

# UIUC Exchange 2007 SLD/SLA

## CITES Service Level Definition/Agreement

This template provides a general description of the intent of the service level agreement (SLD/SLA) as well as the customers, users, approval and review process, and a definition of the terms used in the document.

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### 1.0 Statement of Intent

This service level definition/agreement (SLD/SLA) documents the characteristics of an IS 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/SLA 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/SLA to facilitate their planning process. This agreement is not meant to override current procedures, but to complement them. Service levels specified within this definition/agreement are communicated on a monthly basis to the customer group representatives.

### 1.1 Approvals

Table A.1 shows which business groups and IS groups share ownership of the service, and their representatives have reviewed and approved this SLD/SLA.

Ownership Type	Organizational Group	Representative
Business Unit or Customer	UIUC	None
IS Services	CITES DS	Alex Breen
Computing Services	DS Technical Services	Brad Horn

*Table A.1 Organization Representation*

## **1.2 Review Dates**

Last Review: 6/11/08

Next Review:

## **1.3 Time and Percent Conventions**

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

- Times expressed in the format "hours:DRminutes" reflect a 24-hour clock in the central standard time zone.
- Times expressed as a number of "business hours" include from the hours from 8:30 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**

The Exchange management group provides the following service:

- Ensures that Exchange is available for users to log on and to send and receive email.
- Responds to and resolves user questions about, problems with, and requests for enhancements to the application.

To satisfy the faculty and staff needs to communicate and collaborate with students, other University units, and other institutions and individuals around the globe, DS offers an effective solution. DS provides a centrally administered Microsoft Exchange service for its ease-of-use, reliability, scalability, and manageability.

The cost for the Premium Exchange service is \$5 per mailbox per month (\$60 annually).

Features include:

- 500 MB mailbox storage limit
- Access to mailbox via MAPI, IMAP4, Outlook Anywhere (RPC over HTTPS), [Outlook Web Access \(OWA\)](#), Microsoft ActiveSync, BlackBerry Enterprise Server for Exchange
- User accounts using UIUC netID's
- Authentication based on established campus Active Directory (AD)
- Password resets via Bluestem authenticated web page at <https://passwords.cites.uiuc.edu/index.html>

- Access to mailbox via MAPI, secure IMAP, and secure web connections. Non-secure IMAP and web connections are not supported.
- Access to a calendar with the ability to propose meetings with all other faculty and staff
- Online directory of all campus users, groups, and lists
- Individual task lists, journals, and personal folders
- Virus protection on messages and attachments via CITES Spam Control (CSC)
- Daily backup of server with seven day retention of data for disaster recovery
- Twenty-eight day retention of deleted items in individual mailboxes
- Ability to mail-enable campus Active Directory security groups located in departmental OUs.

#### **Notes:**

#### **Campus Active Directory Lockout Policies**

Users can be locked out from using the campus Active Directory because of incorrect logon attempts (using an incorrect logon/password). 6 incorrect logon attempts in a 30-minute period will lock out a user for 60 minutes. A user who is "locked out" will not be able to log into the campus Active Directory. Accounts are automatically unlocked after the 60-minute wait. Users can manually unlock their accounts by going to <https://passwords.cites.uiuc.edu/index.html>. Users must know their netid and netid password to manually unlock their campus Active Directory account.

#### **Client Access Licenses**

All users of this service are responsible for maintaining Client Access Licenses (CALs). Both the Exchange Standard and Enterprise Edition CALs are necessary to use the service. Some units may have a Microsoft Campus Agreement which may include one or both of these CALs. Check with your local IT support group or license administrator for this coverage. If you are not covered under a Campus Agreement you can purchase these licenses through the Microsoft Select Agreement at F&S Stores and Receiving <http://www.cstores.uiuc.edu/cgi/price2.dbr?UCS0077>.

