

**Department of Labor
Employment and Training Administration**

**Application Infrastructure Support Group
Technical Services Catalog
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Database Hosting Services

Service Overview

Service Description	The Database Hosting Service provides dedicated and shared database environments that are centrally supported in fully managed, 24x7 hosted environments available on multiple platforms with managed storage, backup services, and disaster recovery offerings.
Personnel	DBAs, System Administrator, Federal Labor Category
Tools	Oracle Database Management System, Oracle Enterprise Manager, Oracle Op Manager, Splunk Log Aggregation System, UNIX Shell Scripts, Perl Scripts, Nagios and other custom scripts.

Service Level Agreements – Event Management:

1. A properly formatted ticket which reports a database incident in the production environment will receive a response within one hour.

Data Element	Source	Location	Comments
Ticket Request (Time)	Service Ticket	CASD Open Date/Time	
Ticket Response	Service Ticket	CASD Activity List	

2. An automated alert which reports a potential database incident in the production environment will be analyzed within 30 minutes.

Data Element	Source	Location	Comments
Alert Received	Email Alert From Oracle Enterprise Manager, Custom Scripts, Nagios or Splunk	Outlook	
Alert Analyzed (Date & Time)	Service Ticket	CASD Activity List	

3. If it is determined that the properly reported database incident is within the scope of the service and in the production environment, the incident will be resolved within four hours.

Data Element	Source	Location	Comments
Client Notified That Incident Is Within Scope (Date/Time)	Service Ticket	CASD Activity List	

Incident Resolved (Date/Time)	Service Ticket	CASD Activity List	
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4. A properly formatted ticket which reports a database incident in the test environment will receive a response within one hour.

Data Element	Source	Location	Comments
Ticket Request (Time)	Service Ticket	CASD Open Date/Time	
Ticket Response	Service Ticket	CASD Activity List	

5. Once it is determined that the properly reported database incident is within the scope of the service and in the test environment, the incident will be resolved within four hours.

Data Element	Source	Location	Comments
Client Notified That Incident Is Within Scope (Date/Time)	Service Ticket	CASD Activity List	
Incident Resolved (Date/Time)	Service Ticket	CASD Activity List	

6. A properly formatted ticket which reports a database incident in the development environment will receive a response within four hours.

Data Element	Source	Location	Comments
Ticket Request (Time)	Service Ticket	CASD Open Date/Time	
Ticket Response	Service Ticket	CASD Activity List	

7. Once it is determined that a properly reported database incident is within the scope of the service and in the development environment, the incident will be resolved by the close of the next business day.

Data Element	Source	Location	Comments
Client Notified That Incident Is Within Scope (Date/Time)	Service Ticket	CASD Activity List	
Incident Resolved (Date/Time)	Service Ticket	CASD Activity List	

Service Level Agreements – Service Requests:

1. When a properly vetted and authorized request for a database is received by the Application Infrastructure Support team, it will be set up in five days.

Data Element	Source	Location	Comments
Service Request Received (Date/Time)	Service Ticket	CASD Activity List	
Incident Resolved (Date/Time)	Service Ticket	CASD Activity List	

Service Level Agreements – Availability Management

1. Application Infrastructure Support shall ensure that all databases shall be available for 98% uptime.

Data Element	Source	Location	Comments
Time of Database Incident	Email Alert From Oracle Enterprise Manager, Custom Scripts, Nagios or Splunk	Outlook, Oracle Enterprise Manager Console, Custom Script output, Nagios or Splunk	This data will be collected and used to determine the total network uptime.
Time of Restoration of Service	Email Alert From Oracle Enterprise Manager, Custom Scripts, Nagios or Splunk	Outlook, Oracle Enterprise Manager Console, Custom Script output, Nagios or Splunk	This data will be collected and used to determine the total network uptime.

Service Delivery System:

SOPs to be developed

UNIX Hosting Services

Service Overview

Service Description	<p>Unix Hosting Services provide dedicated, shared, and virtual Unix servers that are centrally supported in a fully managed, hosted environment. The Unix environment is appropriate for any Unix-based application and, if necessary, the application can connect to an Oracle database that is hosted by Application Infrastructure Support.</p> <p>Services include managed storage and backup, and disaster recovery offerings.</p> <p>More information on hardware and software is available on the ETA website.</p>
Personnel	System Administrators, Federal Labor Category
Tools	

Service Level Agreements – Event Management:

1. A properly formatted ticket which reports an incident in the UNIX production environment will receive a response within one hour.

