

ITCS Web Hosting - Service Level Description (SLD)

This document provides a general description of the intent of the ITCS Web Hosting service, as well as the customers, users, approval and review process, and a definition of the terms used herein.

Table of Contents:

1. Conventions
 - 1.1 Statement of Intent
 - 1.2 Approvals
 - 1.3 Review Dates
 - 1.4 Time and Percent Conventions

2. About the Service
 - 2.1 Description
 - 2.2 Service & Cost Matrix
 - 2.3 Site-Maintainer Environment
 - 2.4 User Support Services

3. About Service Availability
 - 3.1 Normal Service Availability Schedule
 - 3.2 Scheduled Events That Impact Service Availability
 - 3.3 Non-emergency Enhancements
 - 3.4 Requests for New Site-maintainer Access
 - 3.5 Requests for Site-maintainer Changes / Revocation

1. Conventions

This section defines the purpose, terms, and other conventions used in this document and the process in general.

1.1 Statement of Intent

This service level definition (SLD) documents the characteristics of a Web Hosting service that is required by a business function as they are mutually understood and agreed to by representatives of the customer groups. The purpose of the SLD is to ensure that the proper elements and commitment are in place to provide optimal data processing services for the business function. The customer groups use this SLD to facilitate their planning process. Service levels specified within this definition/agreement are communicated on an annual basis to the customer group representatives.

1.2 Approvals

This service level definition must be reviewed and approved by the business unit or customer group representative seeking the web hosting service and the Web Infrastructure Administrator group within ITCS and its representative. Affirmations and addendums are to be attached to a separate Service Level Agreement form, which will include the content of this document by specific reference.

1.3 Review Dates

Last Review: 10/08/2013

Next Review: 07/01/2018

1.4 Time and Percent Conventions

This SLD uses the following conventions to refer to times and percents:

- Times expressed in the format "hours:minutes" reflect a 24-hour clock in the central time zone.
- Times expressed as a number of "business hours" include from the hours from 08:30 to 17:00.
- Times expressed as a number of "business days" include business hours, Monday through Friday, excluding designated holidays.

The symbol "---" indicates that no time applies in a category (for example, no outages are scheduled for a day).

2. About the Service

This section provides a description of the service and the user community, including their physical location.

2.1 Description

ITCS operates a web site hosting service using ITCS-supported web servers to support the mission of the College of ACES at the University of Illinois.

These services are primarily intended for use by departments, units and affiliates of the College of ACES at the University of Illinois, in support the college's mission. However, these services are also made available to other departments, units and affiliates of the University of Illinois on a cost-recovery basis, in an effort to maximize efficiencies and reduce duplication of services.

The Web Hosting Service platform consists of a set of Highly-Available front-end web-servers connected to separate, Highly-Available back-end services (databases, shared file-systems, etc.). The separation of front-end servers is intended to provide a layer of security/insulation of back-end resources from the general internet environment.

2.2 Service & Cost Matrix

The following service matrix defines the service packages and options available from the ITCS web hosting service, along with pricing information:

(All charges listed in table 2.1 below are recurring annual charges, unless otherwise indicated.)

