

# **McGill University Oracle Hosting Service Description and Service Level Agreement**

Prepared by Network and Communications Services

DRAFT

## Document Control

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# Executive Summary and Agreement

Network and Communications Services provides a service for hosting Oracle databases for McGill academic, administrative, and research units.

This Service Level Agreement formally outlines the details, goals, and support and problem resolution procedures for McGill University's Oracle hosting services.

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 \_\_\_\_\_

## Service Description

The Oracle hosting service provides:

- Initial database creation, customer is expected to provide init.ora parameters
- Instance management, work done in conjunction with customer
- Automated monitoring of both the hosting operating systems/servers as well as the database. Checks include:
  - Instance availability
  - Listener availability
  - Archiver hung alerts
  - Tablespace usage
- Automated backups
- Maintenance, patching, and upgrades of Oracle home
- A development environment as well as a production environment

This service does not include:

- Schema management including the creation and maintenance of accounts
- Troubleshooting application related errors

### Eligibility

This service is available for McGill academic, administrative, and 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 three node Oracle Real Application Cluster (RAC) running on IBM hardware using a Linux operating system.

## Roles and responsibilities

Customers will have full access to their own databases via the SYS and SYSTEM accounts. However, no shell level access will be provided. Since this is a clustered environment, customers are responsible for testing and verifying that their application will function properly. This includes performance, failover, and connectivity issues. Application owners must perform their own testing. NCS will assist with tnsnames entries and failover testing in the development environment.

All customers must maintain both a development database as well as the production database. The development environment is not to be used for load or stress testing. NCS reserves the right to reduce the size of the SGA as well as other resource consumption within the development environment.

The customer may request up to two refreshes per month of the development database data using data from production. These requests must be provided at least 5 business days in advance. Please note that these are complete database refreshes. Therefore, it is the responsibility of the customer to preserve any changes that may have been made in development and not yet deployed in production.

## Maintenance functions

NCS will need to apply security and maintenance patches to the host operating system and/or Oracle software.

## Chargeback and Pricing

### **McGill University Oracle Hosting Requests**

Requests for this service may be directed to:

Manager Server Hosting, Network and Communications Services  
805 Sherbrooke Street West, Montreal, Quebec H3A 2K6  
Telephone: 398-5480  
Fax: 398-6876  
Email: ncserverhosting@mcgill.ca

### **McGill University Oracle Hosting Tiers**

Databases will be classified into one of three categories (small, medium, large) based on the resource (memory and CPU) consumption. The physical size of the database in terms of storage is not considered for classification.

Only those databases determined to be small or medium will be housed in the shared database environment and covered by this SLA. For "large" databases, NCS will work with the customer to determine the most appropriate independent configuration where a separate SLA will be provided.

The current costing model for Oracle hosting is as follows:

\$3000/yr for small databases

\$6000/yr for medium databases

Definitions:

**Small database:**

Used during business hours, SGA  $\leq$  1.5GB, concurrent user connections  $\leq$  20

**Medium database:**

Primarily used during business hours but with occasional off-hours usage, SGA  $\leq$  3GB, concurrent user connections may fall between 20 to 100.

**Large database:**

Systems where the vendor of the application recommend a standalone configuration, concurrent user connections are frequently  $\geq$  100, SGA  $>$  3GB.

## Service Level Agreement

### Maintenance Window

NCS will require various maintenance windows needed to keep the system up-to-date or to add new functionalities. We will coordinate maintenance windows such that there is minimum interruption of service to the greatest number of databases. Hardware and operating system related maintenance windows will be a maximum of 4 hours per month (see Communications Plan in a later section for details). Maintenance windows for Oracle related work will occur once per quarter and may require extended downtime.

### Amendment and Distribution Policy

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

This Service Level Agreement must be signed by both NCS and the customer.

### Agreement Duration and Termination

This agreement is adjusted to match McGill's fiscal calendar. The duration will be the number of months remaining in the current fiscal year plus one additional fiscal year for a maximum of 24 months.

Either NCS or the client may terminate this agreement by providing a sixty (60) day written notice.

### Communications Plan

- The client will contact NCS Server Hosting via email at [ncsserverhosting@mcgill.ca](mailto:ncsserverhosting@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 planned changes that affect service will be communicated to all client contacts on-file at least two business days prior to the change.

### Monitoring Services

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

### Problem Support Services

All problems must be reported to NCS Operations by phone at 514-398-3699. The client initially establishes the problem severity.

All change requests will be submitted to NCS Enterprise Systems by email at [enterprise@campus.mcgill.ca](mailto:enterprise@campus.mcgill.ca)



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
<b>Business hours (9:00-17:00 Mon-Fri)</b>	1 hour	4 hours	Next business day
<b>Off hours</b>	2 hours	Next business day	Next business day

**Support Response Time**

Escalation

NCS Operations may be called 24x7x365 at 514-398-3699. The Operator on-duty will have up-to-date instructions on how to reach support staff which includes an escalation process.

**Escalation process:**

- Level 1 Oracle support staff – Enterprise on-call
- Level 2 Enterprise Systems Manager
- Level 3 NCS Associate Director Systems Engineering
- Level 4 NCS Director

## Appendix A – Scope of Work and Contact Information

<b>Administrative Contact</b>	
<b>Contact Name</b>	
<b>Title</b>	
<b>Address</b>	
<b>Telephone</b>	
<b>Pager</b>	
<b>Cell</b>	
<b>E-mail address</b>	

<b>Technical Contact</b>	
<b>Contact Name</b>	
<b>Title</b>	
<b>Address</b>	
<b>Telephone</b>	
<b>Pager</b>	
<b>Cell</b>	
<b>E-mail address</b>	

<b>Technical Contact</b>	
<b>Contact Name</b>	
<b>Title</b>	
<b>Address</b>	
<b>Telephone</b>	
<b>Pager</b>	
<b>Cell</b>	
<b>E-mail address</b>	

<b>Oracle Hosting requirements</b>	
<b>Short description of the project</b>	
<b>Is application RAC certified?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Is the database already running elsewhere?</b>	<input type="checkbox"/> Yes <input type="checkbox"/> No  If Yes, please describe the current infrastructure.
<b>Additional Information</b>	