ITS Custom Applications & Consulting Services
Service Level Agreement (SLA)

General Agreement:
The Customer Department and ITS Custom Applications and Consulting Services (CACS) understand and agree to carry out all responsibilities listed in Service Level Agreement. All services provided under this SLA are subject to monthly billing at the standard CACS rate of $120 and hour.

ITS' Downtime Policy governs the way users of ITS services are notified of activities that have potential to interrupt access to networks or systems. Regularly scheduled maintenance can be found at http://its.virginia.edu/pubs/systemstatus/scheduled.html. ITS' list of Critical Services are listed at https://www.its.virginia.edu/itil/criticalsystems.html.

Core Business Hours
With the exception of University academic holidays, the CACS Support Team can be reached by emailing **CACSSupport@virginia.edu** .   The CACS Support Team is generally available by email Monday through Friday from 8:00 AM to 4:00 PM.

I.   Support for Server Hardware and Operating System Software Upgrades

i.   Server hardware and operating system software have an expected life span of approximately 3 years. Hardware vendors typically limit the hardware warranty based on expected life span. For this reason, ITS has a replacement schedule for all production systems to ensure that in the event of a hardware failure the parts and support needed to recover the server are available. When the life span is reached the CACS consultant will work with you to move your system to the new platform.

As part of your ongoing service and to adhere to warranty requirements, all servers are routinely patched to keep the operating system running at the recommended version. These patches are critical for keeping the server secure.

II.   Application Components Upgrades

In addition to operating system and browser upgrades, there are software components used by your system that must be updated as new versions are released.

Note: Requests for Modifications, Reports and Enhancements
1. Modifications or enhancements are not covered by this agreement.
2. To request modifications or enhancements please contact ITS CACS at CACSSupport@virginia.edu.

III.   Browser Upgrades

ITS and ITS-CACS support the current and prior major releases of Internet Explorer 11, Edge, Chrome, Firefox and Safari. When a new version is announced as Release to Web (RTW), support will cease on the third-oldest major version

Note: Upgrades to OS and browsers may cause the application features to stop working. This will require CACS to modify the application; appropriate charges will apply.

Changes to the application needed due to upgrades will be billed back to the customer at the CACS standard rate.

 Reviewing Application Information

The customer is responsible for their data; however, CACS can assist with communications and meetings if needed. The Information Security, Policy and Records Office (ISPRO)

http://its.virginia.edu/security/dataprotection/ provides the requirements and standards for handling University data. They can be reached via email at it-policy@virginia.edu and will provide support in determining your data security level.

Retention policies should be coordinated with Records Management http://www.virginia.edu/recordsmanagement/ .

CACS may take the application down if issues occur with the application which impact security.