

Websites Service Level Agreement (SLA)

Office of Information Technology

This agreement covers the service level for the provision and support of the Websites Service provided by the Ohio University Office of Information Technology (OIT). This agreement remains valid until revised and will be reviewed at least annually by the Service Owner.

Service Description

The Websites Service provides solutions to build and manage websites and content in order to facilitate the exchange of information on the internet. This service is intended for public-facing informational content in support of official university activities.

Service Offerings

Web Content Management System (Web CMS):

The Web CMS provides an easy-to-use interface that allows users to author, administer, and manage web pages without requiring the user to have extensive knowledge of web markup and programming languages.

NOTE: *OIT currently maintains two Web CMS platforms - a legacy solution known as CommonSpot and its replacement solution, known simply as Web CMS. OIT is in the process of migrating websites from CommonSpot to the new Web CMS. OIT will continue to maintain and support existing CommonSpot websites through June 2020 or until all sites are migrated to the new Web CMS, whichever comes first. No new CommonSpot website or development requests will be accepted. See Appendix B of this agreement for details on the service governing how websites will be migrated to the new Web CMS.*

Included Services:

- Website support, such as bug fixes and access changes, for one instance of the website, either on the legacy Web CMS or on the new Web CMS, but not both, for the duration of this agreement.
- Creation and maintenance of Standard Content types and the Standard Theme (see Appendix A).

Cost:

OIT operates the Web CMS platform as described above as a common good service at no charge.

Service Levels:

Standard Website Service:

The Standard Website service level is offered to fill the most common types of website requests from the broadest range of university departments and planning units.

Standard Website Service Includes:

- New websites and website additions of any size or scope utilizing the Standard Theme and Standard Content Types:
 - Planning and coordination for the project.

- Creating the shell website layout using the Standard Theme and Standard Content Types (see Appendix A).
- Performing design, build and accessibility quality assurance reviews of sites and pages prior to deployment.
- Training for Content contributors.
- Granting access to content contributors.
- Establishing redirects in support of site launches (see “Custom Web Addresses” below).
- Indexing of site to collect, parse and store key information to facilitate searching of web pages and documents using the standard ohio.edu website search engine.
- Embedding of Google Analytics code on the website.
- Creating designs which conform to the Standard Theme.
- Formatting of provided content and images to fit with existing Standard Content Types.
- Minor enhancements and support of existing websites:
 - Application or removal of Standard Content Types (see Appendix A).
 - Identifying and troubleshooting bugs and problems.
 - Granting and removing content contributors.
 - Decommissioning and exporting website content.
 - Training for content contributors.

Cost:

The Standard Website service level provides an allocation of hours to each planning unit as a common good service at no charge as described below. Once all of the planning unit’s allocated hours have been depleted for a fiscal year, the planning unit or the requesting department account will be charged \$70 per hour for additional work. Planning units will be notified prior to using any overage hours.

Allocation of Hours:

Planning units are each allocated a pool of website development hours which can be used at the planning unit’s discretion to cover requests falling under the Standard Website service level. Each planning unit receives a minimum of 40 hours per fiscal year and an additional 3 hours for every 50 allocated FTE-T within their unit (or .06 hours per FTE-T). FTE-T is the total number of enrolled students, both graduate and undergraduate, and employees for a planning unit at the beginning of the fiscal year. Planning unit hour allocations expire at the end of the fiscal year and cannot be carried over. The current year’s allocation and usage of hours by planning unit is available on the OIT website at <https://www.ohio.edu/oit/web/websites/service-metrics>. This data will be updated at least monthly.

Designated Website Owner:

Planning unit leadership must designate one Website Owner for each website who can authorize the use of their Standard Website hours allocation. OIT will only charge effort against a planning unit's allocated hours with explicit permission from the unit’s designated Website Owner. Planning units are responsible to inform OIT of changes to the Authorized User and/or Website Owners.

[Basic Website Service](#)

The Basic Website service level is offered to provide a framework to rapidly create very simple, templated new websites for University initiatives, programs and departments that have limited resources and modest website needs. Significant limits are placed on the scope and features offered under this service level to ensure a predictable workload. No changes to the basic layout of the Standard Theme or Standard Content Types will be permitted. Subsequent requests for enhancements and updates in excess of the activities listed below are not covered under the Basic Website service level and

instead fall under either the Standard Website or Custom Website service level, depending the nature of the request.

