

Service Level Agreement (SLA)
For College XYZ
by
 Academic Technology Web Team

Effective Date: 10-2014

Document Owner:	Web Team, Academic Technology
Customer:	College XYZ (hereafter referred to as the customer)

Version

Version	Date	Description	Author
1.0	1-08-2014	Service Level Agreement for Financial Aid	Web Team
1.1			

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	Role	Signed	Approval Date
Web Team	Service Provider / Project Manager		
College XYZ	Customer / Dean or Provost		
	Customer / Unit Representative		
	Customer / Unit Representative		
	Customer / Unit Representative		

1. Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between the Academic Technology Web Team and the customer for the provisioning of web team services required to support and sustain the migration of the customer’s websites into the newest responsive CMS template. For information about this migration process, visit <http://etsupub.etsu.edu/migration/>

This Agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders. This Agreement outlines the parameters of all web services covered as they are mutually understood by the primary stakeholders. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

2. Goals & Objectives

The **purpose** of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent web related service support and delivery to the Customer(s) by the Service Provider(s).

The **goal** of this Agreement is to obtain mutual agreement for web related service provision between the Service Provider(s) and Customer(s).

The **objectives** of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support & delivery.

3. Periodic Review

This Agreement is valid from the **Effective Date** outlined herein and is valid until further notice. This Agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required,

provided mutual agreement is obtained from the customer and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Business Relationship Manager: Web Team, Academic Technology

Review Period: Yearly

4. Service Agreement

The following detailed service parameters are the responsibility of the Service Provider in the ongoing support of this Agreement.

4.1. Service Scope

The following Services are covered by this Agreement;

- Create an maintain information on a website about the migration process and provide a location for the customer to record progress in the migration process (<http://etsupub.etsu.edu/migration/>)
- Identify and generate a report of all the documents and images linked in the sites
- Setup a google analytics account
- Work with OIT to configure load balancer and web settings
- Create a site shell and add appropriate permissions
- Build navigation, folders and pages associated with the sites
- Convert all binary files to lowercase and remove special characters
- Upload binary files to server
- Evaluate architecture of sites and rework structure as needed to fit navigation function
- Evaluate content of sites and rework to improve accessibility. Remove HTML tables used for formatting and replace with responsive HTML snippets
- Convert all html links to lowercase
- Move all content into new template for all sites
- Remove old documents/images/pages
- Update hyperlinks from around the ETSU web that point to the migrated sites
- Launch the sites

4.2. Customer Requirements

Customer responsibilities and/or requirements in support of this Agreement include:

- Provide 2-3 people who will serve as points of contact and representatives for the college/school/administrative unit during the migration process.

- Timely response to requests for any miscellaneous information that might be needed for the site.
- (Before the migration starts) Review the list of sub-sites for your unit (supplied by the service provider) for accuracy and contact the person responsible for the work to be done on each sub-site.
- (Before the migration starts) The service provider will supply a list of all the documents (PDF's, word, excel files) that are currently linked in your sites. Each document in this list should be opened and corrected
 - Old logos -> replace with new approved logo
 - Contact information -> replace any old contact information (old phone numbers, addresses, personnel) with correct information
 - Direct web links -> replace with general directions on how to access a page
 - example: instead of "visit <http://www.etsu.edu/mysite/stuff.pdf>" replace with "visit our site <http://www.etsu.edu/mysite/> and find the document under our 'forms' left navigation link"
- (Before the migration starts) Open each **pcf** page of your site from within OU campus and check for the issues listed below. Record and mark these pages as complete in the record keeping form for your site (<http://oupub.etsu.edu/migration/sites/php>) .
 - blank pages or pages with only 1 link or sentence of content
 - error trying to open or save the page
 - errors in content (bad or outdated information, broken links, etc)
 - spelling errors
- (Before the migration starts) Open the Chrome web browser [visit the resources page <http://oupub.etsu.edu/migration/resources.php> to download chrome] and download the link checker identified on the resources page. Navigate to your website using Chrome and open each page of your site in the browser. For each page, run the link checker. Correct any errors and mark pages complete in the record keeping form for your site.
- (After the migration is complete) The customer should review each page on the site:
 - open a web browser and check each page on the new site against the same page on the old site.
 - open the chrome web browser and run the link check each page on the new site
 - check to be sure that all necessary documents and images are available on the new site
 - check the banner, page headings and footers for accuracy

4.3. Service Provider Requirements

Service Provider responsibilities and/or requirements in support of this Agreement include:

- Schedule and hold regular meetings with customer to accomplish goals of this agreement.
- Regular updates to the customer on the status of the project and the timeline
- Presentation to the customer on the finished product

4.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- The team mentioned above will have authority to implement updates and changes to the site as determined in the redesign planning process.
- Migration of the entire unit will begin :
 - When at least 50% of the sub-sites have completed the review process outlined above (all documents checked and fixed, all pages reviewed and corrected)
 - When a realistic completion date has been set and approved by the dean/provost for the remaining sites to complete the review process
- Once the migration process begins, **no content updates/changes can be made to sites until all the sites have been migrated and go live.** The service provider will remove access to every sub-site in the unit and web administrators will **NOT have access to their pages during the migration.**
- When the sites are almost ready to go live, all web administrators will be contacted for a short training session to review the changes involved in the maintenance of your new site. After training, all the administrators will regain access to their respective sub-sites.