



General Data Center Service Level Agreement

Office of Information Technology
Data Center Infrastructure
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Service Level Agreement Objectives

In adherence with the University of California, Irvine (“UCI”) Office of Information Technology (“OIT”) Data Center’s (“OITDC”) commitment to deliver the critical infrastructure support necessary to the Customer, services will be measured on the basis of the following Service Level Agreement (“SLA”) objectives: Installation, Network Support, Power Availability, Maintenance Window, Physical Security, and Housekeeping Policies. These SLA objectives are applicable on a 24 hour a day, seven days per week basis.

Definitions

For purposes of this SLA, the following terms have the meanings set forth below:

“Customer” refers to any UCI staff member, either from OIT or another UCI department, which operates their equipment within the confines of any given UCI OIT data center room.

“Device” means the Customer-owned physical hardware in an UCI OIT data center room.

“DCI” refers to the data center group, Data Center Infrastructure, as part of UCI’s OIT Enterprise Infrastructure Division.

“DC Tech” refers to a member of OIT DCI staff, either the Data Center Engineer or the Data Center Technician.

“Network Issue” means the Customer is unable to transmit to and receive data from the Device for less than 100% of the time in a given calendar month, excluding scheduled or emergency maintenance. The network includes routers, switches, backbone connections and cabling provided by OIT, but expressly does not include the Customer’s own networking equipment, switches, services, or any software running on the Device(s) that may affect the performance or availability of the network.

“Operational” means that the Device responds to a DCI initiated ping-test.

Installation

Any changes to power or Device configuration in a cabinet will be performed by a DC Tech; these may be Device installations, Device alterations or moves, etc. If the customer wishes to make their own changes, any changes that are made by the Customer must be discussed with a

DC Tech prior to the changes. Once completed, these changes must be confirmed with a DC Tech in order to preserve the integrity of OITDC's documentation and Data Center Infrastructure Management ("DCIM") records.

DCI requires a Device's maximum power consumption rating ***prior*** to installation in order to properly plan for the power budget in each cabinet. Upon submittal of a Device installation request, the Customer will provide the max power consumption value or begin the conversation with the Device's vendor such that the max power consumption can be communicated prior to the Device's delivery, so the installation process is not delayed. Once DCI receives the power and Device's information, the Data Center Engineer will determine an appropriate location for the installation; the Customer may speak into where they would prefer a Device is installed, but it is understood that power and space planning will need to be performed to determine if the preferred location is viable for the Device. If it is not viable, DCI will provide recommendations for alternate locations.

Customer equipment deliveries to the OITDC require five (5) business days' advanced notice in order to give the best possible chance of properly scheduling a DC Tech to receive it; without this advanced notice, it is understood that no assurances can be made of a DC tech being present to receive the delivery.

OITDC racks/cabinets support front to back cooling. If the Device's cooling requires a different path, the Customer must supply the apparatus to properly cool the Device.

Network Support

OIT will provide network connectivity to all Devices and inform the Customer of any planned or unplanned maintenance windows or outages that may impact connectivity. In the event of a Network Issue DCI will work with Network Engineers to restore services as soon as possible. For clarity, it is not a Network Issue under this SLA if the outage is caused by the Device (including any of the Customer-owned networking equipment, switches, or software that is co-located with the Device). OIT Network Operations in conjunction with DCI will be the sole determiner of the cause of an outage.

To report a Network Issue outside of normal business hours contact the OIT Help Desk (<https://www.oit.uci.edu/helpdesk/>) at 949-824-2222.

Power Availability

OITDC will provide two diverse sources of electrical power to Devices 100% of the time (excluding scheduled or emergency maintenance) in a given calendar month. For the purposes of this section, the Customer understands and agrees that electrical power is supplied to OITDC by a third party provider and that any power outage resulting directly from the third party provider shall constitute an “emergency” under this SLA. In addition, DCI determines in its sole discretion if the power outage is caused by the Device itself (including any of the Customer-owned networking equipment, switches, or software that is co-located with the Device).

OITDC offers dual power legs, one supported by an uninterruptible power supply (“UPS”) that is in turn supported by an emergency generator and one utility (Southern California Edison). It is not required - but highly recommended - that the Customer opt for dual power supplies for each Device, which will enable the Device(s) to take advantage of both offered power legs for redundancy; this redundancy greatly lowers the chance of service interruption due to scheduled or emergency maintenance.

The Customer understands that any single power supply devices installed will be vulnerable to downtime in the event of an unplanned power leg outage or planned/emergency maintenance.

