)

REVISION HISTORY			
Rev. No.	Description of Change	Author	Effective Date
1.0	Initial Release	Michael Walsh	09/15/2006
1.1	Escalation processes added	Michael Walsh	09/18/2006
1.2	Change management section added	Michael Walsh	09/18/2006
1.3	McGill Code of Conduct replaced	Michael Walsh	08/30/2010
1.4	LISTSERV Email Regulations	Michael Walsh	10/21/2011

### Contents

<b>1</b>	<b>Executive Summary</b> .....	<b>1</b>
<b>2</b>	<b>General Overview</b> .....	<b>2</b>
<b>3</b>	<b>Terms and Conditions</b> .....	<b>3</b>
<b>4</b>	<b>Supported Services</b> .....	<b>6</b>
<b>5</b>	<b>Parties' Responsibilities</b> .....	<b>6</b>
<b>6</b>	<b>Service Measures and Reporting</b> .....	<b>7</b>
<b>7</b>	<b>Customer Incidents</b> .....	<b>8</b>
<b>8</b>	<b>McGill NCS Change Management</b> .....	<b>8</b>
<b>9</b>	<b>Escalation Procedures</b> .....	<b>10</b>

## 1 Executive Summary

### Services Provided

This Service Level Agreement describes Network and Communication Services' (NCS) commitment to provide the following services:

- LISTSERV mailing list availability.
- LISTSERV mail list creation and assistance for owner's in troubleshooting.
- Server availability 24/7. (Except during maintenance periods).

### **Hours of Coverage**

The procedures in this Agreement are followed from 9:00 A.M. to 5:00 P.M. Monday through Friday eastern time (except on weekends and University holidays). LISTSERV owners may request emergency support for urgent issues during non-covered hours by calling NCS Operations at 398-3699.

### **Financial Impact**

There is no financial impact to LISTSERV owners for McGill NCS to provide the services in this Agreement.

## **2 General Overview**

This Service Level Agreement (SLA) between McGill University Network and Communications Services (hereafter referred to as McGill NCS) and McGill University LISTSERV owner (hereafter referred to as Customer) establishes a commitment for list creation, troubleshooting and server support as detailed in this Agreement. This document clarifies both parties' responsibilities and procedures to ensure Customer needs are met in a timely manner.

### **Customers**

This Agreement covers all McGill University LISTSERV owners.

**Contact persons**

	<b>List creation &amp; troubleshooting</b>	<b>LISTSERV hardware &amp; software</b>
Primary Contact	Michael Walsh Office: 514-398-3680 Cell: 514-220-0949	Peter Klukowski Office: 514-398-3712 Cell: 514- 217-6123
Secondary Contact	Peter Klukowski Office: 514-398-3712 Cell: 514- 217-6123	Michael Walsh Office: 514-398-3680 Cell: 514-220-0949

**3 Terms and Conditions**

**Agreement Period**

This Agreement is valid from the effective date below and remains in effect throughout the life span of the services and applications supported.

Effective date: September 15, 2006

**Agreement Review**

A representative of either party may submit a written request for review of the Agreement. The Agreement should be reviewed annually. In the absence of the completion of a review, the current Agreement will remain in effect. McGill NCS will incorporate revisions into the Agreement if both parties mutually agree to the proposed changes.

Note: McGill NCS will be responsible for making any necessary revisions to the internal incident-resolution escalation process (for example, the individuals or groups to be notified and the order in which they are notified). These revisions are exempt from Customer review and approval.

### Hours of Coverage

The procedures in this Agreement are followed from 9:00 A.M. to 5:00 P.M. Monday through Friday eastern time (except on University holidays). Customer may request emergency support for urgent issues during non-covered hours by calling NCS Operations at 398-3699.

### Incident Management Service Goals

McGill NCS will respond by telephone (or email) to the Customer’s incident (either submitted through iHEAT, telephone or an email message) within the following response times:

LEVEL	DESCRIPTION	TYPICAL RESPONSE
Level 1	Urgent	Within 2 hours of the call being reported to ICS Customer Support, 4 hours in the evening, weekends and University holidays.
Level 2	Very Important	Within 4 working hours of call being reported to ICS Customer Support. Next business day in the evening, weekends and University holidays.
Level 3	Important	Within 1 working day. Next business day in the evening, weekends and University holidays.