#### **Quotas on the Campus Exchange Service**

For an Exchange subscriber with a 500MB quota the following paragraph explains how the Exchange quotas work:

When the subscriber reaches 480MB in their mailbox, they will automatically be notified with a warning that they are approaching the 500MB limit. When a subscriber reaches the 500MB quota, they will be unable to send additional mail until they delete enough mail to fall under the quota. However, a subscriber will continue to receive mail even when over quota. This will allow mail delivery to continue. The 500MB quota applies to all information saved in the mailbox. This includes the inbox, calendar, tasks, journal, and any folder subscribers create within the mailbox. To free up space, delete items in the inbox, journal, tasks, or calendar, remove items from the "deleted items" folder, or move items to personal folders, which are located on the client machine. To find out current storage usage, right click on "Outlook Today" (This is the mailbox), and then click on the folder size button. Clients can

subscribe to the Exchange service with different quotas. The following table documents the features:

Quota Limit	Cost	Warning Message	Prohibit Send	Prohibit Send and Receive
100 MB	\$3/month	100 MB	120 MB	200MB
500 MB	\$5/month	480 MB	500 MB	600 MB
1 GB	\$8/month	0.95 GB	1 GB	1.1 GB
2 GB	\$15/month	1.95 GB	2 GB	2.25 GB
5 GB	\$30/month	4.9 GB	5 GB	5.5 GB

### **Mailbox Restore Fees**

Users who request mailbox restores will be charged \$60/hr with a minimum charge of \$60. Mailbox restores due to system failures will not be charged.

### **Spam**

The CITES Exchange service uses CITES Spam Control (CSC) for filtering of spam. The Exchange implementation of CSC contains the following details:

- All new Exchange subscribers will have their CSC setting placed in the "Cautious" mode if they hadn't already subscribed to CSC. CSC will also be configured to send them a quarantine digest list. If a new Exchange user already subscribes to CSC, then the CSC settings will not change.
- Exchange subscribers will be able to set their CSC setting to any of the available modes.
- Exchange subscribers will need to use the CSC processes for retrieval of filtered mail.
- Resource mailboxes and public folders may be associated with the requestors netid and use that persons CSC setting for filtering.

### **Public Folders**

Public folders are also available on the Exchange server. Units interested in utilizing these should reference the public folder SLD/SLA.

### **Appropriate Use**

The UIUC Exchange service adheres to the policy on appropriate use of computer and network systems. This includes those policies on protection of information in electronic media and specifically those policies for examination of files and the processes for requesting disclosure of contents of messages. The policy on appropriate use of computer and network systems is located at

<http://www.admin.uiuc.edu/cam/CAM/viii/viii-1.1.html>.

## 2.2 User Environment

The business function is conducted in the following data processing environment as shown in Table A.2.

<b>Eligible Users</b>	<i>All faculty and staff at the University of Illinois</i>
<b>Where Service is Delivered</b>	<i>Access available on campus and off campus from an Internet connection.</i>
<b>Computer Platforms Required to Use the Service</b>	<i>Any native Outlook client on the Mac and PC, any IMAP client, and web browsers IE 5.x and greater, Netscape 4.7 and greater, and Firefox 1.0 and greater.</i>
<b>User Background or Training Required to Use the Service</b>	<i>Must know AD account and password. Should know how to use Outlook or an IMAP mail client, or be familiar with web browsers.</i>

Table A.2 Service User Community Characteristics

## 2.3 User Support Services

<b>Phone Assistance</b>	217-244-7000 800-531-2531 See <a href="http://www.cites.uiuc.edu/help/">http://www.cites.uiuc.edu/help/</a> for available hours.
<b>Walk-in Assistance</b>	1211 DCL See <a href="http://www.cites.uiuc.edu/help/">http://www.cites.uiuc.edu/help/</a> for available hours and further information
<b>E-mail Assistance</b>	Information: <a href="mailto:exchange@uiuc.edu">exchange@uiuc.edu</a> General Help: <a href="mailto:consult@uiuc.edu">consult@uiuc.edu</a> Account Requests: <a href="mailto:exchange@uiuc.edu">exchange@uiuc.edu</a>
<b>Documentation/FAQ</b>	<a href="http://exchange-accounts.ad.uiuc.edu/">http://exchange-accounts.ad.uiuc.edu/</a>
<b>Notification to Users of Service Changes</b>	CITES Status page; CITES and Exchange Service website; direct e-mail messages to customers
<b>Service Status Information</b>	<a href="http://status.cites.uiuc.edu/">http://status.cites.uiuc.edu/</a>
<b>Reporting Problems with the Service</b>	217-244-1000 <a href="mailto:net-trouble@uiuc.edu">net-trouble@uiuc.edu</a>

Table A.2.1 Support Services for the User Community

## 3.0 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

Table A.3 shows the times the service is available for customer use.