Basic Website Service Includes:

- Creation of a single, new basic website using the Standard Theme, Basic Page, Announcement and Departmental Information content types only (see Appendix A).
 - The homepage of the website may include a full-page width “hero” image.
 - The website may include internal Basic Pages. All internal pages will be identical in layout and content types. No changes to the basic layout of the Standard Theme or Standard Content Types will be permitted.
 - OIT will create up to 10 pages in the creation of the site. Editors will be able to create unlimited additional pages.
- Granting of access to the website editor for up to 3 content contributors.
- Embedding of Google analytics code on the website.
- Indexing of the web site to collect, parse and store key information to facilitate fast and accurate searching of web pages and documents using the standard ohio.edu website web search engine.
- Content contributor training as needed. Self-guided training will be provided via the OIT website.

Cost:

The basic website service level is available at no charge as a common good service and is not billed against a planning unit’s allocated hours.

[Custom Website Service](#)

The Custom Website Service is offered to meet unique or special Web CMS needs of departments which are not included in the Standard Website or Basic Website services. The Custom Website Service can be requested through OIT Custom Services.

Custom Website Service activities may include but are not limited to:

- Creation of web design objects such as image objects, custom designs for standard content types, views and custom module functionality.
- Custom theme and site design.
- Installation and support of 3rd-party modules.
- Creation of new content types.

Cost:

The Custom Website Service is operated on a cost recovery basis. Because each custom request is unique, the Custom Website Service is used to provide a quote for the full costs of the initial implementation, ongoing support and maintenance, as well as any recurring annual costs.

[Resource Management:](#)

Requests are serviced in the order in which they are received.

Website Inactivity and Deactivation:

Websites that are not updated for a period of two years will be deactivated and deleted. Notice will be given to the site owner at least 90 days in advance of the deactivation. Site owners may request an exception to the deactivation from the Service Owner.

Project Inactivity and Deactivation:

If at any time during a website project there is no response from Customer for 30 days, the service request or project will be closed and marked as abandoned. Any work that has been done by OIT on the Web CMS may be removed. If Customer wishes to re-open the project, it will be placed at the end of the prioritization queue.

Backups & Data Retention

All Web CMS websites include “Revisoning” which allows content contributors to compare current and previous versions of each page and revert a page to a previous version as needed.

Supported Web Browsers:

Websites created with the Web CMS platform will be supported in the current desktop and mobile versions of the following web browsers:

- Google Chrome
- Microsoft Edge
- Apple Safari
- Mozilla Firefox

The Web CMS Editing Interface will be supported in the current desktop versions of the following web browsers:

- Google Chrome
- Microsoft Edge

While other browsers and versions of the supported browsers may work, OIT does not guarantee all functionality will be useable in non-supported browsers.

Eligibility:

This service is available to faculty and staff. Web CMS websites must be sponsored by a permanent faculty or staff member with budgetary authority, and that person agrees to take responsibility for the content and oversight of that website. This service is not available for course materials, personal use such as a personal portfolio of work, or a personal website. This service is not available to students or student organizations.

Customer Responsibilities:

Customer is responsible for the following activities associated with the Web CMS Service:

- Creating, updating and posting of website content.
- Approving of website designs and website launches.
- Storing archives of decommissioned websites.
- Allocating sufficient time to collaborate and continuously engage with OIT throughout the entire website project.
- Designating Website Owner(s)
- Approval of overage hours once the initial allocation is depleted

Custom Web Addresses

OIT offers two solutions for custom web addresses.

- Vanity Web Addresses (Vanity URLs) allow for creating shorter, easy-to-read ohio.edu website addresses for the purpose of simplified marketing and sharing of an online service. These include addresses similar to ohio.edu/my-website. All vanity web addresses are subject to the Ohio University Branding Guidelines and approval by OIT.
- Redirects are a solution for directing web traffic from one URL to a different URL with the same or similar content. Redirects may only be used to send website traffic to other official ohio.edu online resources.

Cost:

OIT will provide new Vanity URLs and Redirects for a period of one year as a common good service at no charge.

- Vanity URLs can be extended on a year-to-year basis for a maintenance fee of \$70 per year, per Vanity URL.
- Redirects can be extended on a year-to-year basis for a maintenance fee of \$70 per year, per redirect.

Resource Management:

Vanity URLs and Redirects will be active for a period of one year, then will be deactivated. Notice will be given to the site owner at least 30 days in advance of the deactivation.

Eligibility:

This service is available to faculty and staff. This service is not available for course materials, personal use such as a personal portfolio of work, or a personal website. This service is not available to students or student organizations.

Customer Responsibilities:

Customer is responsible for:

- Requesting cancellation of the services
- Updating print and online materials with accurate website addresses prior to expiration of Redirects and/or Vanity URLs.

