



Canterbury Christ Church  
University College

Service Level Agreement  
For the Agresso suite of products

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Version 1.2

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## Corporate Information Services

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Author	Version	Date
Elaine Hopkins	1.0	November 2006
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### Document Location

Document Name	Location
This document	<a href="\\ullrich\d\$\Documentation\GeneralDocuments\SLAs">\\ullrich\d\$\Documentation\GeneralDocuments\SLAs</a>
CIS Security Policy	<a href="\\orris\compserv\mis\Philippa\policies\ApprovedPolicies">\\orris\compserv\mis\Philippa\policies\ApprovedPolicies</a>
CIS Support Charter	<a href="\\ullrich\d\$\Documentation\GeneralDocuments\SupportCharters\SupportCharter.pdf">\\ullrich\d\$\Documentation\GeneralDocuments\SupportCharters\SupportCharter.pdf</a>

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## **Introduction**

The purpose of this document is to describe the service users can expect when using the Agresso suite of products including ALBACS. The document is intended as a communication tool to help manage expectations, clarify responsibilities, provide an objective basis for assessing service effectiveness and to help differentiate between maintenance or support issues from development requests.

## **Current Status at time of writing**

The live Agresso suite of products runs on five servers (indigo, cyan, violet, ivory and image1). Together they provide the Agresso client front-end, Agresso web services and ALBACS. The hardware was purchased in 2002 and is to be replaced by new servers when Agresso 5.5 is implemented. The number of users is governed by license arrangements with Agresso and this part is not managed by, or the responsibility of, CIS. Agresso runs on a mixture of windows 2000 and windows 2003 and SQL 2000. The operating system will be upgraded to windows 2003 when hardware is replaced. The plan is to also migrate to SQL Server 2005 when Agresso 5.5 is implemented.

## **Priority**

The Agresso system has a standing priority of ~~CRITICAL~~ ~~MAJOR~~ ~~MINOR~~. However, this may change depending upon the business cycle of this and other systems. This priority is regarded as critical principally because of our reliance on Agresso for payroll.

## **Loss Assessment**

Loss of this system is dependant upon the business cycle but has a standing priority of ~~CRITICAL~~ ~~MAJOR~~ ~~MINOR~~ i.e. loss would result on efforts being placed on this system first. Again, this is because of the criticality of payroll.

## **Service Availability and Quality Expectations**

This service is available Monday, Wednesday, Thursday and Friday between 8:00 and 22:00, and between 09:00 and 22:00 on a Tuesday. Availability at other times is likely but not guaranteed.

Scheduled maintenance takes place on a Tuesday morning between the hours of 07:00 and 09:00. Service is not guaranteed during that time and no notification will be sent advising of maintenance.

In the event of emergency maintenance the Agresso Systems Team will be advised and they are expected to disseminate information to the user groups.

## Support Statement

Terms: For the statements below 'we' refers to 'CIS', 'the service' or 'the application' refers to the system or service as described in the previous section, 'users' refers to the associated users as described in the previous section.

1. **BACKUPS:** We will perform hourly backups of databases and transaction logs. This allows for point in time recovery.
2. **BACKUPS CONTINGENCY:** We will ensure that copies of the backup files are copied to another server every hour.
3. **RESTORE TESTING:** We will ensure the validity of backups by performing test restores every term and will ensure that all results are documented. Additionally a testing client will be created and the Agresso System Team will be given access in order to do some rudimentary testing of the application.
4. **SERVER MONITORING:** We will monitor the server(s) every minute to ensure availability between the hours given above. Any unexpected downtime will be immediately investigated.
5. **APPLICATION UPGRADES:** We will implement application upgrades to a schedule and plan dictated by the Business. (If the Business decides that this work is to be carried out during working hours then this is treated as planned maintenance.)

We will:

- carry out the upgrade according to the notes and instructions provided by Agresso UK and will test that the application is available, can retrieve data and ensure that all queues are operational.
  - ensure that upgrades are performed in a structured and controlled manner.
  - maintain a log file of all software releases and their current status of implementation.
6. **AGRESSO SERVICES:** We will monitor and check that all Agresso services (queues) are running. This check will be performed every 10 minutes.
  7. **SECURITY:** We will ensure that the system is secure at an operating system and database level by way of patches and upgrades. On a daily basis we will identify and investigate and unexpected or unusual logins to SQL Server. (Application security is under the remit of the Agresso Systems Team.)
  8. **TERMINAL SERVICES:** We will ensure that terminal servers used as clients by users will be current and available during working hours.
  9. **DISASTER RECOVERY:** We will ensure that this system forms part of the overall Disaster Recovery Plan as governed by the Computing Services and Corporate Information Services working group. We will also ensure that a detailed walkthrough of a disaster will occur and be documented at least once per year. We will invite the Agresso System Team supervisor to attend these walkthroughs.
  10. **PERFORMANCE MONITORING:** We will monitor the database installation to ensure that it is performing as expected against a baseline and benchmarks.
  11. **SERVER SECURITY:** We will control who has access to the server (physically and remotely).
  12. **CAPACITY PLANNING:** We will collect data relating to size and growth at a database and table level. This will be monitored monthly.
  13. **TECHNICAL SUPPORT:** We will provide technical support during normal working hours and every attempt will be made to resolve the calls quickly and efficiently. However, whenever possible CIS must be given sufficient time in order to be able to solve the call within normal working hours.
  14. **CHANGE REQUESTS:** We shall implement all change requests as long as they are submitted on our standard pro-forma and give an adequate notice period of at least 4 hours. It is anticipated that on rare occasions change requests may be submitted which require our immediate attention. In those situations the form should be submitted as described here but should also be accompanied by a phone call to CIS Support.
  15. **VIEW CREATION and MAINTENANCE [Proposal only]:** We shall develop and maintain sql server statements, views and stored procedures as defined by Agresso Systems Support. These requests should be made using the standard pro-forma as given in point 14. The notice period for these requests will be at least 1 working day.

## Exclusions, Exceptions and Limitations

This document refers to the live Agresso suite of applications and NOT the two separate testing environments.

## Requests for Changes to Service

Changes to the service should be communicated to [cis.support@canterbury.ac.uk](mailto:cis.support@canterbury.ac.uk) or via telephone on extension 2600.

## Related Services

Although not part of Agresso, for the purposes of this document 'Agresso' includes the ALBACS service.

## Service Conditions

All Corporate Information Services applications, systems and reporting environments fall under the following policies:

- CIS Security Policy [available on request – to be published on the intranet Q1 2007.]
- [Regulations For The Use Of University Computers](#)

## Review

This SLA is a working document and will be reviewed by both parties on an annual basis by the following post holders:

Director of Finance  
Director of Human Resources  
Head of Corporate Information Services  
Agresso System Team Supervisor  
Database Administrator (CIS)

## Measurables

The Service will be measured against the following:

1. Live server uptime – 99.90% in 20 working days. Allows for 16 minutes downtime in 20 days.
2. Live application uptime – 99.90% in 20 working days. Allows for 16 minutes downtime in 20 days.
3. Agresso Services (queue) notification – 10 minutes downtime from notification.