TYPE	DESCRIPTION	LEVEL
LIST2	Service Unavailable	1
LISTSERV	List owner queries and troubleshooting	2
LISTSERV	Creation of new (standard) list(s).	3

See Customer Responsibilities under Section 5 for requirements on how Customer shall submit issues. A resolution may not be available at the time McGill NCS contacts the Customer, in which case McGill NCS will attempt to estimate the “time to resolution.”

The Customer and appropriate McGill NCS staff will mutually determine an issue’s priority classification.

See Section 9 “Escalation Procedures” for specific escalation response goals.

## 4 Supported Services

### Services Provided

McGill NCS agrees to provide support to Customers experiencing technical questions or problems with LISTSERV. McGill NCS agrees to escalate issues as needed in order to provide the Customer with a timely response.

## 5 Parties' Responsibilities

### Customer Responsibilities

Customer agrees to:

- Follow appropriate procedures.
- Determine an appropriate iHEAT issue priority in cooperation with McGill NCS.
- Request complex lists (for example, super-lists) well in advance.
- Comply with the Policy on the Responsible Use of McGill IT Resources (<http://www.mcgill.ca/secretariat/policies/informationtechnology/>).
- Be willing and available to provide critical information in a timely manner after receiving a request for information from McGill NCS seeking to resolve a Customer issue.

### McGill NCS' Responsibilities

General responsibilities:

- Create and maintain appropriate documentation to address Customer issues.
- Meet response times associated with the priority assigned to Customer issues.
- Meet response times associated with Customer requests delivered through iHEAT tickets.
- Maintain appropriately trained staff.

### Application Services Responsibilities:

- Schedule maintenance (downtime) on weekends unless circumstances warrant performing maintenance at another time.
- Provide Customer with at least five working days notice of any scheduled downtime.

- Provide Customer with at least 10 working days notice of any planned system changes.

## 6 Service Measures and Reporting

McGill NCS will monitor this SLA by producing the following reports on a monthly basis.

Report Name	Reporting Internal	Delivery Method	Responsible Party
LISTSERV Statistics	Monthly	Email & <a href="\\file\staff\deptshare1\NCS\soho\html\documents.html">\\file\staff\deptshare1\NCS\soho\html\documents.html</a>	M. Walsh, McGill NCS
Customer Incidents	Monthly	Email & <a href="\\file\staff\deptshare1\NCS\soho\html\documents.html">\\file\staff\deptshare1\NCS\soho\html\documents.html</a>	M. Walsh, McGill NCS P. Klukowski, McGill NCS

### LISTSERV Statistics Report Contents:

- Top twenty lists based on number of postings.
- Total: Number of postings, number of recipients, bandwidth, CPU utilization & stopped outbound infections. (Year to date statistics)

### Customer Incident Reports:

- Description of Customer incidents.
- Resolution times.

## 7 Customer Incidents

For technical problems or questions:

- Call ICS Customer Support 514-398-3398  
- or -
- Send an email to ICS Customer Support ([Kvuwppport@mcgill.ca](mailto:Kvuwppport@mcgill.ca))  
- or -
- After normal business hours call NCS Operations 514-398-3699

## 8 McGill NCS Change Management

NCS Change Management		Business impact	Customer notification	Example
	<b>Standard</b>	Minor or repetitive changes with no affect to the Customer.	None.	List creation and maintenance.
	<b>Minor</b>	Small changes that have a documented and proven implementation process with little	McGill NCS will advise Customer five working days in advance.	Operating system patches that require restarting the



