

UAB IT Distributed Infrastructure Services

Version: 1.0

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Service Owner: Rachel Moorehead

1. Overview

This SLA defines the expectations, responsibilities, and service levels for Distributed Infrastructure Services provided by UAB IT Infrastructure & Operations.

Distributed Infrastructure Services offered to RCM-scoped departments include:

- Managed Virtual Server Hosting
- Server-based Application Hosting on Managed Servers
- Server-based Database Hosting on Managed Servers

Recharge Services Available

- Public Cloud-based Infrastructure
- End-of-Life/End-of-Support Extended Infrastructure Licensing
- Data Center Rack-Level Advance Security Physical Control
- Data Center Rack-Level Custom Power Distribution Unit (PDU)
- Custom Server or Storage Hardware Purchase
- Custom Infrastructure Patching Process
- Custom Infrastructure Backup Process
- Custom Data Center Colocation
- Infrastructure Logging
- Infrastructure Monitoring
- Secondary Service Deployment (High Availability, Disaster Recovery, Dev/Test/Staging/QA permanent environments)

Premium Services Available

- UAB Campus Data Center Colocation
- Hardware Server and Storage Installation Services
- Server-Attached Blob Storage
- High-Performance Virtual Server Memory Add-on
- Premium Maintenance and Support Packages

2. Service Descriptions

Managed Virtual Server Hosting – A production virtual (not hardware) Windows Server or Red Hat Linux Server provided with limited administrative access. All applications and software installations must be coordinated through IT Infrastructure Operations and must be permitted through governance, contracts, and UAB policy. Servers will be backed up nightly and monitored for basic up time. Servers will be provided with up to 2 TB of storage space and up to 32GB of memory (additional resources are available through Premium Services add-ons). Servers will be patched monthly for available security patches and will have endpoint protection. Servers will be rebuilt at least 6 months in advance of an end-of-life/end-of-service date from a vendor. All other IT-related tasks are the responsibility of the server owner. Please see the Recharge Service section below for more information on Secondary Deployments and their associated costs.

Server-based Application Hosting on Managed Servers – A managed virtual server provided with a managed application installed. No administrative access is provided to the server. Access is provided through the application or software installed. Managed application administration includes installing and configuring of the requested application, monitoring of the application, patching the application for security updates on a regular basis in accordance with UAB policy, troubleshooting issues, and coordinating software or application vendor engagements.

Server-based Database Hosting on Managed Servers – A managed virtual server provided with a managed database installed. No administrative access is provided to the database server. Access is provided through the capabilities of the database installed. Managed database administration includes installing and configuring the requested database, monitoring of the database, patching the database for security updates on a regular basis in accordance with UAB policy, troubleshooting issues, and coordinating software or application vendor engagements for integrations.

Types of managed databases available: MS SQL Server, Oracle SQL Server, PostgreSQL Server, MariaDB Server.

Note: Many databases require Premiums Services Add-ons for additional virtual server memory or storage requirements.

3. Service Availability

Availability Targets

Environment	Availability	MTBF Target
Production	99.9%	≥ 100 days
Downtime excludes scheduled maintenance and security incidents.		

General Maintenance Windows

Type	Schedule
Development/Staging	M-F 8-5pm
Production	Nights and Weekends

Emergency
Notifications via <http://status.uab.edu>.

As needed, with notification

Support Hours

Coverage

Live Support
After Hours

Time

Mon–Fri, 8am–5pm CT
Best effort for critical outages

Support Contact

Phone: 205-996-5555

Email: askit@uab.edu

All issues must be logged via the Service Desk.

4. Service Conditions

UAB IT Responsibilities

- Maintain infrastructure and service standards
- Ensure compliance with UAB policies and committed regulatory requirements

Full listing of UAB IT-related Policies:

<https://www.uab.edu/it/home/policies>

Client Responsibilities

- Provide accurate service details and contacts
- Participate in incident reviews and lifecycle upgrades
- Submit requests via official channels

5. Recharge and Premium Services

The following services are listed to note additional options and customizations available.

Recharge Services

All requests for Recharge Services are processed through a custom engagement with custom quoting.

- **Public Cloud-based Infrastructure** – All requests for Azure Services, Amazon Web Services, and Google Cloud Platform must be appropriately scoped and assessed through IT Governance. Azure is UAB's primary cloud partner. AWS and GCP may be used for specific research-related use cases.
- **End-of-Life/End-of-Support Extended Infrastructure Licensing** – It may be possible to purchase extended support from a vendor to extend the life and support of a deployment. This cost will be quoted in addition to any customizations required to support the additional patching processes.
- **Data Center Rack-Level Advanced Security Physical Control** – For some compliance requirements, it may be necessary to have a log of access to a data

center rack. The cost of this unit as well as the software required to track access will be quoted.

