# UTEP Logo - 100px

# Server Management Agreement

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| **Server Name:** |  |

# Purpose

The Server Management Agreement (SMA) is intended to provide details of support services provided by Information Technology’s Systems Support team to departments that house their server(s) in Information Technology’s University Enterprise Data Center. This SMA will evolve over time, with additional knowledge of the client requirements, as well as the introduction of new applications and services into the support portfolio provided.

**Description of Service**

1. **Hardware Support**
   1. Hardware Issues: Systems Support is responsible for support issues relating to hardware failure. Provided the server is under warranty with the respective server vendor and/or hardware provider. This includes hard drives, memory, motherboard and all other peripherals attached to the motherboard. Systems Support will escalate the issue to the respective server vendor and/or hardware provider. Systems Support will work with the server provider to resolve the hardware issues. Hardware is solely the responsibility of Systems Support team. We will work with the server provider to resolve the hardware issues.
   2. Firmware Update: Systems Support will apply firmware update(s) in a timely manner. Major updates will be applied at our discretion once we have validated the updates. We may delay major, non-critical firmware updates while we assess feedback from early adopters.
   3. BIOS Updates: Systems Support will apply BIOS update(s) at our discretion once we have validated the updates.
2. **OS Support**
   1. OS Updates: Systems Support will apply updates from approved source only.
   2. Service Pack: Systems Support will apply Service Packs (SP) as they become available and upon the approval of the Information Security Office (ISO) and the respective vendors or owners of the server.
3. **Backup**
   1. Please refer to our Backup Policy and Procedure. Only Data that has been indicated and agreed upon on the ***Data Source Manifest*** by both parties will be backed up.
4. **Security**
   1. Security checks are performed during routine Systems maintenance. The Information Security Office (ISO) uses a variety of tools to monitor security. Systems support will correct any security issues relating to the OS. Security issues arising from user installed software, such as third party software, web scripts or other tools, are not covered by the SMA. Assistance securing these items can be provided by ISO.
   2. Systems support will install, and in some cases configure, antivirus software but it is ISO that is primarily responsible for updating the antivirus software.
   3. Spam and Blacklists Investigation of spam/abuse complaints resulting from intrusion are not included within this support agreement. IT does not provide any programming services. We will not alter, diagnose or repair any end-user web scripts under this agreement.
5. **Network Support**
   1. Network connectivity failures that are not related to server hardware issues are the responsibility of Information Technology’s Networking team. Systems Support team will use our monitor software and third party service to verify your system is online. If it fails, we will escalate the network issues. Once we escalate the network issues to Information Technology’s Networking team our duties under this agreement are fulfilled.
6. **Monitoring**
   1. We will monitor all servers using OpManager™. Monitoring is done in 5 or 15 minute intervals. Monitoring also includes a number of server variables such as disk usage and memory usage. Monitoring is provided for IT internal use only.

**Disclaimer**

The SMA covers only standard software deployed with your OS. Systems Support is not responsible for third part add-ons or additional software you or your clients may have added to your server.

Systems Support reserves the right to exclude any third party software from the SMA. Third party software installed by Systems Support is not automatically included in the support plan. The inclusion of third party software in the SMA is evaluated on a case-by-case basis.

Systems Support service is limited to only those servers housed in our data center. You shall not receive any benefits under this SMA in connection with any failure of service caused by or associated with:

1. Any scheduled and or emergency maintenance by Networking.
2. Any network or internet security breaches including virus/worm attack, denial of service and or misuse of service by authorized users.
3. Any omission, knowing or unknowingly, of non-standard server(s) modifications, add-ons or customization made by the client or client’s designates.

**Signatures**

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| --- | --- | --- | --- |
| Client: |  | Date: |  |
| Systems Support: |  | Date: |  |