Static Websites

OIT offers a static web hosting service on an ohio.edu/sites URL. This service offering is not an effective alternative for the Web CMS Service and should only be used for rare and unique circumstances where the Web CMS Service is not an appropriate solution. This service is limited to the use of HTML, CSS, and JavaScript-based websites only. This service is not intended for use as an archive of old websites, hosting of course materials, file storage or any personal use, such as a personal portfolio of work or a personal website.

Included Services:

The Static Websites Service includes:

- ohio.edu/sites/my-website URL
- Unlimited Disk Space for website files
- Secure FTP Access

- Daily Data Backups

Costs:

The Static Websites service is available as a common good service at no charge. Requests for restoring a backup will be charged a fee of \$50 per request.

Resource Management:

Requests are serviced in the order in which they are received. Websites that are not updated for a period of two years will be deactivated. Notice will be given to the site owner at least 30 days in advance of the deactivation. Site owners may request an exception to the deactivation from the Service Owner. Sites that become deactivated will be permanently deleted 30 days after deactivation. This service does NOT provide unlimited disk space for online storage, backups, streaming media, or archiving of electronic files, including historical audio/video files of lectures, documents, log files, etc., and any such prohibited use of this service may result in the termination of Customer's account, with or without notice.

Eligibility:

This service is available to faculty and staff. Websites must be sponsored by a permanent faculty or staff member, and that person agrees to take responsibility for the content and oversight of that website. This service is not available to students or student organizations.

Customer Responsibilities:

Customer is responsible for creating, uploading, maintaining site content on the Static Websites service.

Personal Websites

OIT offers Personal Websites for individuals on a people.ohio.edu/your-OHIOID URL. This service is limited to the use of HTML, CSS, and JavaScript-based websites only. Personal Websites are for the purposes of sharing professional work, research, course materials, publications or related materials pertaining to the activities of Ohio University. This service is not intended for use as an archive of old websites or file storage.

Included Services:

The Personal Websites Service includes:

- people.ohio.edu/your-OHIOID URL
- Unlimited Disk Space for website files
- Secure FTP Access
- Daily Data Backups
 - Backups are taken once per day and replace the previous day's backup. Requests for restoring a backup must be made prior to the next backup or the old data will be overwritten.

Costs:

The Personal Websites service is offered as common good service at no charge. Requests for restoring a backup will be charged a fee of \$50 per request.

Resource Management:

Requests are serviced in the order in which they are received. Web sites that are not updated for a period of two years will be deactivated. Notice will be given to the site owner at least 30 days in advance of the deactivation. Site owners may request an exception to the deactivation from the Service Owner. Sites that

become deactivated will be permanently deleted 30 days after deactivation. This service does NOT provide unlimited space for online storage, backups, streaming media, or archiving of electronic files, including historical audio/video files of lectures, documents, log files, etc., and any such prohibited use of this service may result in the termination of Customer's account, with or without notice.

Eligibility:

This service is available to staff members and temporary and permanent faculty. This service is not available to students or student organizations.

Customer Responsibilities:

Customer is responsible for creating, uploading, maintaining, and backing up site content on the personal website service.

Service Hours and Availability

Websites:

All websites service offerings are available 24 hours a day, 365 days a year with a comprehensive uptime, inclusive of both planned and unplanned service interruptions, of 99.6%. Not more than 15 hours of unplanned downtime will occur during a fiscal year and unplanned downtime will not occur in any continuous timespan longer than 4 hours. In addition to full site / system outages, the following additional criteria will be used in defining downtime which will be counted against this SLA:

- Unavailability of the Ohio University homepage (www.ohio.edu) to multiple end-users in multiple locations.
- Unavailability of 5% or more of the active ohio.edu websites to multiple end-users in multiple locations.
- Degraded website performance, such as exceptionally long load times, which is visible to multiple end-users in multiple locations.

Events outside the control of OIT, such as networking issues, power outages and natural disasters, will not be counted against this SLA, but will be recorded and reported via the OIT Incident Report process and posted to the OIT website at <https://www.ohio.edu/oit/web/service-metrics>.

Support:

- Service Requests will be addressed Monday – Friday, between 8am and 5pm ET (“normal business hours”), exclusive of University holidays, with response and resolution times as described in Response and Resolution Commitments below.
- Incident resolution is available 24 hours a day, 365 days a year, with response and resolution times as described in Response and Resolution Commitments below.

Response and Resolution Commitments

Incidents and Service Requests will be assigned a priority, determined by OIT in collaboration with Customer, based on the impact and urgency, as defined below. OIT’s response to high priority requests or incidents may delay responses to other requests.

