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Possible Elements of an LME Service Level Agreement

a dedicated service delivery team, including a dedicated service delivery manager and a dedicated service deliver technical engineer

monthly utilization reports for both the system and service

plan and project manage implementation, growth, and planned and reactive changes

maintain day-to-day knowledge of all plans, activities, and status of projects and issues and act as a coordinator within company for all operational and support issues for all products and/or services now or in the future

plan and manage projects involving infrastructure for scalability, optimal performance, and growth in coordination with the University, and all elements within company

coordinate engagement with the support team, engineering and operations teams, project consulting teams, and other elements of company as needed to deliver and manage requirements

directly manage support activities with applications and infrastructure, including but not limited to: Direct oversight of ticket prioritization and escalation; Risk assessment of support activities focused on impact analysis and evaluation based on updates and upgrades

dedicated to the University's administrators and operations staff through a dedicated phone number/email/instant messenger (or other contact method) for day-to-day support requests and status reporting?

design and implement upgrade testing and/or staging in coordination with the University as necessary for testing and evaluation purposes (examples: upgrading from one version to another, upgrading application servers, etc.)

conduct systems audit and analysis on the University's environment's performance and utilization for proactive monitoring, infrastructure management, forecasting and reporting purposes

keep master schedule of the University's academic activities and key events/milestones and communicate same to all company members on critical events on the calendar.

build and execute business processes for communication and support (with a special focus on providing transparency and visibility into change management)

build two-way communication processes in coordination with the University for project management, support issue review and escalation, and other communication procedures as necessary

coordinate and facilitate regularly scheduled (weekly or monthly or quarterly) and ad-hoc project and status update meetings

modify and update communication processes and channels as deemed necessary by the University

document and report on infrastructure, projects status, and escalation issues (complete and thorough documentation will be a key aspect of meeting the management and communications expectations of the University)

develop detailed documents including escalation processes, operations handbooks, infrastructure overview and implementation plans

document and provide weekly reports on all project plans and updates, and post-meeting (conference calls) minutes to the University

document and provide monthly updated reports to the University on items including but not limited to actual performance metrics against Service Level Agreement (SLA) requirements, monthly utilization rate of the service delivery team resources, system utilization information and other relevant materials.

best effort to customize the monthly reports per the University's preferences

timely and detailed change management reports of planned infrastructure changes; planned or unplanned service outages, or degradation of services, and issue resolution reports

timely and detailed change management reports that documents and communicates any procedural changes that regulate the flow of code fixes, patches to the production environment

provide monthly reports on system utilization and performance, including host latency graphs, user activities summaries, and systems performance analysis, with a goal to develop, mutually with the University, a standard set of reporting for overall systems performance and management

batch archive data on to a hard-drive and ship to the University

most common types of batch archiving and/or cleanup requests company will accommodate (e.g. batch copying of courses for a new semester; batch export, import, and archive of courses; batch removal of courses; batch disabling or deleting of users; exporting usernames / courses from a database query, etc.

notify the University in the event of a security breach in the solution and/or data centres, or through the equipment of company's staff

penalties are incurred by company for failure to meet any of the service levels in a negotiated contract with the University (e.g., daily cash penalties for downtime, etc.)

solution includes a production environment, that is available 24 hours a day, 7 days a week, every day of the year

service for up to 120,000 Active Users and 5 TB of storage and 20 Mbps of bandwidth measured using the 95th percentile calculation delivered via redundant Internet uplink and managed firewall service?

stated cost for additional Active Users, additional bandwidth and additional storage beyond that indicated.

indicate any Data Restoration costs that may not be included in other pricing.

solution includes non-production test environments, with test copies of the solution/software designed to

handle no more than 150 concurrent users at a time with 50 GB of server storage and burstable bandwidth and full root access to servers

solution includes Staging Environments, with test copies of the solution/software designed to handle no more than 150 concurrent users at a time, with 100 GB of storage (not including production clones) that can be use to test and approve new update/upgrade software and changes in software configuration before implementing such software in the production environment

provide the University with up to twelve (12) clones of production data per year

solution includes a Non-Production Database Server for the purposes of testing, conducting research, and/or other database queries

standard access methodologies for this server

clones of the database at the University's request

1 TB of server storage for this database server

grant access to the full database schema

allow the University to query the database using any desired SQL or reporting tool

no caps on storage and bandwidth

provide the full range of services and infrastructure described above in a secure location in Canada, including production and test environments, backup, archives and restoration