

Service Level Agreement S3IT

Version: 2018-03

This document describes the general way that S3IT delivers services to customers, and describes the basic service level agreement (SLA) for our services.

- Service operation and availability
 - All S3IT infrastructure services in principle operate 24 hours per day, 7 days per week.
 - For all infrastructure services, we aim for at least 95% availability for issues under our control (i.e excluding downtime due to external / third party services).
 - Planned and agreed interruptions (e.g., for maintenance) are not considered as unavailability.
 - S3IT leverages some external or third party services to support delivery to customers, where availability may be not entirely under S3IT control.
- Planned maintenance and service interruptions
 - Regular maintenance windows are the first Wednesday per month. When maintenance must occur this is when we will carry it out.
 - During maintenance windows, services may be interrupted and unavailable, but this does not count as downtime against SLA targets. Customers will be contacted in advance wherever possible.
 - Major upgrade windows are twice per year, take up to 3 days and begin on the first Wednesday in February and the first Wednesday in July.
 - Emergency maintenance (e.g. to resolve security threats) cannot be planned but S3IT will give as much notice as possible to users.
- Support
 - Support is provided 09:00 to 17:00, Monday to Friday, on UZH working days (i.e., excluding UZH holidays).
 - Support is also excluded during the Christmas period (from the last Friday before 25 December until the first Monday after 1 January).
 - Support can be accessed initially by contacting the S3IT Helpdesk (cf. <http://www.s3it.uzh.ch/en/scienceit/support.html>).
 - S3IT aims to resolve most (straightforward) incidents within 2 business days.
- SLA violations
 - S3IT makes all possible effort to fulfill its service levels, nevertheless, at times services may fall below expectations.
 - Where we have some warning of failure, we will make every effort to notify customers and users via email.
 - When there is an unexpected SLA violation we will make an explanation of the situation available to our customers.
- Complaints and communication
 - S3IT aims to contact customers periodically to discuss your use of the service and satisfaction, but for topics not addressed elsewhere in the SLA please contact S3IT by sending an email to contact@s3it.uzh.ch.
 - Complaints about S3IT service can also be sent by email to contact@s3it.uzh.ch and will be dealt with by senior unit staff.
 - If you are not satisfied with our response or it is a larger issue, the complaint can be escalated to the director of S3IT.
- Limitations and constraints include
 - While basic support services are offered free of charge, they incur costs to UZH, so customers must commit to using them efficiently or we may have to adjust the amount of support granted.
 - Service and support is generally for UZH research staff and all users must have an account on the UZH ITIM system.
 - For external users, a special agreement will be needed.
- Validity and review
 - This SLA is in force from 6th March 2017. It will be reviewed annually and published on the S3IT web pages (cf. www.s3it.uzh.ch).

In addition, customers should note that S3IT services are subject to the general UZH "Regulations on the Use of IT" (cf. <https://www.uzh.ch/cmsssl/id/de/dl/sicher/Vorschriften.html>), like all other UZH IT services. In particular, users of IT resources are responsible for ensuring that data are not put to abusive use by unauthorized third parties.

Changes since version 2017-03: Fixed typo with the Christmas period starting month.