

McGill University MediaWiki Pilot Project Service Description and Service Level Agreement

Prepared by Network and Communications Services

Document Control

Revision No.	Date	Description	Approved By
1.0	November 6, 2006	Creation of the document	QN
1.0a	November 8, 2006	Change to off-business hours support. There will be no support unless arrangement for on-call person has been made (this is a chargeable option)	QN
1.1a	December 8, 2006	Added optional security options section. Added "Required self-created users approval" optional security option	EG
1.2a	December 14, 2006	Added appendix B Customization of the Wiki GUI	EG
1.2b	December 15, 2006	1. Moved appendix B under " <i>Service Description</i> " 2. Added " <i>Addition, deletion and modification of Wiki features or non-standard plug-ins</i> "	EG
1.2	December 15, 2006	Version 1.2b draft was accepted as final 1.2 version	EG
1.3	May 17, 2007	Changed the wiki sites URL from wiki.ncs.mcgill.ca/XXX to wikisites.mcgill.ca/XXX	EG

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Executive Summary and Agreement

Network and Communications Services is conducting a pilot project to provide a MediaWiki ¹ web site for various independent research groups to collaborate using a Wiki-style tool.

This Service Level Agreement formally outlines the details, goals, and support and problem resolution procedures for McGill University's MediaWiki Pilot Project. On an experimental basis, the service is provided free of charge to any department or research group who wants to participate.

Signed by NCS representative,

Signature _____
Name _____
Title _____
Department _____
Phone _____
Date _____

Understood and Agreed by Client representative

Faculty or Department _____
Signature _____
Name _____
Title _____
Department _____
Phone _____
Date _____

¹ <http://www.mediawiki.org/wiki/MediaWiki>

Service Description

The McGill University MediaWiki Pilot Project provides a MediaWiki site to each of the research groups or projects for the purpose of content collaboration. For each site, NCS will provide the following services:

- Creation of the site in the format <http://wikisites.mcgill.ca/SiteName>
- The site will have the standard MediaWiki layout
- The site can be public or private (see Security Model in a later section for more details)
- One or more site administrators will be nominated from the research group or project. NCS will not administer the site (see Roles and Responsibilities in a later section for details)
- NCS will ensure that the MediaWiki is running the latest stable version, monitor and address performance issues, and ensure that the server contents are backed up on a daily basis for disaster recovery purposes.
- NCS will install any new plug-ins that have been requested and are known not to have bugs or potentially create problems
- NCS will not engage in:
 - Content development
 - Plug-in development
 - End-user training (users are encouraged to read the MediaWiki FAQ and search for information from the Internet)

Eligibility

This service is available to all McGill University faculties, departments, and affiliated research units.

Acceptable Usage Policy

All commercial activities are specifically excluded from participation.

Further governance is provided by the following policies:

- Policy on Intellectual Property, found on the [Secretariat](#) website
- Policy on the Responsible Use of McGill IT Resources, found on the [Secretariat](#) website

Service Architecture

The service runs on a Linux-hosted virtual server.

Security Model

A public site is the default model of MediaWiki where anybody can read or post. Conversely, a private site is where either read or post can be restricted. The restrictions can be managed by the site administrator. NCS creates the site administrator accounts during the site creation process. The site administrators are responsible for maintaining the membership list and providing appropriate read or post rights to the site.

“Anything goes” model

	Read	Edit	Delete	Register others
Anonymous users	Yes	Yes	Never	Yes
Self-created users	Yes	Yes	Never	Yes
McGill login (first.last@mcgill.ca)	Yes	Yes	Never	Yes
Site Administrator	Yes	Yes	Yes	Yes

“Public-restricted editing” model

	Read	Edit	Delete	Register others
Anonymous users	Yes	No	Never	No
Self-created users	Yes	Yes	Never	No
McGill login (first.last@mcgill.ca)	Yes	Yes	Never	No
Site Administrator/ Editors	Yes	Yes	Yes	Yes

“McGill-restricted editing” model

	Read	Edit	Delete	Register others
Anonymous users (not allowed)	No	No	Never	No
Self-created users (optionally can be not allowed)	Yes	Yes	Never	No
McGill login (first.last@mcgill.ca)	Yes	Yes	Never	No
Site Administrator/ Editors	Yes	Yes	Yes	Yes

“Private” model

	Read	Edit	Delete	Register others
Anonymous users (not allowed)	<i>Explanatory pages only</i>	No	Never	No
Self-created users (optionally can be not allowed)	Yes	Yes	Never	No
McGill login (first.last@mcgill.ca)	Yes	Yes	Never	No
Site Administrator/ Editors	Yes	Yes	Always	Yes

Optional security features**Required self-created users approval**

In order to prevent spam and to easily identify the contributors to the wiki site (this is very important for wiki sites where the users could be credited for their work in the future) NCS has developed an optional extra step in the users' registration process.

Whenever a new user registers to the wiki site a notification will be sent to the site administrator and only he or she would decide whether to allow this user to contribute to the wiki site. Until the new user has been approved by the site administrator he/she will be granted 'write' permissions to the wiki site.

This security feature can be applied to all the security models **except** the “Anything goes” model.

Roles and responsibilities

We have refined the default MediaWiki security model to add a new category of users who authenticate using the standard McGill login. Although the self-created model is usually enough for the purpose of the Wiki, a McGill login further guarantees that the user is a valid active McGill user. Here is a list of user roles and their responsibilities.

