

Service Level Agreement

Botany FileMaker Database Hosting Service

Dec 6, 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	User who has FileMaker Database file hosted on the Botany FileMaker Database Hosting Service
DNS	Domain Name System
URL	Uniform Resource Locator
HTTP	Hypertext Transfer Protocol

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 Databases and relevant web interfaces hosted on Botany FileMaker Database Hosting Service as detailed below.

c) Terms

This agreement is valid from the date of signature, 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 FileMaker Hosting Service

a) Two virtual servers has been purchased from UBC IT VSS. One has been configured as the database hosting server, and the other has been configured as web interface server for this service.

b) This service is a hosting service for FileMaker Version 12 databases and PHP based database interface websites. This service does not support older version of FileMaker database file. This service does not support other Web Application technology (such as XML, ASP, Perl, etc.). This service does not support other database technology (such as MySQL, PostgreSQL or MS SQL).

- c) The permanent DNS name for the database hosting server is herbie.botany.ubc.ca. FileMaker Pro 12 users can open a remote database file hosted on this server if the user has the privilege defined in this file, and from a computer located in a registered user network.
- d) By default, all Botany subnets, ubcsecure wireless network and UBC myVPN network are registered user networks for FileMaker Pro 12 access to the database hosting server. Other network can be added as registered user network if required by the customer and deemed appropriate by Botany IT.
- e) The permanent DNS name for the web interface server is bridge.botany.ubc.ca. Any user from any network can browse a website hosted on this server through HTTP protocol (TCP port 80). By default, all websites will have the <http://bridge.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.
- f) Customer may be given computer account(s) and proper privilege(s) to perform database or/and website management through Windows File Sharing and Remote Desktop Connection, from a computer located in a registered administrator network, if required by the customer and deemed appropriate by Botany IT.
- g) By default, all Botany subnets, ubcprivate wireless network and identity based UBC myVPN network are registered administrator networks for Windows File Sharing and Remote Desktop Connection to both servers in this service. Other network can be added as registered administrator network if required by the customer and deemed appropriate by Botany IT.
- h) Customer may be given access to FileMaker Server Admin Console if required by the customer and deemed appropriate by Botany IT.
- i) By default, all customers are limited to 100GB of space usage on both servers in this service. The Botany IT manager may approve resource requests within a 200GB space limit on a case by case basis. Otherwise, the request must be approved by the Botany IT Advisory Board;

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 database or/and website to a third party, but Botany IT will only contact the customer for any related issues. The database 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 FileMaker Database 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 hosted database or/and 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 database.

4. Availability and Continuity

- a) Botany IT’s objective is to provide access to the FileMaker Database 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 2 hours; 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 FileMaker Database Hosting Server and the Web Interface Server are 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, unless there is another agreement between the customer and Botany IT.
- 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, and Information Security Standards published by the Information Security Governance Committee (UBC).
- d) While effort is made to secure the system and provide a secure database and website hosting environment, the customers should not assume their database and 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) Database owners must report immediately to Botany IT if they suspect their database and/or website has been compromised.
- f) If Botany IT suspects that the database or/and website has been compromised, the customer will give Botany IT the authority to freeze and isolate the database or/and 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 database or/and website 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 database hosting server and web interface server are virtual servers provided by UBC IT Virtual Server Services. These servers rely 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.
- b) Botany IT also provide backup for all customer database files and website content to Botany Backup service. Up to 6 months of 15 minutes snapshots will be saved to two backup servers so that any database file or web content can be rolled back to a former condition as recorded in a particular snapshot.
- c) Botany IT will conduct service level recovery in case of a Database Hosting Service interruption. Botany IT will also conduct database file and web content recovery if required by customer.

8. Eligibility and Cost

- a) All Botany members and sub units are eligible to use this service. Non Botany members or organization 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 FileMaker Database Hosting Service to customer if the customer's use violates UBC's Policy #104, the Responsible Use of Information Technology Facilities and Service or UBC's Policy #106, Access to and Security of Administrative Information, 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 freeze and isolate the database or/and website of customer without prior notice if customer's database or/and website causes problems on the network or to the Database 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.

12. Approval

Botany IT Manager	Customer
Signature	Signature
Name:	Name:
Date:	Date: