Service Level Agreement
Botany IT Web Hosting Service

Nov 29th, 2013

1. **Overview**

   a) Definitions

Term	Description
SLA	Service Level Agreement
UBC	University of British Columbia
UBC IT	UBC Information Technology Services
Botany	Department of Botany, UBC
Botany IT	Botany Information Technology Unit
VS	Virtual Server
VSS	Virtual Server Service
Customer	Website owner of a website that hosted on the Botany Web Server

   b) Parties

   The purpose of this SLA between Botany IT and the customer establishes a statement of targets and protocols for the development and support of their websites hosted on Botany Web Server as detailed below.

   c) Terms

   This agreement is valid from the date when the customer start uploading content to our web hosting server, and is automatically renewed each year, for the term of one year, unless otherwise negotiated or terminated.

   d) Intent

   As both parties are fellow members of Botany, the intention of this SLA is, first and foremost, to foster the customer's satisfaction and quality of service, through clarification of both parties' expectation, needs and responsibilities. The policies and procedures outlined in this SLA are intended to ensure that each party is able to meet the other party's needs, in good faith and to the best of their abilities.

2. **Description of Botany Web Hosting Service**

   a) A single virtual server has been purchased from UBC IT VSS, and has been configured as Web server for this service.

   b) This service is a web hosting service for HTML and PHP based websites. There is no database support (such as MySQL, PostgreSQL, MS SQL or FileMaker) built into this service. We do not support Perl based websites. This server is not a designated file transfer server therefore large file transfers are discouraged. We do not provide hosting service for any Content Management System such as WordPress and Drupal.

   c) The permanent IP address for this server is 142.103.131.81. All websites hosted by default will have the http://www3.botany.ubc.ca/username URL. It is possible to point other domain names to this server, but it will be the user's interest to optionally obtain another

domain name. Botany IT staff can set up Virtual Server resolution once the user points the domain name to this server.

d) By default, all websites are limited to 1GB of space and 5000 file and folder nodes. The Botany IT manager may approve resource requests within a 2GB space and 10,000 file and folder nodes limit on a case by case basis. Otherwise, the request must be approved by the Botany IT Advisory Board;

e) HTTP access to all hosted websites will be through TCP port 80. Only SFTP access to TCP port 22 is allowed for uploading data to your website. File system access is limited to the user's home folder. User cannot connect through SSH or SCP.

f) Password protection for HTTP access to a website is available but not turned on by default;

g) PHP functionality is limited for security reasons. Please contact Botany IT staff for details;

h) Key based authentication for SFTP access is available but the users are responsible to mount the public keys under their home folders. Please contact Botany IT staffs for details.

i) HTTP access will be open to all IP addresses.

j) SFTP access will be open to all UBC IP address ranges. Users need turn on UBC myVPN connection first if connect to this server from external IP address (eg. Home)

k) As a security measure, accounts will be locked out if there are five failed passwords or key attempts. To protect this server from Denial of Service Attack, Maximum 20 HTTP and 4 SFTP concurrent sessions are allowed from a single IP.

3. **Policies and Procedures**

a) For the purpose of this SLA: "normal office hours" are defined as 9:30 am to 5:00pm on workdays.

b) Customer can send in a request, or report any issues to Botany IT helpdesk by email to helpdesk@botany.ubc.ca . Botany IT helpdesk staff will escalate critical issues to the appropriate Botany IT staff.

c) Customer may delegate management of the website to a third party, but Botany IT will only contact the customer for any related issues. The website owner should relay the information to whomever applicable. The customer is solely responsible for the actions of the third party.

d) Botany IT will work on any issues with Botany Web Hosting Service during normal office hours, until the issue is resolved. Any reported issues or requests will be considered "normal" priority and dealt with next-business day, unless specified as critical or emergency by customer.

e) Work request outside of "normal office hours" will normally be performed on a best efforts basis.

f) Botany IT procedures require that Botany IT Advisory Board approval is obtained for any changes to production systems. An affected customer will be notified a minimum of 72 hours in advance of any such scheduled impacts to the system(s). In most instances, provisioning or changes to configuration of a website will not require Botany IT Advisory Board approval.

g) Customer agrees to notify Botany IT of any changes to the ownership and purpose of an existing website.

