

Campus Mobile Framework Service Level Agreement (SLA)

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Revision History

Name	Date	Reason For Changes	Version
Mojgan Amini	04/11/2011	Initial draft	1.0
Mojgan Amini	06/30/2011	Service Provider Sign-off	1.1
Mojgan Amini	07/23/2012	Annual Review and Revisions	1.2

1. General Overview

This is a Service Level Agreement (SLA) between the Service Providers:

- ACT-Campus Web Office,
- ACT-Infrastructure Team

And the campus community (clients), to document:

- The services provided allowing mobile web site and web application owners to use the Mobile Web Framework (MWF) to style and mobile-optimize their web content and web applications.
- The general levels of response, availability, and maintenance associated with these services
- The responsibilities of the service providers and of clients receiving services
- The process for requesting services

This SLA begins May 1st, 2011 and will be reviewed and updated annually.

1.1 Service Owners

The following Service Owners will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA.

Stakeholder	Role
Campus Web Office	<i>Director of Campus Web Office</i> Responsible for overseeing the service offering, promoting the MWF, and providing a process and governance for the mobile web sites and mobile web applications that will leverage the MWF.
User Experience & Technologist (UXT)	<i>UXT Manager</i> Responsible for technical support, enhancement and administration of the MWF.
Infrastructure Director	<i>Director of Infrastructure</i> Responsible for the infrastructure that supports the MWF including web servers, application servers, database servers, security.

2. Service Description

2.1 Service Scope

The general offering described in this document is for campus departments and units to use the campus Mobile Web Framework (MWF) to mobile-optimize and consistently brand their mobile web site content and applications. The MWF provides templates that reflect current UC San Diego branding, a documented way for web site owners to mobile-optimize existing or new content hosted on a stable environment with dedicated support staff, <http://mobile.ucsd.edu>.

The UC San Diego Mobile Web Framework is based on the UC-wide Mobile Web Framework originally developed by UCLA, <http://mwf.ucla.edu>.

2.2 Mobile Framework Features

2.2.1 Decorator

The MWF provides templates (header, body, and footer) that reflect UCSD's branding and include styles allowing clients to display content in a consistent manner. The decorator elements are detailed on the <http://uxt.ucsd.edu> website.

2.3 Limitations

2.3.1 Hosting Content or Applications

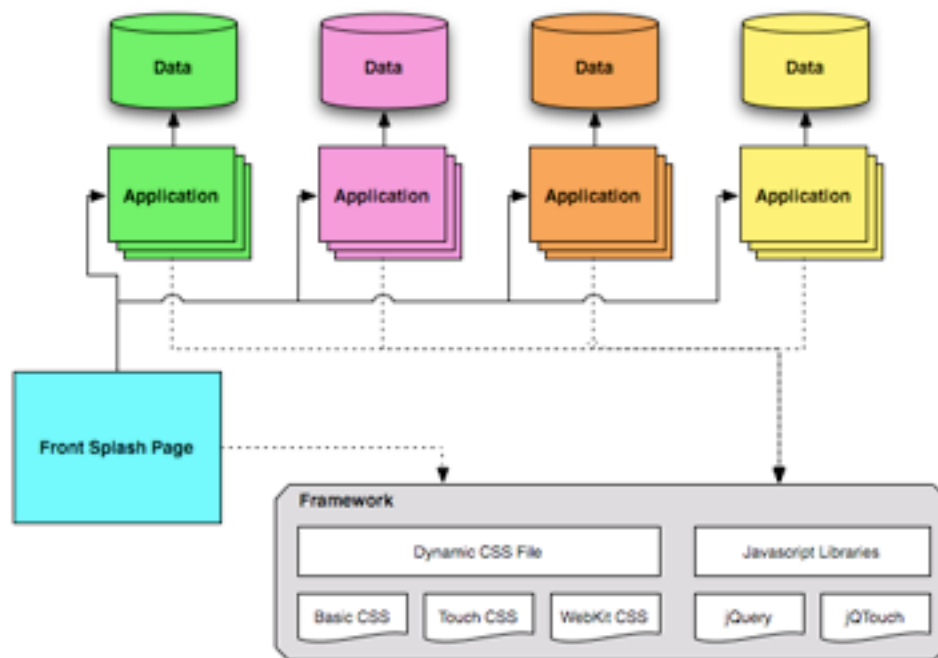
The clients have the ability to leverage the centrally-hosted MWF, from their web pages and web applications. The MWF will not be a place to host client applications or data.

