

Web Hosting: WordPress Server (Tuscany) Service Level Agreement 2012

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Older SLAs: No older SLAs apply

1 General Overview

This is a Service Level Agreement (SLA) between Users of Mason Web Hosting Services and the Technology Systems Division of the Information Technology Unit Service Provider to document the working relationships for supporting the use of the Mason WordPress Server (Tuscany) Web Hosting.

This SLA shall remain valid until revised or terminated and shall be reviewed on an annual basis.

2 Service Description

Web hosting is a service that allows for the publishing of websites on the World Wide Web. Mason offers free self-hosting of WordPress installations on the Tuscany server. The server runs Red Hat Enterprise Linux with SELinux, Apache web-server. PHP is available with select modules.

2.1 Service Scope

The university's WordPress server is called "Tuscany." It is comprised of the hardware and software required to function as the university's WordPress web server. The following policies are related to "Tuscany."

The WordPress server (Tuscany):

- Is NOT currently setup for off-site disaster recovery. There are plans to include the server in disaster recovery in the future.

TSD/ITU provides infrastructure, people, and processes including:

- Escalated support services
- System operations, administration and network connections
- Web access
- System level backup processes

2.1.1 Eligibility Requirements

Space on this server is available to colleges, departments, and other university units for purposes relating to official university activities and information.

2.1.2 Boundaries of Service Features and Functions

While the ITU does provide for total system recovery, we do not provide individual file backup and recovery for any individual sites. Therefore users must backup site files locally on a secure, reliable file space. ITU provides limited technical support for basic issues, such as connection and permission problems, through webmaster@gmu.edu. ITU does not provide support for WordPress plugins, templates, .htaccess files, or any other custom coding.

2.2 Software: Procedures and Policies

2.2.1 Software Approval Process and Request Form

Any user who wants to use software, themes, or plugins that are not on the recommended list (the list will be published on <http://webdev.gmu.edu>) is required to complete a request form.

Submit the software request form at:

http://webdev.gmu.edu/forms/tuscany_request.php

The Form will ask for

- Name and contact information of person submitting the form
- Type of request (theme or plugin)
- Name and link to plugin or theme
- Purpose

The request will be reviewed by

- The Webmaster
- Systems Engineers responsible for “Tuscany”
- IT Security Office
- Accessibility Office

The approval/disapproval process might take several weeks.

2.2.2 Active Security Risks

Systems Engineers reserve the right to immediately disable or remove any software without notice if it is causing an active security issue. Webmaster will notify users as soon as possible, within 8 business hours, after the disabling or removal of the software with an appropriate level of the details of the security vulnerability and the actions that were or must be taken to fix the security problem.

2.2.3 Insecure/Unauthorized Software

Users may be notified in advance via email if they are using insecure or unauthorized software and will be given notice to remove it, depending on the severity level of the threat. If the software is not removed by the date requested, Systems Engineers will disable the software.

2.3 Service Level Performance

We strive to maintain high uptime outside of maintenance windows; however misconfigured sites can lead to uncontrolled outages. Users should check all custom coding, file/directory permissions, and .htaccess configurations before reporting issues with their sites.

3 Roles and Responsibilities

3.1 Service Providers

The following Service Provider(s) are associated with this SLA:

Service Provider	Title / Role	Contact Information
<i>ITU Systems Engineering Group</i>	<i>Systems Engineers</i>	<i>Contact Webmaster</i>
<i>ITU Client Relations</i>	<i>Webmaster</i>	<i>webmaster@gmu.edu</i>
<i>ITU</i>	<i>Web Team</i>	

3.2 TSD/ITU Responsibilities

TSD/ITU will provide the infrastructure, technology, people, processes and monitoring tools necessary for Tuscany and assume the following responsibilities.

General

- Clearly document services provided in ITU Support Center Service Catalog <http://itservices.gmu.edu/services/>
- Meet response times associated with the priority assigned to incidents and service requests.
- Appropriate notification to users for all scheduled maintenance via the ITU Event Calendar, Outages web page (<http://outages.gmu.edu>), web development wiki (<http://webdev.gmu.edu>), and/or TUSCANY-USERS-L ListServ.