Features	Base Charge
Basic Web Site <ul style="list-style-type: none"> - Apache or IIS, 1 GB Disk Space - HTTPS-Only, if desired - Scripting limited to ITCS-provided CGI scripts 	\$ 219
Intermediate Web Site: Linux/Apache <ul style="list-style-type: none"> - 1GB Disk Space - Perl, PHP, Python, CFML middleware (LUCSEE or ACF) support - HTTPS-Only operations 	\$ 280
Intermediate Web Site: Windows/IIS <ul style="list-style-type: none"> - 1GB Disk Space - Perl, ASP, ColdFusion (<i>legacy versions only</i>) 	\$ 280
Drupal Site Package <ul style="list-style-type: none"> - Includes Intermediate Linux/Apache site; HTTPS-Only (default) - Includes one MySQL database - Includes centrally managed Drupal core installation 	\$ 412
WordPress Site Package <ul style="list-style-type: none"> - Includes Intermediate Linux/Apache site; HTTPS-Only (default) - Includes one MySQL database - Includes dedicated (per site) WordPress installation 	\$ 439
Redirect-only site (complex)	\$ 60
Simple URL redirection entry	\$ 12
Add-ons	
Setup Charge for Drupal/WordPress site-pair (<i>one-time charge</i>)	\$ 100 (<i>one-time</i>)
Setup Charge for CFML-based Intermediate site (<i>one-time charge</i>)	\$ 75 (<i>one-time</i>)
Additional Disk Storage <ul style="list-style-type: none"> - 1GB increments 	\$ 12
DNS domain registration and management	\$ 11
Additional Host Name	\$ 10
MS-SQL Database (<i>each</i>)	\$ 304
Setup Charge for MS-SQL Database (<i>one-time charge</i>)	\$ 50 (<i>one-time</i>)
MySQL/MariaDB database, Large (>100MB, <i>each</i>)	\$ 150
MySQL/MariaDB Database, Small (<i>each</i>)	\$ 60
Setup Charge for MySQL Database (<i>one-time charge</i>)	\$ 25 (<i>one-time</i>)
Secure/SSL-enabled Illinois.edu site	\$ 11
Secure/SSL-enabled Non-Illinois.edu site	\$ TBD
Dedicated/Customized Front-end server (<i>VM, single</i>)	\$ 180
Dedicated/Customized Front-end server pair (<i>VM, Dev/Prod, manual</i>)	\$ 360
Dedicated/Customized High-Availability servers (<i>VM, paired</i>)	TBD/custom
Setup Charge for Dedicated HA server-pair (<i>one-time charge</i>)	\$ 200 (<i>one-time</i>)
Support for Drupal site migration from external environment (<i>charged for time-spent on per-hour basis, w/ 4 hour expected minimum</i>)	\$ 50/hour
Special Site Customization requests (<i>charged for time-spent on per-hour basis, w/ .5 hour minimum</i>)	\$ 50/hour

Table 2.1 - Service Matrix: Packages and Add-on options

Unless otherwise specified, All web hosting agreements include:

- Maintenance Access: SSH/SFTP
- Data Backup: daily with eight week retention
- Log Rotation: default log rotation is monthly, with 12 month back-store (*compressed on first rotation*)
- Site Statistics: calculated nightly, automatically from available logs using webalyzer analytics software.
- DNS Registration: single .illinois.edu domain with "www" alias. (*A pre-existing legacy .uiuc.edu domain and "www" alias will included upon request, at no additional charge.*)
- HTTPS-Only site operation, if desired. (*Additional charges for SSL certificates for non-Illinois.edu domains may apply...*)
- Access to "drush" command-line site-management tool for Drupal-based sites
- Access to "wp-cli" command-line site-management tool for WordPress-based sites

Please Note: Determination of applicability of "Special Site Customization" charges will be at the discretion of the system-managers for the ITCS Web Hosting service. Generally, only requests/tasks that are considered "extraordinary" or "out of the standard scope" will merit this treatment. Any request classed as a "Special Customization" will require notice of this classification to the requestor and an approval to proceed from them before initiating action on it.

Billing Cycle:

Each annual billing cycle begins on July 1st of each year, ending on June 30th -- following the Illinois State fiscal year. Billing will occur at the end of each quarter, for services rendered during that quarter. (*quarters end: Sept. 30th, December 31st, March 31st, June 30th*)

Sites that are added/created during the cycle will be initially charged a pro-rated amount based on the date the hosted site is made available to the maintainers.

Added/changed features and options will be charged a pro-rated amount based on the effective date of the addition/change, reflected in the next quarterly invoice to the unit.