2.3.2 Application Development

At this time, the service provider will not support the development of custom mobile applications. The primary function of the MWF is to manage the styling of web content over various mobile devices.

2.4 System Architecture

The MWF is hosted at the Torrey Pines datacenter. It is a clustered environment with load balancing and redundancy built into the architecture design. All of the hardware exceeds the minimum requirements required by the Framework. A detailed system architecture diagram of the production MWF environment is included below.



2.5 Optional Services

The following are optional services that can be leveraged to help ensure the client mobile web application has a professional look and usability that will meet end-user needs. The resources that support these services are limited. Utilization of these services depends on the availability of the resources that perform these services.

2.5.1 Usability Services

In order to design the best possible user experience, it's important to get the feedback of your target users. The service provider can work with clients to develop a recommended approach for getting user input into the web application layout and design through the use of requirements analysis, usability studies, surveys, and other tools. Assistance may be provided depending on availability of resources.

2.5.2 Performance and Load Testing

To ensure a consistent user experience, it's important that all UCSD mobile applications be reliable and responsive. Since applications are hosted on client servers and not on one centrally managed server, the service provider can work with clients to provide reports on performance and load tests. Assistance may be provided depending on availability of resources.

3. Service Provider Responsibilities

3.1 Reliable Framework

The service provider will provide 98% uptime of the MWF.

3.2 Documentation & Technical Support

The service provider shall provide documentation for using the MWF to create mobile-optimized web applications online at <http://uxt.ucsd.edu>

In addition, the service provider shall work with the client as time permits to guide them in the usage of the MWF and integration into their applications.

3.3 Training

The service provider shall conduct generic in-person training sessions on the usage and functions of the MWF. These training sessions will be delivered via existing campus web developer forums or scheduled on-demand.

3.4 Testing/QA

The service provider will perform cursory testing of the client web application in supported mobile devices/browsers. Due to the nature of the constant introduction of new mobile devices, details about supported device classifications are here: <https://github.com/ucla/mwf/wiki/General%3A-Device-Classifications>

3.5 Integration into UC San Diego Mobile Application

The service provider will assist in inclusion of the client's mobile application into the UC San Diego main mobile application, m.ucsd.edu. This will not be done for all client applications, and only those deemed appropriate by the Campus Web Steering Committee (CWSC).

4. Customer Responsibilities

For applications that will be integrated into the main UC San Diego mobile site (including RSS and other standard data feeds), the following guidelines shall be followed.

4.1 Content Guidelines

The client mobile web application shall be UCSD related whose target audience consists primarily of prospective students, current students, faculty, staff or other related on-campus audiences. The client is responsible for using professional language throughout the site. If at any time the client deviates from these guidelines, the service providers have the right to remove links to the offending content.

4.2 Designated Points of Contact

Three designated points of contact shall be assigned for the application owner:

- Business Contact: coordinate all activities from the client's side
- Technical Contact: manage development activities from the client's side
- System Contact: support system or server during off-hours (can be same as Technical Contact)

4.3 Reliable Server

Client mobile applications linked from the main UCSD mobile site, shall be hosted on reliable server, hosted in a server room, backed up, and immediately recoverable. Client shall provide information on where server is hosted.

5. Requesting Service

5.1 Online

The best way to begin using the campus mobile framework is by following the guidelines posted on <http://uxt.ucsd.edu>

5.2 Email

For additional information and to engaging the service provider, send an email to CampusWebOffice@ucsd.edu, and please include the following

- Requestor Name
 - o Department
 - o Phone
 - o Email

- Do you have an existing website or web applications that is to be mobile optimized?
 - URL of existing site
- What are your goals for creating a mobile-optimized site?