- **Impact:** University loss and potential damage (e.g. financial, student/faculty/staff, regulatory, security, reputation, brand) caused by the incident.
- **Urgency:** Speed at which the university expects the incident to be resolved

Incidents and Service Requests must be submitted through email to servicedesk@ohio.edu or calls to the Service Desk at 740.593.1222. Requests submitted through other channels are not covered by this agreement.

A **Service Request** means any request made by Customer to OIT for routine operational support, modifications, and additions. Service Requests are managed on a first-come, first-served basis.

An **Incident** means an outage or degradation of the normal functionality of the service where it is malfunctioning.

If an Incident or Service Request is not responded to with the response times outlined below, Customer may escalate by directly contacting the Service Owner. Please refer to the ticket number when escalating.

Incident Response and Resolution Times

Incident Type	Initial Response Time*	Resolution Time*
High Priority Incident Outages impacting multiple service offerings, entire segments of the infrastructure or high traffic / high visibility websites.	1 Hour During normal business hours	4 Hours During normal business hours.
	4 Hours Outside normal business hours	8 Hours Outside normal business hours.
Low Priority Incident	1 Business Day	2 Business Days

* From the time OIT is made aware of the issue.

Service Request Response and Resolution Times

Service Request Type	Initial Response Time*	Resolution Time*
High Priority Service Request	4 Hours During normal business hours	8 Hours During normal business hours.
	8 Hours Outside normal business hours	12 Hours Outside normal business hours.
Low Priority Service Request This includes Web CMS Standard and Basic Website maintenance activities, Custom Web Addresses, and Static and Personal Website provisioning.	2 Business Days	5 Business Days
New Standard Website Service Request New sites and significant site redesigns.	2 Business Days	Varies according to site size, complexity. Within 10 business days of initial response, OIT will schedule a discovery meeting. Initial effort estimate and approximate resource scheduling availability will be provided within one month of the Standard Website request. Actual schedule, execution and delivery of the site are dependent on agreements between OIT and Customer.

New Basic Website Service Request	2 Business Days	5 Business Days
Cost Recovery Service Request	2 Business Days	Varies according to the service requested and resource availability. The resolution time will be provided with the project charter for a cost recovery service request.

* From the time OIT is made aware of the issue.

Maintenance Schedule

The Websites Service maintenance schedule coincides with standard IT maintenance windows, available at <https://www.ohio.edu/oit/maintenance-windows>, and on Thursday nights between 10pm – 2am. In general, maintenance will be scheduled for times that minimize interruption to Ohio University’s academic and administrative business, including off-hours, weekends and holidays. All maintenance to local systems that result in an interruption in service will be communicated to the University community using the OIT notifications email list in advance of the planned interruption.

Metrics & Reporting

This section outlines how OIT will measure and report each commitment made in this SLA:

- **Overall service availability/uptime:** Within 1 business day after each SLA impacting event is resolved the Service Owner will publish a short report detailing the duration of the event, the reason for the event, the resolution of the event and the volume of customers impacted by the event. The total amount of downtime will be subtracted from the FY uptime to date and published on the OIT site at <https://www.ohio.edu/oit/web/websites/service-metrics>.
- **Performance expectations:** Quarterly or more frequent analysis will be conducted showing how each metric is performing. An abbreviated result showing progress over time will be published to the OIT website at <https://www.ohio.edu/oit/web/websites/service-metrics>.

Support Contact Information

To make a Service Request or report an Incident, Customer must create a ticket in the IT Help Desk ticketing system. Please provide information that the report is for a Websites Service customer along with the website name and specific page URL. One of the following methods may be used for creating a ticket:

- Send an email to servicedesk@ohio.edu.
- Call 740.593.1222

It is advised to call the service desk for High Priority Incident tickets.

How We Communicate with Customers

Depending on the request we use following methods:

- IT support ticket platform

- Phone for urgent incidents (as necessary).
- System Status (<https://status.ohio.edu>)
- Email

Billing

Customer will be billed based on the schedule below. Any billing questions should be directed to the Service Owner.

- **Web CMS Standard Website Service:** Billed monthly for the previous month's overage usage.
- **Custom Web Addresses:** Billed annually or semi-annually in the month of their renewal.

Rates are calculated by OIT to achieve cost recovery and approved by the Campus. Items not covered in this SLA are subject to additional charges, using the published hourly Time & Materials (T&M) rate.