Times	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Start	0:00	0:00	0:00	0:00	0:00	0:00	0:00**
Stop	24:00	24:00	24:00	24:00	24:00	24:00	24:00

Table A.3 Service Availability

\*\*Adjusted when necessary for scheduled outages and nonemergency enhancements.

### 3.2 Scheduled Events That Impact Service Availability

Regularly scheduled events can cause a service outage or have an impact on performance (such as slow response time). Table A.4 shows when medium and high impact changes as defined in section 3.4 are scheduled to occur. Table A.4.1 shows when low impact changes are scheduled to occur.

Times	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Start	5:30 AM	5:30 AM	5:30 AM	5:30 AM	5:30 AM	5:30 AM	5:30 AM
Stop	NOON	7:30 AM	7:30 AM	7:30 AM	7:30 AM	7:30 AM	10:00 AM

Table A.4 Medium and High Impact Changes Scheduled Maintenance Windows

Times	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Start	10:00 PM	10:00 PM	10:00 PM	10:00 PM	10:00 PM	10:00 PM	10:00 PM
Stop	11:00 PM	11:00 PM	11:00 PM	11:00 PM	11:00 PM	11:00 PM	11:00 PM

Table A.4.1 Low Impact Changes Scheduled Maintenance Windows

### 3.3 Nonemergency Enhancements

Enhancements can be requested by sending email to [exchange@uiuc.edu](mailto:exchange@uiuc.edu). Exchange service enhancements are reviewed and approved by the Exchange Team. If approved, the change is then implemented following the change management process in section 3.4.

### 3.4 Change Process

All non-operational, non-emergency changes to the Exchange service will be restricted to pre-defined change windows, which are determined by the size and impact of each change (low, medium, or high impact). Examples of each of these categories follow:

#### Low Impact Changes

- Exchange security patch
- Windows OS security patch

- Exchange hotfix
- Windows OS hotfix
- Exchange subsystem patch or upgrade (Antigen upgrade)

#### Medium Impact Changes

- Addition of storage space
- Service change requiring no client side changes (CSC migration)
- Addition or change in Exchange subsystem
- Change in service configuration (eliminate non-SSL authenticated SMTP)

#### High Impact Changes

- Upgrade to new system OS
- Upgrade to new Exchange version
- Redesign of service hardware
- Change forcing client side reconfiguration

Note: Operational changes are done throughout the business day as soon as possible, but always completed within one business day. Some examples:

- Create new Exchange mailbox
- Increase quota (scripted to be done at 1am)
- Remove Exchange mailbox
- Change billing on Exchange mailbox
- Create public folder
- Mail enable AD group

All medium and high impact changes are reviewed by the Exchange Service Change Management Board for approval and prioritization. The DS team members of this board are currently: Kevin Bird, Josh Mickle, Devin Gengelbach, Bud Hackman, Ben Farmer, Brad Horn, and Alex Breen. The board also includes two representatives from the College of Engineering: Chuck Thompson and Kris Williams. All changes (low, medium and high impact) are scheduled during the change windows defined in section 3.2 or at a prearranged time decided by the Exchange Service Change Management Board. For medium and high impact changes, users are notified at least two business days in advance when any such enhancement or change is to be implemented. The Exchange Service Change Management Board is responsible for determining if additional advanced notice is necessary.

### **3.5 Requests for New Users**

Please email requests for an account to [exchange@uiuc.edu](mailto:exchange@uiuc.edu). Include the following information in your request:

- Name of the mailbox recipient
- NetID of mailbox recipient
- Authorizing person's NetID
- Desired quota level

Mailboxes will be created within one business day, unless further information is required. The person requesting the account will be notified when mailboxes have been created, and will be responsible for notifying individual mailbox recipients.