5.3 Phone

For an initial service request via phone, please contact the Campus Web Manager at 858-246-0239. For incidents related to using the mobile framework, please contact the ACT Help Desk at 858-534-1853.

5.4 Prioritization

Clients will be sequenced for assistance in using the MWF in the most efficient manner possible. Ultimately sequencing will depend on staffing and the guidance provided by the Campus Web Steering Committee (CWSC). More information can be found on the CWSC at <http://cwo.ucsd.edu/about/>.

6. Hours of Coverage, Response Time & Escalation

6.1 Incidents

Any interruption in the normal function of a service or a system is an incident. The following matrix outlines how clients should report an incident.

Incident Type	Clients' Action
Mobile framework is inaccessible	Contact ACT Help Desk at 534-1853 or acthelp@ucsd.edu . Tickets will be triaged to act-unas@ucsd.edu team and act-uxt@ucsd.edu will be notified.
UC San Diego mobile application, m.ucsd.edu , is inaccessible	Contact ACT Help Desk at 534-1853 or acthelp@ucsd.edu . Tickets will be triaged to act-unas@ucsd.edu team and act-uxt@ucsd.edu will be notified.
Documentation site, uxt.ucsd.edu , is inaccessible	Contact ACT Help Desk at 534-1853 or acthelp@ucsd.edu . Tickets will be triaged to act-uxt@ucsd.edu .

6.1.1 Hours of Coverage

Typical hours of coverage are from 8:00 AM to 5:00 PM, Monday through Friday. Help Desk hours for incidents are 7:00 AM to 7:00 PM, Monday through Friday.

For after-hours incidents, call (858) 534-1853 to reach the Operations Center at Torrey Pines Center South, and appropriate technical staff will be contacted. On weekends, incidents logged with the Help Desk will be triaged to the necessary points of contact for investigation.

6.1.2 Response

Based on the severity of the incident, and current state of known issues, response time will vary. Generally, one day turnaround should be expected for lower level incidents and up to 48 hours during increased call volume.

7. Maintenance or Service Changes

With any software system, regular maintenance is necessary. Advanced notice to clients about regular maintenance is important to the service provider to ensure continuity of service.

7.1 Enhancements

The campus MWF is based on the UC-wide framework created by UCLA. This means the underlying software code cannot be manipulated to change the system's core functions. However, the campus MWF has certain configurations that can enable and disable certain features. In addition, UC San Diego has implemented certain extensions that allow for additional features to be added on to the framework.

7.1.1 Enhancement Requests

Enhancement requests can be sent to act-uxt@ucsd.edu.

7.1.2 Enhancement Implementation

Enhancements are logged and prioritized by the service provider. Implementation will be based on feasibility and overall benefit to the entire MWF user group. Prior to the enhancement being implemented, clients will be notified of the new feature or change. In some cases clients may be asked to test the enhancement prior to implementation.

7.2 Upgrades

The service provider will coordinate the upgrade installation through each environment, test to ensure the upgrade didn't break any current configurations. The service provider coordinates all change management activities associated with the upgrade including communicating with clients regarding any associated downtime and additional features or capabilities available to the clients available in the latest framework release.

7.3 Assumptions

- Major MWF system upgrades will be treated as projects that will be managed by the service provider.
- Changes to services will be communicated and documented to all stakeholders via the UXT web site <http://uxt.ucsd.edu>
- Service will be provided in adherence to any related policies, processes, and procedures

8. Pricing

As of the Effective Date of this agreement, the service provider does not charge for any services provided to the client.

9. Reporting, Reviewing, and Auditing

This Agreement is valid from the Effective Date outlined herein and is valid until the Date of Termination. 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 Designated Review Owner (“Document Owner”) 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 Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Designated Review Owner: Mojgan Amini

Review Period: Annually

Previous Review Date: July 23, 2012

Next Review Date: July 2013

This Agreement will be posted to the following location and will be made accessible to all stakeholders:

Document Location: <http://uxt.ucsd.edu>

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