Appendices:

Appendix A – Standard Theme and Content Types

Refer to the Web Catalog for the current **Standard Theme** and **Standard Content Types**. The Standard Theme includes:

- Ohio University header with department (website) name
- Ohio University footer with department's contact information;
- Responsive, mobile-friendly layout;
- Global navigation to key Ohio University sites;
- Department/website-specific navigation;
- Ability to utilize the CUE event calendar for the Standard Website and Custom Website service levels
- Ability to utilize the University Course Catalog information for the Standard Website and Custom Website service levels

Standard Content Types currently include:

- Basic page
- Modular page
- Announcements
- FAQ
- Article
- Profile
- Departmental Information

Standard content types will have choices for standard layouts and will allow basic configuration as part of the Standard Website and Custom Website service levels. The list of Standard Content Types will expand as demand for new content types are identified across a broad section of customers and will be evaluated on a yearly basis to determine needed changes.

Appendix B – Migration Service from CommonSpot to Web CMS

This Appendix B covers the service level to be provided during the migration of websites from the legacy Web CMS to the current Web CMS. OIT provides significant support in migrating websites from CommonSpot to Web CMS.

Service Description

The Web CMS Migration Service migrates all active websites from legacy Web CMS, CommonSpot, to the replacement Web CMS. Once a website is launched in Web CMS, the terms of the Standard Website Service offering will prevail.

Costs:

OIT will perform the Included Services listed below to migrate websites from CommonSpot to Web CMS as a common good service for no additional fee. Migration hours are not charged against a planning unit's allocated hours.

Included Services:

- **Website project planning:** Plan information architecture and understand design requirements, support for conducting a site audit.
- **Site Creation:** Create a shell website layout using Standard Content Types (see Appendix A) and the Standard Theme (see Appendix A) with the following attributes:
 - Is mobile-friendly.
 - Is equipped with Google Analytics tracking and Google Tag Manager.
 - Adheres to Ohio University accessibility guidelines.
 - Adheres to Ohio University branding standards.
- **Content Migration:** Move existing website content from CommonSpot into Web CMS. Differences between the Web CMS platforms will result in variations in formatting, the correction of which are not covered by this service.
- **QA Review:** Perform quality assurance and accessibility reviews prior to launching the Web CMS site.
- **URL Redirection:** Webpage redirects for up to 20 URLs from legacy Web CMS sites or pages to their replacement Web CMS location for a period of 1 year. See Customer Web Addresses for additional information.
- **Site Archive:** Upon request, generation of an archive file of the website content from CommonSpot. This archive excludes formatting.
- **Old Site Deletion:** Deletion of the CommonSpot website.
- **Contributor Training:** Content contributor training as needed. Self-guided training will be provided via the OIT website.
- **Post-Launch Support:** One week of direct standard support from the websites team. After this period, requests must be submitted through the service desk.

Additional Cost Services:

Migration requests which are not part of the included services scope will be conducted by the Custom Solutions Service. These include, but are not limited to, new content type creation, except those identified as Standard Content Types and New theme designs not covered by the Standard Theme (see Appendix A).

Customers may elect to have existing custom and 3rd-party CommonSpot functionality recreated in Web CMS as part of their website migration. 50% of the initial development cost will be covered as part of the common good offering. Ongoing maintenance costs will be determined up front and will be the full responsibility of Customer indefinitely.

Resource Management:

OIT will use the Web Advisory Group-approved prioritization to determine the order in which websites are migrated. Within that prioritization, OIT will work with website owners to identify timeframes conducive to performing the migration.

If at any time there is no response from Customer for 30 days, the project may be closed and marked as abandoned. Any work that has been done by OIT on the project may be removed. If Customer wishes to re-open the project, it will be placed at the end of the prioritization queue.

Any remaining CommonSpot websites will be deleted on June 30, 2020. Customers not participating in the migration process must make alternative arrangements for website hosting prior to this date.

Eligibility:

This service offering is available to faculty and staff owners of websites housed in the legacy Web CMS, CommonSpot.

Customer Responsibilities:

- Assigning a single point of contact for decisions regarding the project.
- Continuous engagement in the migration process. Customer's engagement and cooperation are critical to the migration being successful and completed in a timely manner. A minimum of 4 hours will be needed of the client's time to support the migration of their site from CommonSpot to Web CMS. This includes meetings and website reviews and approvals. Participation requirements will be commensurate with the size and complexity of the website. A refined level of effort for the migration will be shared in the project kickoff meeting.
- Proofreading all content moved from CommonSpot to Web CMS.
- Approval of new website prior to launch in Web CMS.
- Editing and updating website content after the site is launched in Web CMS.
- Updating non-web content, literature, email signatures, etc. with new URLs for website content.