#### 4.0 About Service Measures

The Exchange Team monitors and reports the service quality. Table A.5 shows the service measures that are reported along with the performance targets.

Measurement	Definition	Performance Target
Service Availability Percent	The percent of time that the application is available minus the impact time from any events (scheduled or unexpected) other than loss of network or other contingencies specified in 4.1	87.5%
User Response Time	The time taken for the application to complete a user request and return a response	99% of all authentications completed with 1 second.
Problem Response	The time required for a user to receive a response after reporting a problem to the Help Desk	1-High Priority[md] Within 1 hour 2-Normal Priority[md] Within 1 business day 3-Low Priority[md] Within 2 business days
Problem Circumvention or Resolution Time	The time required for a user to receive a circumvention or a solution after reporting a problem to the Help Desk	1-High Priority[md] Within 2 hours 2-Normal Priority[md] Within 1 week 3-Low Priority[md] Within 2 weeks

Table A.5 Service Quality Measurement

The Exchange team prioritizes requests for support according to the following priority-level guidelines:

#### 1-High Priority

Exchange 2007 is not operational for multiple users during scheduled availability.

A major function of Exchange 2007 is not operational for multiple users during the hours which the service is scheduled for availability to users.

## 2-Normal Priority

A minor function of Exchange 2007 is not operational for one or more users (who can continue to use other application functions).

## 3-Low Priority

Exchange 2007 is not operational for one or more users outside the hours during which the service is scheduled for availability to users. A major function of Exchange 2007 is reported as non-operational during the time period for which normal service is not available.

Enhancement requests are logged as Priority 3-Low Priority, but are reviewed and scheduled by the Exchange 2007 Service Change Management Board.

### 4.1 Service Dependencies

This service depends on other services offered by CITES or by other service providers. These services are listed below along with the service provider and where available the service level definition/agreement between internal CITES services or external vendors.

Service	Dependency on Service	Service Provider
<i>Power</i>	The Exchange service is housed in the CITES data center and is dependant on power to this location	<i>CITES, IP, and O&amp;M</i> <a href="http://status.cites.uiuc.edu/">http://status.cites.uiuc.edu/</a> <a href="http://opcenter.cites.uiuc.edu/">http://opcenter.cites.uiuc.edu/</a> <a href="http://www.oandm.uiuc.edu/">http://www.oandm.uiuc.edu/</a> (217/333-2082)
<i>Campus Network Access</i>	The Exchange service is housed in the CITES data center and is dependant on network access to this location	<i>CITES</i> <a href="http://status.cites.uiuc.edu/">http://status.cites.uiuc.edu/</a> <a href="http://opcenter.cites.uiuc.edu/">http://opcenter.cites.uiuc.edu/</a>
<i>Environmental Controls</i>	The Exchange service is housed in the CITES data center and is dependant on a stable temperature in this location	<i>CITES</i> <a href="http://status.cites.uiuc.edu/">http://status.cites.uiuc.edu/</a> <a href="http://opcenter.cites.uiuc.edu/">http://opcenter.cites.uiuc.edu/</a>
<i>UIUC Campus Active Directory</i>	The Exchange server is dependant on the UIUC campus active directory to authenticate users.	<i>CITES</i> <a href="http://www.ad.uiuc.edu">http://www.ad.uiuc.edu</a>
<i>Building Local Area Network (LAN)</i>	On-campus users connect to service via	<i>Each building LAN is currently maintained by local network</i>

<i>Environment</i>	the building Local Area Network (LAN) environment and through connections to the UIUCnet backbone network.	<i>administrators. CITES provides connectivity services between buildings and UIUCnet backbone services</i> <a href="http://status.cites.uiuc.edu/">http://status.cites.uiuc.edu/</a> <a href="http://opcenter.cites.uiuc.edu/">http://opcenter.cites.uiuc.edu/</a>
<i>CITES Data Center</i>	Problems with the service will often be reported to the CITES Data Center. Resolution of these issues is dependant on the Operations Center notifying the proper people.	<a href="http://opcenter.cites.uiuc.edu/">http://opcenter.cites.uiuc.edu/</a>

*Table A.5.1 Service Dependencies*

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