

## Business Application Software Service Level Agreement

### 1.0 Purpose/Scope:

We strive to provide reliable, predictable, efficient service to our customers. This SLA defines OIT's commitment to availability of NKU's core business software applications.

### 2.0 Agreement Timeframe

July 1 – June 30 (ongoing)

OIT will provide semi-annual reporting measurements to verify SLA metrics are being met.

This document will be reviewed annually for updates/modifications.

### 3.0 Description:

The OIT team provides NKU with access to several business software applications. Business applications will be categorized as critical business applications or business applications.

- Critical Business Applications: These are the systems that are required for business operations of Northern Kentucky University and outages affect the entire campus community. Examples of these type of applications are:
  - myNKU
  - Email
  - Websites
  - Learning Management (Blackboard)
  - Core Infrastructure Services
- Business Applications: These are the systems that are required for specific departments. Examples of these type of applications are:
  - Alumni Relations Systems
  - Recruitment

### 4.0 Key Metrics/Measurements/Availability

- Critical Business Applications system availability > 99%
  - Critical Business Applications system daily system backups, with data recovery available for at least 2 weeks.
- Business Applications system availability > 95%
  - Business Applications system at least weekly system backups, with data recovery available for at least 2 weeks.

\*Availability is determined by a monitoring system (WhatsUP gold).

## 5.0 Intended users/Stakeholders:

This agreement is between The Office of Information Technology and all faculty/staff/students/alumni/retirees who meet the terms of NKU's [Acceptable Use Policy](#) and abide by all applicable policies and procedures adopted by the University.

## 6.0 Costs:

OIT business applications software services are available at no additional cost. If there are requests for services beyond what is outlined in this SLA, OIT may charge for requested services.

## 7.0 Maintenance

There is a standard maintenance window scheduled between 12-6 a.m. on Saturday mornings. Additional maintenance windows can be scheduled if necessary. All maintenance windows within NKU's control will be announced to campus two weeks prior. Maintenance windows will be excluded when determining the monthly availability of the business application software.