Disk space usage will be monitored on a monthly basis. Clients may be notified if their utilization exceeds 90% of allocated disk space (quota) and will be asked to add additional space allocation units when their utilization exceeds the quota. Storage quota adjustments will be prorated based on the date of change.

Access:

Shell & file-system access is provided for site-maintenance purposes via SFTP/SSH protocol. (Supported clients include any current version of: DreamWeaver, WinSCP, PuTTY, WebDrive, NetDrive, or built-in SSH/SFTP tools in MacOS & linux/unix systems) Access authentication is provided via campus (UOFI) Active Directory accounts.

Web-based site management environments () are available as part of the standard Drupal & WordPress site. Administration accounts in these environments will be set up and distributed as part of the site-creation process. Authentication for this environment may be either standalone (site-specific usernames & passwords) or linked to the campus Active Directory by the site-maintainers using community-supported modules/plugins.

Site maintainers that do not have an individual UOFI AD account may be provided with credentials specific to the website or group of websites covered by this SLA under section 1.1. Units are responsible for requesting additions or changes to the listed website maintainers for each site. Special provisions will be made for access to individuals not affiliated with the University of Illinois (external developers, etc.) and may take additional time to provision.

Development Area:

Each hosted "production" site is entitled to one corresponding development (or "staging") site of equivalent configuration & capability at no additional charge. Development area will be hosted on identical hardware and will be appropriately named at the client's request. Development areas shall be accessed through the same mechanism as the production sites (SSH/SFTP). If no additional development area is needed, it is the client's responsibility to ask that the area be removed. Intended use of development areas is to allow site maintainers to make/preview web site changes without changes to production level web sites.

Development areas/sites will generally be restricted from off-campus access by default. Access from off-campus addresses can be achieved by using the campus VPN, or by request to allow access to specified IP address ranges.

Backups:

Daily backups are performed on the hosted site storage area. Restores of data due to server/service failures are the responsibility of ITCS. Notification of such data loss must be given as soon as possible by the site maintainers by email. Data loss or data corruption due to maintainer action can be restored upon request where backups are available; time to completion will vary depending on the details of the restore.

Log Files:

Web site log files will be maintained for twelve months by default. Average monthly logs greater than 500MB will be moved to weekly rotation, 52 week store. If average weekly logs are greater than 150MB, the logs will be moved to a daily rotation (compressed after 2 days), 26 week store. By default, old log files will be removed after twelve months. Log files will count against site's disk storage utilization. Clients may be notified by email if log files push a site past 90% disk space utilization. If you require the log files to be kept longer, we can make alternate arrangements/configurations. Transfer of raw log files may be arranged by site maintainers. Web site usage reports will only be available for twelve months.

Monitoring:

All ITCS web server hardware and servers are monitored by Dartware's InterMapper monitoring software. Clients may arrange for website monitoring and email notification by request at no additional charge.

Web Site Naming:

Website name aliasing will be provided at no cost for the first "www" domain alias. Additional fully qualified domain names may be added if the change can be accomplished via server-side aliases. In cases where an alias configured as part of a main site/virhost will not work or is undesirable, name redirection can be accomplished by the creating of a redirection website on the hosting server.

Other Notes:

- Clients are responsible for the purchase of the SSL certificate if secure access is required. For information and ordering, please send email to webadmin@aces.illinois.edu.
- The web hosting server is a live production environment. This means that it is not designed as a development platform. User changes to the website go "live" immediately upon saving into the site's storage area. It is recommended that website development be done within provided development areas on the hosting environment, and only finalized production-level content be uploaded/installed/copied to the production web hosting site.