4. **Availability and Continuity**
   a) Botany IT's objective is to provide access to the Web Hosting Service 24 hours per day, every day of the year, excepting necessary planned interruptions for the service, upgrades, reconfiguration or unplanned interruptions. Botany IT will minimize the number and duration of these interruptions. Botany IT will attempt to coordinate with all affected customer to schedule the planned interruptions for times that are least disruptive to the customers.
   b) For standard support issues, the Botany IT commits to a normal first response time of 1 business day during normal office hours. For support issues deemed critical by Botany IT and customer, Botany IT commits to a maximum first response time of 120 minutes; all other issues will be handled on the next workday.
   c) Both Botany IT and customer agree to a planned regular maintenance window every first Sunday in each month from 7:00 pm to 11:00 pm as needed to allow scheduling of regular maintenance changes, patches, upgrades, etc. Both parties must be notified with any such maintenance changes and their planned change schedule
   d) This SLA applies primarily to the specific system described; in the event of service interruption due to other causes, Botany IT commits to realise the resumption of customer's service and support as soon as is reasonably possible.

5. **Security**
   a) The Web Hosting Server is to be configured behind firewall, restricting access to/from ports, protocols and client IP addresses as appropriate.
   b) Application (such as PHP code) and content level security is the responsibility of customer.
   c) Customer is responsible for understanding and respecting relevant Federal and Provincial laws, UBC's Policy #104, Acceptable Use and Security of UBC Electronic Information and System.
   d) While effort is made to secure the system and provide a secure web hosting environment, the customers should not assume their website is in a secure environment or will meet federal, provincial or commercial standards for data protection. Customers are responsible for employing available security mechanisms for protecting the confidentiality and integrity of their own information, where required.
   e) Website owners must report immediately to Botany IT if they suspect their website has been compromised.
   f) If Botany IT suspects that the website has been compromised, the customer will give Botany IT the authority to isolate the website from the network due to a security risk. An attempt to notify the website owner will be made while doing this.

6. **Performance**

Performance of the website and application are the responsibility of Customer, insofar as suitability and scalability of the configurations are concerned. Botany IT shall assist customer in identifying any bottlenecks.

7. **Back-up Services and Disaster Recovery**
   a) The Botany Web Server is a virtual server provided by UBC IT Virtual Server Services. This server relies on the backup solution provided by UBC IT as disaster recovery method. Up to 12 weeks of weekly snapshots will be saved so that the server can be rolled back to a former condition as recorded in a particular snapshot. Botany IT doesn't provide further backup to this service.
   b) Botany IT will only conduct service level recovery if deemed applicable, in case of a Web Hosting Service interruption. It is the customer's responsibility to conduct data and content backup and/or recovery if necessary.

8. **Eligibility and Cost**
   a) All Botany members (including teaching and research Faculty members, Adjunct and Associates, Emeritus, Alumni, staff, PDFs, graduate students) are eligible to use this service for non-profit purposes. This includes lab websites, personal websites, program websites, course websites, community websites, or hobby websites. Non Botany members may receive permission to use this service if approved by the Botany IT Advisory Board.
   b) This service is free of charge for all eligible customers.

9. **Cancellation, Termination, and Suspension of Service**
   a) Botany IT may terminate, restrict or suspend use of Botany Web Hosting Service to customer if the customer's use violates UBC's Policy #104, Acceptable Use and Security of UBC Electronic Information and System, or if customer is in violation of any of the terms and conditions within this Agreement.
   b) Botany IT reserves the right to refuse or terminate service to customer with 90 days written notice, if the customer is deemed, at the sole discretion of Botany IT, to have a negative impact on the operation of the Service.
   c) Botany IT reserves the right to isolate the website of customer without prior notice if customer's website causes problems on the network or to the Web Hosting Service.
   d) The parties may, at any time, in mutual consultation and agreement, terminate this agreement. A written notice needs to be issued to the other party, one month prior to the termination.

10. **Force Majeure**
    Neither Botany IT nor customer shall be liable for any delay, interruption or failure in the performance of our obligations if caused by acts of God, declared or undeclared war, fire, flood, storm, slide, earthquake, power failure, the inability to obtain equipment, supplies or other facilities that are not caused by failure to pay, labour disputes, or other similar events beyond the control of the party affected that may prevent or delay such performance. If any such act or

event occurs or is likely to occur, the party affected shall promptly notify the other, giving the particulars of the event. The party so affected shall use reasonable efforts to eliminate or remedy the event.

11. **Unenforceable Provisions**

If any part of these Terms and Conditions is found to be invalid or unenforceable under applicable law, such part shall be ineffective to the extent of such invalid or unenforceable part only, without in any way affecting the remaining parts of these Terms and Conditions.