Systems Engineering:

- Perform patches or upgrades, as necessary, during the maintenance window when possible
- Provide details of changes to the webmaster, including but not limited to unexpected outages, issues, maintenance, and notifications related to any change management processes
- Maintain the operating system of the server
- Maintain a defined set of foundational web development software as specified by the Systems Engineers and communicate what constitutes the “defined set” to users
- Manage redirects and virtual hostnames on server
- Create new directories, assign and change ownership
- Create databases and provide credentials to directory owner
- Alert users when they are approaching their allocated quota
- Manage a list of approved software to be shared with webmaster and users

- Provide information regarding active redirects, virtual host mapping, quota usage, and web server file ownership to webmaster
- Perform system-level backups for the purpose of system recovery

Webmaster:

- Maintain the “Tuscany” ListServ (TUSCANY-USERS-L)
- Draft communications regarding planned and unexpected outages, post information to appropriate ListSers and websites
- Respond to inquiries and requests through webmaster@gmu.edu inbox
- Review any complaints and either forward the complaint to the proper department or review with the Web Team
- Act as liaison between ITU and users

Web Team: The Web Team is an oversight committee comprised of members from different units around the university. The Web Team is responsible for providing ongoing guidance regarding Mason’s web presence and applications. The Web Team meets at least once a month. Members include: Webmaster, Systems Engineer for the server, ITU TSD Director of Client Relations and Staff member, University Relations Web Communications representative, representative from ITU Security and Project Management Office, IT Accessibility Coordinator from the Assistive Technology Initiative, representative from Library Digital Programs and Systems and a representative from one academic department. The Web Team’s duties include:

- Review software/plugin requests, with input from the Security Office and appropriate Systems Engineers and propose a recommendation for further action
- Provide guidance and recommendations to the Webmaster for requests outside the normal scope of the Webmaster’s responsibilities
- Create and approve policies to govern website management at Mason
- Review proposed changes in server policies
- Recommend improvements to services

3.3 User Responsibilities

A “user” is anyone who maintains, edits, and/or administers a file or web site hosted on “Tuscany”

User responsibilities and/or requirements in support of this Agreement include:

- Follow university and web server (Tuscany) policies below
- Must commit to actively manage the site
- Configure uploads to go to a centralized uploads directory not the standard wp-content/uploads location

- Users are responsible for all installation and configuration of their WordPress sites, including Wordpress software, database setup, theme development and installation, and plugin installation and maintenance
- Maintain WordPress software and plugins by applying patches and updating when new releases are available. For WordPress updates, please contact the Mason Webmaster to make arrangements for installation. Updates cannot be done through the browser unless that functionality is specifically enabled by Systems Engineers for the duration of the update
- Request approval of a theme if it is not in the list of recommended themes
- Request approval of a plugin if it is not in the list of recommended plugins
- Optimize allotted space
 - Stay within allocated space quota
 - Respond to warnings of “quota nearing allocation”
- Adhere to 5 MB size limit on uploads through WordPress
- Monitor e-mail for notifications regarding the user’s site and the server
- Update contact information when there any changes to the owner’s information or to the ownership of site
- Test software and websites after system updates (as notified by Webmaster) or after software updates (performed by themselves)
- Will not create world writeable files or directories
- Will not share login information
- Run a link checker at least once a semester to verify links are working
 - The World Wide Web Consortium (W3C) offers a free link validator: <http://validator.w3.org/checklink/>
- Back up site files and database, preferably on a secure and centrally supported file space
- Conduct HTML and script troubleshooting
- Comply with University Visual Identity Guide at <http://logo.gmu.edu/>
- Comply with all federal, state, and university accessibility laws and requirements, see <http://webaccessibility.gmu.edu> for more information and details

4 Methods of Requesting Service

- Online via http://webdev.gmu.edu/forms/tuscany_request.php
- Phone via ITU Support Center (703-993-8870)
- Email (webmaster@gmu.edu)
- Walk-in (ITU Support Center)

5 Hours of Coverage, Response Times and Escalation

For general website issues during regular business hours, Monday through Friday, 8:30 AM to 5:00 PM, contact webmaster@gmu.edu. In the event of an emergency, such as a server outage, at any time, contact the ITU Support Center via phone at 703-993-8870. Support outside regular business hours may be available through webmaster@gmu.edu, but is not guaranteed.