2.3 Maintainer Environment

The business function is conducted in the following data processing environment as shown in the following table:

Eligible Maintainers	<i>All departments, units, groups affiliated with the University of Illinois.</i>
Where Service is Delivered	<i>Maintainers can authenticate and access the web sites from anywhere on the Internet.</i>
Computer Platforms Required to Use the Service	<i>All maintainers must have IP connectivity to the client machine. Maintainers can access web from any platform with a browser.</i>
User Background or Training Required to Use the Service	<i>Web development skills are necessary for web work. Familiarity with SSH/SFTP methods and basic command-line usage principles is assumed for those maintainers given shell/file-system access.</i>

Table 2.2 Site-Maintainer Environment

2.4 User Support Services

Phone Assistance	217-244-0477 M-F 8am-5pm
E-mail Assistance & Service Questions	webadmin@aces.illinois.edu
Notification of Requested Changes	Send email to: wi-operations@itcs.illinois.edu
Service Status Information	Notification by email
To Report a Problem with the Service:	217-244-0477 wi-operations@itcs.illinois.edu

Table 2.3 Support Services for the User Community

Note: The scope of customer support in this agreement covers issues with hosting servers/service and how to connect to the hosted servers for site maintenance. Customer support does not include web page design, SQL design, or programming -- Please contact the ITCS Web Management and Support team for assistance (cost-recovery based) with these issues.

3. About Service Availability

This section provides information about the normal schedule of times when the service is available. It also describes the process for enhancing or changing the service.

3.1 Normal Service Availability Schedule

The following table shows the times the service is available for customer use:

Times	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Start	00:00	00:00	00:00	00:00	00:00	00:00	00:00**
Stop	24:00	24:00	24:00	24:00	24:00	24:00	24:00

Table 3.1 Normal Service Availability Schedule

**Adjusted when necessary for scheduled outages and non-emergency enhancements.

3.2 Scheduled Events that May Impact Service Performance & Availability

Regularly scheduled system maintenance events can cause a service outage or otherwise negatively impact performance (such as slow response time). The table below shows when these are scheduled to occur:

Times	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Log processing							
Start	00:45	00:45	00:45	00:45	00:45	00:45	00:45
Stop	03:00	03:00	03:00	03:00	03:00	03:00	03:00
Optional Service Window							
Start	05:00	02:00	02:00	02:00	02:00	02:00	---
Stop	12:00	04:00	04:00	04:00	04:00	04:00	---
Database backups, most daily automated tasks							
Start	04:00	04:00	04:00	04:00	04:00	04:00	04:00
Stop	06:00	06:00	06:00	06:00	06:00	06:00	06:00

Table 3.2 Regularly Scheduled events impacting Service Availability

3.3 Non-emergency Changes & Enhancements

All system or service changes that are expected to require more than four hours to implement, or that are expected to impact user workflow are reviewed by the hosting service team for approval and prioritization.

Enhancements and changes that do not require a service outage and that are not expected to impact user workflow may be implemented during normal operating times.

Enhancements and changes that require a service outage are scheduled outside business hours whenever possible – typically during the “optional service window” times noted in Table 3.2. If possible, affected users are notified at least two business days in advance if possible when a non-emergency service outage is required to implement an enhancement or change.

Please submit all enhancement requests by email to: wi-operations@itcs.illinois.edu.

3.4 Requests for New Site-maintainer Access / Accounts

To request access for a new site maintainer for your web site, please submit your request via email to wi-operations@itcs.illinois.edu. You must include the full name, contact information (including phone & valid email address), and requested access privileges for each requested user. New users will be contacted individually with instructions on how to properly connect to the system. Requests are usually satisfied within 2-3 business days.

3.5 Requests for Site-maintainer Changes/Revocation

The unit-owner of a web site is responsible for notifying us of departure/retirement of any member of a site-maintenance team. Requests for access revocation should be submitted via email to wi-operations@itcs.illinois.edu within 14 days of the departure/retirement.

ITCS cannot be held responsible for any consequences of use of credentials left active due to failure to notify of a necessary access revocation. All revocation requests will be processed on an “ASAP” basis, unless specifically noted in the request. “For Cause” revocation requests submitted by a recognized departmental/unit administrator and marked “Urgent” will be given our highest priority.