- **Data Center Rack-Level Custom Power Distribution Unit (PDU)** – Some data center hardware may require a specialized power distribution unit. The cost of this unit as well as its installation will be quoted.
- **Custom Server or Storage Hardware Purchase** – All hardware will be quoted through State-approved vendor partners. Hardware maintenance plans should be in place for at least 5 years. A replacement plan should be in place for a 5–7-year horizon.
- **Custom Infrastructure Patching Process** – Managed customized patching may be available upon request and an assessment for non-Managed Operating Systems, third party applications, air-gap patching, and non-Managed storage devices. The cost for operating systems or application security patching from the necessary vendor will be quoted. A one-time setup fee may be needed to train on the custom technology and to design the scripts. All systems must be patched monthly for security patches. All systems must not run end-of-life/end-of-support services that no longer have security patches available.
- **Custom Infrastructure Backup Process** – All requests for backups on hardware servers, managed virtual machines over 2TB, and non-managed virtual machines will be quoted based on annual licensing and storage requirements to support the new workloads and will have a reoccurring cost. Servers must allow a backup agent to be installed and have access to the network at an appropriate speed. Backups are not guaranteed to be re-usable outside of the capabilities of the vendor. Requests for custom backup schedules will be billed based on the licensing and storage overages incurred.
- **Custom Data Center Colocation** – Managed colocation services may be available in a temporary manner and custom quoted upon engagement.
- **Infrastructure Logging** – Server and device logging is an available service quoted and billed annually based on the quantity of logs ingested, indexed, and stored for a certain retention period. Server must allow for logging agent or to a syslog server.
- **Infrastructure Monitoring** - Server and device monitoring is an available service quoted and billed annually based on the type of monitoring required (basic, application, database, IOT, etc.). Servers must allow monitoring agents to be installed and managed. Devices must be able to integrate with the monitoring platform. All system monitoring alerts will be sent to the designated monitoring party. This service does not involve operations personnel actively monitoring in real-time.
- **Secondary Service Deployment (High Availability, Disaster Recovery, Dev/Test/Staging/QA permanent environments)** – Consultation, setup, and management of these services will be quoted as a mix of pass-through billing for additional licensing, maintenance, and/or service access, direct billing for setup and custom quoting, and billing for any additional overages for storage or memory.

Premium Services Available

- **UAB Campus Data Center Colocation** - \$10,000/rack/year. Partial shared rack space available down to ¼ rack. Must meet power and cooling requirements. Must be of adequate dimensions of provided racks. Must supply correctly sized rails. Networking must be coordinated separately.
- **Hardware Server and Storage Installation Services** - \$1000 flat fee. Coordination of delivery, rack-and-stack service, and 1G connectivity. Only offered at the Managed Data Centers.
- **Server-Attached Blob Storage** - \$250/TB one-time for a 3-year commitment. Does not include additional backup costs.
- **High-Performance Virtual Server Memory Add-on** – For all memory amounts over 32GB. Rate: \$15.625/GB. Example: 64GB total memory is \$1000. Billed on provisioning and rebilled every 5 years at current year’s rate. Cannot exceed 512GB for virtual servers.
- **Premium Maintenance and Support Packages**

Packages for Premium & Recharge Services	All support requests above and beyond what is pre-purchased will be billed at the Ad hoc Hourly Rates. One Maintenance Fee Package per Customer (not per service).	
Bronze	Support Hours: Mon-Fri, 8am-5pm All requests for assistance will be answered on the same business day if received before 12pm. No night or weekend support outside of scripted events. Max: 2 support tickets/month	4 hours at \$90/hour = \$360/month
Silver	Support Hours: Mon-Fri, 8am-8pm All requests for assistance will be answered on the same business day before 5pm. No night or weekend support outside of scripted events. Max: 4 support tickets/month	8 hours at \$90/hour = \$720/month
Gold	Support Hours: Mon-Fri, 8am-5pm, on-call support 24 hours, 7 days a week All requests for assistance will be answered on the same business day. Night or weekend support can be	40 hours at \$90/hour = \$3600/month

	scheduled or leveraged in emergencies. No limit to monthly support requested, within reason.	
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Ad hoc Hourly Rates

- Business Hours: \$90/hour (M-F 8-5pm)
- Nights or Weekends: \$120/hour
- Holidays: \$150/hour

Professional Services	Description	Rate
Security Incident Remediation	Remediation of security incidents where the entry vector lies with the customer's implementation and not the standards-based Infrastructure service.	Custom hours leveraging the Ad hoc Hourly Rates above.
Security Compliance Documentation	Production of custom security compliance documentation specific to the customer's implementation and not the standards-based Infrastructure service.	Custom hours leveraging the Ad hoc Hourly Rates above.
Additional Security or Compliance Controls	Creation and implementation of custom security or compliance controls to meet a customer's specific needs and not a university control set.	Custom hours leveraging the Ad hoc Hourly Rates above for analysis and creation. All operational costs such as licensing or hardware purchases will be pass-through billed.