



WP11: MEMORANDUM OF
UNDERSTANDING

DEPARTMENT OF EDUCATION -
STUDENT FINANCIAL ASSISTANCE
- FINANCIAL MANAGEMENT
SYSTEM

FMS Service Level Agreements

Description

This document defines production service level requirements between SFA CIO and the Virtual Data Center (VDC) for new SFA Financial Management System (FMS).

Targets are subject to a 3-6 month baseline

Performance Metrics are different from the SLA Metrics

SLA	SLA Metric	SLA Descriptors	Comments	Issues/Caveats	Recommended Monitor / Capture Tools
1) System Platform Availability	<ul style="list-style-type: none"> 99.6% of schedule availability by established time – Year 1 99.7% of schedule availability by established time – Year 2 99.8% of schedule availability by established time – Year 3 	<p>Descriptor: Hardware and operating systems availability – server and all associated system software</p> <p>Availability: 7x24 except Maintenance Window First Sunday of the Month 0700 – 0900–</p> <p>Measurement: (Total scheduled availability minutes – total outage minutes) / total scheduled availability minutes *100</p> <p>Exclusions: Excludes Dept. of Educ. Approved/planned outages</p>	<p>Offering Based on:</p> <ul style="list-style-type: none"> Technology Facilities infrastructure Operating systems Subsystem release levels 	<p>99.5% unless engineered for better. Requires SFA to request redundancy.</p>	<ul style="list-style-type: none"> System Logs of Trouble Calls. Log review by VDC, IT Operations, FMS DBAs and the SFA FMS Application Maintenance Team (Tier II Helpdesk).
2) Oracle Database and Application Availability	<ul style="list-style-type: none"> 99.6% of schedule availability by established time – Year 1 99.7% of schedule availability by established time – Year 2 99.8% of schedule availability by established time – Year 3 	<p>Descriptor: Availability of Oracle FMS application software, including forms server, web server, concurrent manager, database, etc.</p> <p>Availability: Monday-Friday 8am-8pm EST</p> <p>Measurement: (Total scheduled availability minutes – total outage minutes) / total scheduled availability minutes *100</p> <p>Exclusions: Excludes Dept. of Education Approved /planned outages</p>			<ul style="list-style-type: none"> System Logs of Trouble Calls by/to Meriden, Fort Worth Data Centers. Log review by VDC, IT Operations, FMS DBAs and the SFA FMS Application Maintenance Team (Tier II Helpdesk). Automated dataset that gathers start/end times/outages

[Sample]

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3) Oracle Web Server Response Time	<ul style="list-style-type: none"> Average Response time <= 3 seconds internal response time 	<p>Descriptor: Less than 3 seconds avg. response</p> <p>Measurement: Total response time for included transactions during measurement period/ total # of included transactions for measurement period</p> <p>Exclusions :</p> <ul style="list-style-type: none"> System Transactions File transfer transactions Transactions using >= 3 seconds of CPU Development, Test, QA Environments Print Transactions Background Transactions 	<ul style="list-style-type: none"> This target is subject to a 3-6 month baseline 	<p>Users should strive for transactions with less than 25 file or DB calls</p> <p>Need to verify whether existing tracking tools provide this measurement. New tools are not included in the cost model.</p>
4) Web Server, VDC Host Internet Availability	<ul style="list-style-type: none"> 99.6% of schedule availability by established time – Year 1 99.7% of schedule availability by established time – Year 2 99.8% of schedule availability by established time – Year 3 	<p>Descriptor: Availability of Web Server via Internet</p> <p>Availability: Monday-Friday 6am-10pm</p> <p>Measurement: (Total scheduled availability minutes – total outage minutes) / total scheduled availability minutes *100</p> <p>Exclusions: Excludes Dept. of Educ. Approved /planned outages</p>	<ul style="list-style-type: none"> This target is subject to a 3-6 month baseline 	<ul style="list-style-type: none">

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SLA	SLA Metric	SLA Descriptors	Comments	Issues/Caveats
5) System Maintenance: Upgrades, Patches, and Releases	<ul style="list-style-type: none"> As Scheduled 	<p>Descriptor: Changes to operating system and/or Oracle systems software via release upgrades, patches, or fixes shall be coordinated between the VDC, IT Operations, and the FMS project team.</p>	<p>Critical changes (i.e., to correct an immediate problem which resulted in a systems failure) will be applied after telephone coordination.</p> <p>A proposal to apply patches, fixes, and/or release upgrades shall be approved/rejected within seven (7) days of submission. The proposal shall also include proposed time(s) to conduct the activities.</p>	<ul style="list-style-type: none"> TBD

SLA	SLA Metric	SLA Descriptors	Comments	Issues/Caveats
6) Backups	<ul style="list-style-type: none"> As Scheduled 	<p>Descriptor: Backups of Oracle application/systems software and data will be performed nightly</p>		<ul style="list-style-type: none"> TBD
7) User Registration Requests	<ul style="list-style-type: none"> Within 24 hours of receipt of approved requests 	<p>Descriptor: Within 24 hours of receipt by the administrative body, (VPN Access, Server Access) assumes request form is properly completed including approval signatures.</p>		<ul style="list-style-type: none"> Question whether this includes database access Question whether tracking mechanism for this SLA is available, or is it associated with implementation of Control SA.

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Notes:

- 1) Each SLA has an owner (Line of Service). This SLA owner is responsible for identifying and installing (as necessary) the appropriate monitoring and capturing tools
- 2) The process of how the SLA metrics are reported on to Acct. Mgmt. (by the LoS) and the client (by the Acct. Mgmt) needs to be identified.
- 3) There are no penalties associated with this SLA.
- 4) CSC will provide a Root Cause Analysis report for all outages. This root cause analysis report will be used to determine which SLA receives the hit for an outage. Outages that affect system availability will be charged against the SLA that is closest to the root cause. A missed SLA will not cascade to others. If a miss occurs on system availability, a miss will not be recorded for Oracle Availability, WWW Availability, WWW Response Time.
- 5) Critical Batch Processing Completion and Critical Batch Output Delivery are not required at this time.