

UT Tyler Critical Server Service Level Agreement

The Department of Information Systems and Communications maintains and houses certain servers that have been deemed critical to the operations of The University of Texas at Tyler.

Accessibility:

- Service includes the objective of providing 24 x 7 availability with a reliability of 99.5% uptime. This premise is based upon the assumption that data center must be operational, including network access, power and air-conditioning. Network personnel will be present during normal operational hours for UT Tyler to monitor the servers and provide any support needed. Further, network and server monitoring is in place and personnel are notified of failures at all times. Scheduled maintenance requiring a service outage takes place outside of 8-5 business hours when possible. Notification will occur 24 hours prior to the outage whenever possible. Emergency maintenance or routine maintenance that does not involve taking the server down may take place during 8-5 without notification.

Responsibilities:

- Information Systems and Communications will monitor systems for disk usage, disk performance, and system performance; configure operating system and web application services; manage user access controls; perform regular full and incremental system backups; restore system operating system and application files as needed; apply current operating system patches as well as security patches; and insure Information Assurance directives are completed, such as registry hacks.
- Information Systems and Communications will maintain a disaster recovery plan for each server and application. This plan will include the basic configuration of the server, contacts, and steps for restoring the system.
- Users of the systems shall abide by the policies and procedures mandated by the State, The University of Texas System, and The University of Texas at Tyler.

Servers (Applications) Included:

1. Email – Lotus Notes
2. WEB Server – www.uttyler.edu
3. File Server – Irddata
4. Domain Controller(s)
5. DNS
6. DHCP
7. Astra
8. Alpha1, Alpha2, Alpha3 – Student Information System