# Service Level Agreement (SLA) for OneCI at CSU Channel Islands

Contents

[Service Level Agreement (SLA) for OneCI at CSU Channel Islands 1](#_Toc503453167)

[Overview 1](#_Toc503453168)

[Affected Groups 2](#_Toc503453169)

[Affected Systems 2](#_Toc503453170)

[Definitions 2](#_Toc503453171)

[Service Description and Standards 3](#_Toc503453172)

[Operations Support Standards 3](#_Toc503453173)

[Roles & Responsibilities 3](#_Toc503453174)

[Recovery Needs and Response Times 4](#_Toc503453175)

[Service Description and Standards 4](#_Toc503453176)

[Contact Information 4](#_Toc503453177)

[References 4](#_Toc503453178)

[About this Document 5](#_Toc503453179)

## Overview

OneCI is a data warehouse system and data architecture originally developed by Mick Haney and Nevada State College (NSC). CSU Channel Islands (CSUCI) began its implementation of the current version of the NSC model beginning in May 2017.

This service level agreement has been developed to accomplish the following goals:

1. Create an orderly and consistent method of gathering information about, and responding to OneCI incidents, problems, and enhancements;
2. Clarify roles and responsibilities for providing operational support for OneCI by Institutional Research Planning Effectiveness (IRPE) at CSUCI; and the Division of Technology & Innovation (T&I) at CSUCI;
3. Define differences between OneCI operational support and project support;

## Affected Groups

This SLA affects the following campus and non-campus groups:

* Institutional Research Planning Effectiveness (IRPE)
* Technology and Innovation (T&I)

## Affected Systems

This SLA applies to:

* All OneCI applications (SQL Server; SQL Integration Services; Tableau Server; Tableau Desktop; PeopleSoft integrations (connectors) to OneCI)
* All infrastructure established by CI T&I.

## Definitions

**OneCI:** CI’s instance of the data warehouse and data architecture initially implemented by consultants from Nevada State College (NSC). OneCI is a database and data architecture that enables the University to consume external source data (such as from PeopleSoft or flat files) for improved business intelligence, decision support, and reporting on student information and outcomes. OneCI also consists of Tableau Server and Tableau Desktop visualization tools.

**Operations**: Everyday business activities. Operations are repetitive activities, typically with the same outcomes. Further, operations are ongoing, with no start and end dates. This includes, but is not limited to the ordering and purchase of server replacement parts. Operations typically require less than 30 hours of time to complete.

**Project:** A task or planned program of work that requires more than 30 hours of time, effort, or planning for completion (e.g., Replacing the current OneCI Server with a new one). Projects have clearly defined start and end dates. Major projects are defined in the T&I Business Practice on Project Governance (see References).

**Tableau Server:** Tableau Server software, used to publish dashboards created in Tableau Desktop, is licensed by CI and runs in two environments in CI’s Microsoft Azure cloud infrastructure. There is one test environment used for development, testing, and training purposes and another production environment, with a direct link on myCI (this link is only visible to those users that are authorized to see it), used to access published production dashboards and reports.

**Tableau Desktop:** The client software used to develop Tableau workbooks and views. This software can publish workbooks, views, and data sources to a Tableau Server.

**Tableau Public:** The free public service provided by Tableau to publish Tableau Workbooks created in Tableau Desktop. This is not part of OneCI, this definition is here to prevent confusion with the components of OneCI.

## Service Description and Standards

### Operations Support Standards

#### Overview

There are 2 tiers in the support process, which are described in detail in the “Roles and Responsibilities” section below.

### Roles & Responsibilities

#### Tier 1 Support – IRPE

Tier 1 support will be provided by IRPE. This support tier includes any and all activities not addressed under Tier 2 support provided by T&I.

If after troubleshooting the issue is determined to be related to an artifact residing the CI’s Microsoft Azure hosted server environment, Tier 1 support will document sufficient information and escalate the problem to Tier 2 support.

#### Tier 2 Support – T&I

Tier 2 provides troubleshooting for issues that cannot be resolved by Tier 1 support. This includes issues that are related to OneCI’s SQL Server operations, architecture, or database structures (not related to functional design); CI’s Tableau Server operations, physical architecture, or connectivity; or connectivity issues related to CI’s Microsoft Azure hosting environment. Issues that are passed to Tier 2 will be reviewed and prioritized according to resource availability.

## Recovery Needs and Response Times

OneCI has been categorized by CI T&I as a moderately important system. This means that in the event *of a major, campus-wide, disruption of IT services,* CI T&I will do everything possible to bring it back online and available within 30 days.

## Service Description and Standards

**Roles & Responsibilities**

|  |  |  |
| --- | --- | --- |
| **Support Tier** | **Role** | **Responsibilities** |
| 1 | IRPE | All OneCI operational tasks not related to any maintenance or operations of CI’s Microsoft Azure could server environment. |
| 2 | T&I | Provide administrative and operational support of OneCI components in CI’s Microsoft Azure cloud infrastructure. |

## Contact Information

**IRPE OneCI Functional Administrator**

Name: Michael Bourgeois, Executive Director, Institutional Research, Planning & Effectiveness

Email: [michael.bourgeois@csuci.edu](mailto:michael.bourgeois@csuci.edu)

Phone: 805-437-3925

**IRPE OneCI Technical Support Administrator**

Name: Shaun O’Donnell

Email: [shaun.odonnell@csuci.edu](mailto:shaun.odonnell@csuci.edu)

Phone: 805-437-8956

**NSC Consulting Support**

Name: Mick Haney

Email: [mick.haney@nsc.edu](mailto:mick.haney@nsc.edu)

**T&I Helpdesk**

Email: [Helpdesk@csuci.edu](mailto:Helpdesk@csuci.edu)

Phone: 805-437-8552

## References

BP.00.011 Business Practice for IT Project and Procurement Governance: <http://www.csuci.edu/ti/policy/bp-00-011.htm>

## About this Document

**Date:** 01/10/2018

**Authors:** Peter Mosinskis Neal Fisch Nasser Mansour

Michael Bourgeois Melissa Bergem

**Approved by:**

|  |  |  |
| --- | --- | --- |
| **Name** | **Title** | **Date** |
| Michael Bourgeois | Executive Director of Institutional Effectiveness | 2/2/2018 |
| Genevieve Evans-Taylor | Chief of Staff | 2/2/2018 |
| Michael Berman | VP for Technology & Innovation | 2/2/2018 |