<b>Planned</b>		impact to the Customer.		server.
	<b>Moderate</b>	Changes that have a broad Customer impact.	McGill NCS will advise the Customer five working days in advance.	Upgrading to a newer version of LISTSERV software.
	<b>Major</b>	Changes that have a significant impact for the Customer.	McGill NCS will advise the Customer ten working days in advance	Installation of new hardware or an operating system upgrade.
<b>Unplanned</b>	<b>Critical (after-hours)</b>	Changes that must be performed in order to correct a faulty service; having some impact on the Customer. Impact to Customer does not warrant immediate correction.	McGill NCS will advise the Customer as soon as possible after knowing such a change is required.	Hung process on server – needs to be corrected before the next scheduled tape backup.
	<b>Emergency (Immediately)</b>	Changes that must be performed in order to correct a faulty service; having a major impact on the Customer. Impact to Customer requires immediate resolution.	McGill NCS will advise Customer after change implementation.	Virus attack on server.

## 9 Escalation Procedures

LEVEL 1	ESCALATION	ELAPSED TIME	HOURS OF SERVICE: Monday-Friday (0900:17:00)			
Initial Escalation (Immediately)	1	0	Operations Supervisor	Telephone: 398-3699		
Min. 30 minutes since last escalation	2	0.5 hour	Peter Klukowski	Telephone (Office): 398-3712	Cell: 514-217-6123	Telephone (Home) 514-685-8512
Min. 2 hours since last escalation	3	2.5 hours	Michael Walsh	Telephone (Office) 398-3680	Cell: 514-220-0949	Telephone (Home) 514-933-9491
Min. 15 minutes since last escalation	4	2.75 hours	Quan Nguyen	Telephone (Office)	Cell: 514-726-3942	Telephone (Home)

				398-3709		514-733-2470
Min. 15 minutes since last escalation	5	3 hours	Gary Bernstein	Telephone (Office) 398-4279	Cell: 294-4279	Telephone (Home) 514-481-4879

LEVEL 1	ESCALATION	ELAPSED TIME	HOURS OF SERVICE: Monday-Friday (17:00-09:00) including weekends and holidays			
Initial Escalation (Immediately)	1	0	Operations Supervisor	Telephone: 398-3699		
Min. 30 minutes since last escalation	2	0.5 hour	Peter Klukowski	Telephone (Office): 398-3712	Cell: 514-217-6123	Telephone (Home) 514-685-8512
Min. 4 hours since last escalation	3	4.5 hours	Michael Walsh	Telephone (Office) 398-3680	Cell: 514-220-0949	Telephone (Home) 514-933-9491

Min. 15 minutes since last escalation	4	4.75 hours	Quan Nguyen	Telephone (Office) 398-3709	Cell: 514-726-3942	Telephone (Home) 514-733-2470

Min. 15 minutes since last escalation	5	5 hours	Gary Bernstein	Telephone (Office) 398-4279	Cell: 294-4279	Telephone (Home) 514-481-4879
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<b>LEVEL 2</b>	<b>ESCALATION</b>	<b>ELAPSED TIME</b>	<b>HOURS OF SERVICE: Monday-Friday (09:00-17:00)</b>			
Initial Escalation (Immediately)	1	0	Michael Walsh	Telephone (Office) 398-3680	Cell: 514-220-0949	Telephone (Home) 514-933-9491
Min. 4 hours since last escalation	2	4 hours	Peter Klukowski	Telephone (Office): 398-3712	Cell: 514-217-6123	Telephone (Home) 514-685-8512

Min. 15 minutes since last escalation	3	4.25 hours	Quan Nguyen	Telephone (Office) 398-3709	Cell: 514-726-3942	Telephone (Home) 514-733-2470
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LEVEL 3	ESCALATION	ELAPSED TIME	HOURS OF SERVICE: Monday-Friday (09:00-17:00)			
Initial Escalation (Immediately)	1	0	Michael Walsh	Telephone (Office) 398-3680	Cell: 514-220-0949	Telephone (Home) 514-933-9491
Min. 7 hours since last escalation	2	7 hours	Peter Klukowski	Telephone (Office): 398-3712	Cell: 514-217-6123	Telephone (Home) 514-685-8512
Min. 15 minutes since last escalation	3	7.25 hours	Quan Nguyen	Telephone (Office) 398-3709	Cell: 514-726-3942	Telephone (Home) 514-733-2470