5.1 Hours of Coverage

Tuscany web hosting is provided 24 hours a day 7 days a week except for periods of planned maintenance and unexpected outages.

5.2 Incidents

5.2.1 Incident Prioritization and Response

Please note these prioritization and responses times are a guideline for ticket processing and measure time from when a Service Desk Express (SDE) ticket is opened. Response times may be affected by emergencies or unusually large volumes of request such as at the start of a semester. Further information may be required before a ticket can be opened. Webmaster emails are responded to within 1-3 business days.

Urgency Level	Criteria	Response Target Time	Closure Target Time
2 – High Priority	<p>There is significant impact to departmental services or functions, and must be addressed quickly.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Service outage affecting multiple or high-profile clients • Discovery of a worm or compromised system that is aggressively attempting to infect other hosts 	1 hour	8 hours
3 – Standard	<p>Routine services and requests</p> <p>Examples:</p> <ul style="list-style-type: none"> • Ownership changes to files and directories • Virtual host requests • Login issues 	8 hours	16 hours
4 – Scheduled	<i>Training</i> – Users need instruction on connecting to the web server	As Negotiated with the	As Negotiated with the

	<i>Site migrations or major site upgrades – requests for the migration of a site onto another server or other major changes.</i>	User	User
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5.3 Escalation

The first point of escalation for incidents reported to the Webmaster webmaster@gmu.edu. Further escalation can be reported to David Robinson, 3-9477.

6 Maintenance and Service Changes

The regular maintenance window is the second Sunday of the month, 7 AM to 2 PM.

Every attempt will be made to perform non-emergency changes during this window. When possible, changes will be communicated in advance to TUSCANY-USERS-L ListServ and indicated on the semi-annual report, by the Webmaster.

TSD/ITU related planned service outages are published in the ITU Event Calendar <https://activecalendar.gmu.edu/default.aspx?type=&view=Grid&category=16-72>. The [ITU Event Calendar](#) currently serves as the official outage and maintenance schedule for TSD/ITU. Maintenance and service changes are scheduled during regular maintenance windows, as appropriate. TSD schedules maintenance and service changes that cannot be scheduled during regular maintenance windows are scheduled at the discretion of TSD, unless defined in this SLA.

A maintenance window is a defined period of time during which planned outages and changes to **production** (see definition below) services and systems may occur. The purpose of defining standard maintenance windows is to allow clients of the service to prepare for possible disruption or changes.

Production means university faculty, staff, and other users depend on the service to complete business and academic tasks and objectives.

Major upgrades to a service are treated as projects outside the scope of a weekly maintenance window.

6.1 Maintenance Window

The Maintenance Window for WordPress server (Tuscany):

- Planned outages are generally scheduled and performed between 7:00 AM and 2:00 PM on Sundays. Check <http://webdev.gmu.edu> for updates, changes to the support and maintenance times and maintenance work outside the normal schedule. If there is a change to the schedule, the change will appear in a yellow box at the top of the page.

- Planned outages and changes will not be scheduled during the first or last weeks of instruction, finals or grading week of the academic quarters, or during other significant campus events or key dates.
- For WordPress updates, please contact the Mason Webmaster to make arrangements for installation. Updates cannot be done through the browser unless that functionality is specifically enabled by Systems Engineers for the duration of the update.

6.2 Emergency Changes and Maintenance

Whenever possible, emergency changes and maintenance will be done after business hours. Users will be notified in advance or shortly after an emergency maintenance is performed. The Mason Webmaster will communicate what the emergency was, how it was fixed, and any possible implications to web applications or sites.

7 Reviewing and Reporting

7.1 Service Level Agreement

This Agreement is valid from June 15, 2012. The Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The service provider is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary stakeholders and communicated to all affected parties. The service provider will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

This Agreement will be published at the following location and will be made accessible to users of this service:

http://itservices.gmu.edu/documents/SLAs/upload/SLA_wordpress.pdf

8 Approvals

The Unit and Department Liaisons and ITU Senior Managers approve this document. Then, this document is published in the ITU Support Center Service Catalog web site along with other service level agreements.