Rack PDU outlets will be turned off by default; they will be controlled by DC Techs to keep track of inventory power budgets within a rack/cabinet. If the Customer needs to use an outlet that has been shut off, a ServiceNow request should be directed to DCI.

Maintenance Window

The Customer acknowledges and agrees to maintenance windows scheduled periodically. OITDC will notify the Customer of any planned downtime resulting from scheduled maintenance activities at least seven (7) days in advance. If a non-emergent situation arises in which OITDC must schedule a maintenance outage where they cannot give 7 days’ advanced notice, DCI will give the Customer as much advanced notice as possible to warn them and/or their users. In the event that extreme emergency maintenance must be performed as soon as possible, DCI will make all attempts possible to reach the Customer and inform them of the situation prior to the maintenance window in order to give them more time to perform an emergency “graceful” shutdown of their systems.

Physical Security

OITDC will use commercially reasonable efforts to audit, monitor and restrict access at all times to their Device(s). DCI will perform monthly audits of intrusion alarm users and quarterly audits of keycard assignments to data center doors to make reasonably sure that access is limited to UCI staff and Customers with an approved reason to access the data center personally. These reasons include: the Customer has equipment in the data center they need to access 24/7 and UCI staff must access the data center 24/7 for emergency facility or security situations.

The Customer can request an alarm keypad code and a keycard for the main data center entrance to access their Device(s). OITDC assigned codes and keycards are nontransferable; **no codes or keycards should ever be shared with another person**. If the Customer is accompanied by one or more guests who have not been granted access by DCI, the guest(s) must sign-in on the Visitor's Log and be accompanied by the Customer at all times. It is important that the Customer arms the data center alarm, if the Customer has been provided with a code, before exiting the data center, unless someone else is still working in the space. A DC Tech should be consulted if the Customer is not sure. If the Customer needs to authorize access to someone else, without the Customer present, DCI requires advance notice or access is not guaranteed.

OITDC's alarm will automatically arm at 5:00 PM every day. If the alarm is triggered at any time, because the Customer did not disarm it resulting in a false alarm, the Customer **must** call UCI Police Department at 949-824-5223 to report the false alarm and explain the situation.

No photography of any kind in any form is allowed in any data center room in order to protect all of our customers' information.

Housekeeping Policies

OITDC is a shared space so it is important to maintain an ideal environment for everyone's equipment. This means:

- **Absolutely no food or drink is ever allowed in the data center rooms, even if it is contained in a package or bottle.** Bottles and food found by DC Techs in any rooms, except for break room areas (rooms 1131A and 1140), will be placed in the break room areas or thrown away.
- The Customer must notify a DC Tech of any changes regarding the Devices in their racks/cabinets. A ServiceNow ticket (<https://uci.service-now.com>) will be opened so a DC Tech can update their DCIM software records to accurately reflect what is in the Customer's racks/cabinets at all times.

- If the Customer removes a device and does not intend to replace it that same day, the power cables for that device must be removed and placed into the cable return bin. A DC Tech must be notified so the retention clips holding the power cable in place can be properly removed and any unused switchable outlets will be turned off.
- After entering or exiting any of the cold aisles, the Customer will immediately close the door(s) behind them to maintain the integrity of the static supply air pressure.
- All empty rack unit spaces which are the result of Devices being removed, must be covered properly with blanking panels as soon as possible to protect the integrity of the cool airflow. Please see a DC Tech if you need assistance with this process.
- **The Customer will leave all cardboard boxes outside of the data center rooms.** As cardboard particulates can get into devices and cause issues, it is imperative that no cardboard of any kind be brought into the data center rooms. Specific permission may be granted on a rare case by case basis, but it is understood that unless otherwise given permission, all cardboard boxes must be stored outside of the data center rooms (any room with active computing equipment).
- Cable management must be upheld in the interest of protecting the Customer's Devices and the devices of other's. Use the shortest cable lengths necessary (within reason) to cover the distance needed for its purpose. Any slack or excess cable length in a rack must be strapped to the side for easy access to devices. When running cabling on the cable ladders the appropriate cable trough should be used. If in doubt please ask a DC Tech for assistance.
- When available, red power cables will be used to properly denote which of the Device's power supplies are connected to the UPS power leg in the cabinet.
- Unused Devices must not be used to hold up other Devices. If the Customer needs a shelf for a Device, this must be discussed with a DC Tech and supplied prior to the Device installation.

Questions or Inquiries

If there are any questions or inquiries regarding this SLA, please contact the OITDC Manager Ken Cooper at cooperk2@uci.edu or at 949-824-3704.