

# Moodlerooms Service Level Agreement

The actual Master Agreement from December 2009 is above.

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## General Overview

This is a Service Level Agreement ("SLA") between SUNY Delhi and Moodlerooms to document:

- The technology services Moodlerooms provides to the campus functional unit
- The general levels of response, availability, and maintenance associated with these services
- The responsibilities of Moodlerooms as a provider of these services and of clients receiving services
- Processes for requesting services
- Processes for communications and notifications

This SLA covers the period from **[12/11/2009]** to **[12/10/2010]** and will be reviewed and revised at the end of this period, **or**, this SLA shall remain valid until revised or terminated.

## Service Description

### Service Scope

[Moodlerooms-SUNY Delhi Master Agreement](#)

### Backup of SUNY Delhi course and application data

- See [Master Agreement](#)

## Roles and Responsibilities

### Parties

#### SUNY Delhi Representatives

The following Service Owner(s) will be used as the basis of the Agreement and represent the primary stakeholders associated with this SLA:

Stakeholder	Title / Role	Contact Information
Clark Shah-Nelson	Coordinator of Online Learning SUNY Delhi	(607) 323-1363 distancelearning@delhi.edu

*\* This role must be identified*

#### Moodlerooms

Position	Name	Contact Information
Technical Account Manager	Jeffrey Silverman	
Client Support	Andy Braden	
Sales Rep.	Kurt Beer	

## Moodlerooms Responsibilities

Moodlerooms' responsibilities and/or requirements in support of this Agreement include

### Performance

Moodlerooms will provide the following service levels:

- **Uptime:** The hosting environment will be available 24/7/365 with a targeted uptime of 99.75 percent. This means the site will be available 99.75 percent of the time **per month (any consecutive 30 day period)**, aside from scheduled maintenance time of no more than three hours per month. These time frames do not include the customer's inability to connect to the hosted solution due to items outside of MR's control. These items include but are not limited to: local weather, Internet connection and/or telecommunications difficulties. MR is responsible for all server maintenance.
- **Response Time:** on average, 3.0 second full-page load response time in any given month, aside from scheduled maintenance time of no more than three hours **per month (any consecutive 30 day period)** These performance metrics do not include the customer's inability to connect to the hosted solution due to items outside of MR's control. These items include but are not limited to: local weather, Internet connection and/or telecommunications difficulties. MR is responsible for all server maintenance.
- **Concurrent Users:** 4500 concurrent users: (the site can handle some specific number of users without service degradation)
- **Security:** Site-wide SSL for users and admin

## Systems Monitoring

Moodlerooms will provide access to systems monitoring software reporting concurrent users (load), uptime, and response time.

## Maintenance and Upgrades

- Moodlerooms will perform routine maintenance during the following maintenance hours: Sunday morning 8-00-11:00 a.m. Eastern Time. Any change to those hours must be communicated 30 days in advance.
- Any service performed outside of the routine maintenance window must be scheduled with, and have prior authorization by SUNY Delhi representatives. Upon completion, notification must be sent to SUNY Delhi representatives.

## Hours of Coverage, Incident Response Times & Escalation

### Incidents

- Any interruption in the normal functioning of a service or system which results in the performance falling below the above metrics is an incident.

### Hours of Technical Support

- 24/7

### Response

- 4 hour response time on all emails/ initial support tickets

### Resolution

- A problem will be considered resolved when a solution or a workaround that is acceptable to the client has been implemented.

### Notification

- Upon recognition of any service interruption or when the performance drops below the above defined service levels, Moodlerooms will notify SUNY Delhi Representatives within 5 minutes.
- Appropriate notification to Customers for all scheduled maintenance via the Maintenance Calendar, Knowledgebase and/or a communication to campus via email

### Prioritization and Escalation

SUNY Delhi reserves the right to prioritize and escalate submitted service request

### SUNY Delhi Responsibilities

- See [Master Agreement](#)