Role	Responsibilities
Bureaucrat	This role is assigned by NCS to the site administrator(s) during the site creation process. The bureaucrat can add more users and given them read/post rights
Sysop	The sysop can do everything that a bureaucrat can except he can not configure another user as another sysop
McGill login	Users logged in using the McGill standard login. One can check the validity of those users by verifying against various university's official directories (phone book, Minerva, AD, etc.)
Self-created user	Anyone can self register with any nickname. A valid email address is required for confirmation
Anonymous	No login required

Maintenance functions

The MediaWiki software runs on a Red Hat Linux Advanced Server virtual machine. All sites' contents are stored in a MySQL database. The database as well as various configuration files (mostly in PHP codes) will be backed up on a daily basis for disaster recovery purposes.

From time to time, NCS will need to apply security and maintenance patches to the operating system and/or to the MediaWiki software.

Customization of the Wiki GUI

Any customization to the Wiki's site GUI such as logo changes, CSS file changes (colors, fonts etc.) will be the responsibility of the client.

If the client wishes to customize the logo, colors or fonts NCS will provide him/her the default logo and CSS files for the client to customize. Once the client has finished customizing and images, fonts and colors NCS will update the new versions on the production server that will host the Wiki site.

NCS will upload and test any new versions of the logo images and CSS files within 3 business days after the client has provided the new files. If the result of the client changes is not satisfactory or does not meet the client's needs NCS will revert back to the last version of the files until such time that the client provide a new version.

Addition, deletion and modification of Wiki features or non-standard plug-ins

All requests for addition, deletion and modification of Wiki features or non-standard plug-ins will require NCS to do some R&D and search for existing solutions for the request. NCS will not develop new features but will only try to find existing solutions and implement them.

NCS will perform a minimum set of testing to verify that the new features do not break the basic Wiki site's functionality after which NCS will deploy the new feature/plugin to the client's Wiki site. If the client or NCS determines that the new feature is not performing well or does not meet any other requirement NCS will uninstall it and continue to research alternative solutions.

NCS cannot commit into finding the proper solution for new features/plugin requests nor can NCS commit to the timeframe needed to research these solutions. NCS will make any effort possible to cater to its clients requests within a reasonable timeframe.

Service Level Agreement

Maintenance Window

NCS will require various maintenance windows needed to keep the system up-to-date or to add new functionalities. All maintenance windows will be established outside university business hours unless the update requires immediate deployment (for security reasons or to fix major problems). We will try to coordinate maintenance windows so that they won't be affecting those sites that are being used during a live conference (see Communications Plan in a later section for details).

Amendment and Distribution Policy

This Service Level Agreement can be amended at any time when both the NCS and the client agree to the amendment.

This Service Level Agreement must be signed by at least one person responsible for the client services. A paper copy of this agreement will be kept by NCS.

Agreement Renewal and Termination

This agreement is valid for a period of one year on the date of both parties' signatures and will be renewed automatically for another year unless either party decides to terminate the agreement.

NCS may terminate the agreement if it is unable to provide the level of service required or fulfill the client's ongoing needs, or the service has been replaced by another one.

Communications Plan

- The client will contact NCS SysEng Application Support group via email at SysEngAppSupport@campus.mcgill.ca for any inquiries or requests.
- The client must provide NCS, 24x7x365 contact information.
- The client must also provide escalation contact information.
- NCS will keep the client informed of any updates or changes. Any service-affecting changes will be communicated to all users at least two business days prior to the change

Monitoring Services

NCS continuously monitors the various software and hardware components. NCS Operations is alerted to error conditions and will notify the NCS support person on-call.

Problem Support Services

During the pilot phase, all problems must be reported to the NCS MediaWiki support staff, currently ZongYan Wang at extension 089757.

The client establishes the problem severity.

Nature of the request	Severity level	Description
Problem	1 – High	System down, data loss
Problem	2 - Medium	Poor performance
Change request	3 - Low	Reconfiguration or addition

Support Severity Levels

NCS support personnel response time to problem after client contact with NCS:

Period	Severity level 1	Severity level 2	Severity level 3
Business hours (9:00-17:00 Mon-Fri)	1 hour	4 hours	Next business day
Off hours	2 hours (with pre-arrangement)	Next business day	Next business day

Support Response Time

Since this service is not considered as a critical service, we do not provide support outside business hours. However, we do recognize that some sites might be used during a weekend as part of a conference. We can provide staff on standby if it is requested in advance.

There is a fee of \$50 per day of standby staff for such requests.

Escalation

In the event that none of the following contacts can be reached, the NCS Computer Operator may be called 24x7x365 at 514-398-3699. The Operator will have up-to-date instructions on how to reach support staff. Just specify that the problem needs to be escalated and the person at the appropriate level of escalation listed below should be paged in.

If the call is urgent service, inform the operator when making the call.

The operator will escalate the problem to a higher level upon your request.

Internal escalation process:

- Level 1 MediaWiki support staff – ZongYan Wang (Extension 089757)
- Level 2 Project Leader – Eliezer Grinberger (Extension 3340)
- Level 3 NCS Associate Director – Quan Nguyen (Extension 3709)
- Level 4 NCS Director – Gary Bernstein (Extension 4279)

Appendix A – Scope of Work and Contact Information

Administrative Contact	
Contact Name	
Title	
Address	
Telephone	
Pager	
Cell	
E-mail address	

Technical Contact	
Contact Name	
Title	
Address	
Telephone	
Pager	
Cell	
E-mail address	

Technical Contact	
Contact Name	
Title	
Address	
Telephone	
Pager	
Cell	
E-mail address	

Wiki requirements	
Short description of the project	
Suggested site name	http://wikisites.mcgill.ca/ _____
Additional Information	

Repeat the above for every site requested