Data Element	Source	Location	Comments
Ticket Request (Time)	Service Ticket	CASD Open Date/Time	
Ticket Response	Service Ticket	CASD Activity List	

2. An automated alert which reports an incident in the UNIX production environment will be analyzed within thirty minutes.

Data Element	Source	Location	Comments
Alert Received	Email Alert From Oracle Enterprise Manager, Custom Scripts, Nagios or Splunk	Nagios Web Page (Intranet)	
Alert Analyzed (Date & Time)	Service Ticket	CASD Activity List	

3. Once it is determined that a properly reported incident in within the scope of the service and in the UNIX production environment, the incident will be resolved within four hours.

Data Element	Source	Location	Comments
Client Notified That Incident Is Within Scope (Date/Time)	Service Ticket	CASD Activity List	
Incident Resolved (Date/Time)	Service Ticket	CASD Activity List	

4. A properly formatted ticket which reports a database incident in the UNIX test environment will receive a response within one hour.

Data Element	Source	Location	Comments
Ticket Request (Time)	Service Ticket	CASD Open Date/Time	
Ticket Response	Service Ticket	CASD Activity List	

5. Once it is determined that a properly reported incident is within scope and in the UNIX test environment, the incident will be resolved within four hours.

Data Element	Source	Location	Comments
Client Notified That Incident Is Within Scope (Date/Time)	Service Ticket	CASD Activity List	
Incident Resolved (Date/Time)	Service Ticket	CASD Activity List	

6. A properly formatted ticket which reports an incident in the UNIX development environment will receive a response within four hours.

Data Element	Source	Location	Comments
Ticket Request (Time)	Service Ticket	CASD Open Date/Time	
Ticket Response	Service Ticket	CASD Activity List	

7. Once it is determined that a properly reported incident is within the scope of the service and in the UNIX development environment, the incident will be resolved by the close of the next business day.

Data Element	Source	Location	Comments
Client Notified That Incident Is Within Scope (Date/Time)	Service Ticket	CASD Activity List	
Incident Resolved (Date/Time)	Service Ticket	CASD Activity List	

Service Level Agreements – Service Requests:

1. When a properly vetted and authorized request for a UNIX dedicated server is received by the Application Infrastructure Support, it will be set up in five business days.

Data Element	Source	Location	Comments
Service Request Received (Date/Time)	Service Ticket	CASD Activity List	
Incident Resolved (Date/Time)	Service Ticket	CASD Activity List	

2. When a properly vetted and authorized request for a UNIX shared server is received by the Application Infrastructure Support, it will be set up in five business days.

Data Element	Source	Location	Comments
Service Request Received (Date/Time)	Service Ticket	CASD Activity List	
Incident Resolved (Date/Time)	Service Ticket	CASD Activity List	

3. When a properly vetted and authorized request for a UNIX virtual server is received by the Application Infrastructure Support, it will be set up in five business days.

Data Element	Source	Location	Comments
Service Request Received (Date/Time)	Service Ticket	CASD Activity List	
Incident Resolved (Date/Time)	Service Ticket	CASD Activity List	

Service Level Agreements – Availability Management

1. Application Infrastructure Support shall ensure that UNIX dedicated servers shall be available for 98% uptime.

Data Element	Source	Location	Comments
Time of Unix Server Incident	Email Alerts From Custom Scripts and Nagios	Outlook, Oracle Enterprise Manager Console, Custom Script output, Nagios or Splunk	This data will be collected and used to determine the total network uptime.

Time of Restoration of Service	Email Alerts From Custom Scripts and Nagios	Outlook, Oracle Enterprise Manager Console, Custom Script output, Nagios or Splunk	This data will be collected and used to determine the total network uptime.
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2. Application Infrastructure Support shall ensure that UNIX hosted servers shall be available for 98% uptime.

Data Element	Source	Location	Comments
Time of Unix Server Incident	Email Alerts From Custom Scripts and Nagios	Outlook, Oracle Enterprise Manager Console, Custom Script output, Nagios or Splunk	This data will be collected and used to determine the total network uptime.
Time of Restoration of Service	Email Alerts From Custom Scripts and Nagios	Outlook, Oracle Enterprise Manager Console, Custom Script output, Nagios or Splunk	This data will be collected and used to determine the total network uptime.

3. Application Infrastructure Support shall ensure that UNIX virtual servers shall be available for 98% uptime.

Data Element	Source	Location	Comments
Time of Unix Server Incident	Email Alerts From Custom Scripts and Nagios	Outlook, Oracle Enterprise Manager Console, Custom Script output, Nagios or Splunk	This data will be collected and used to determine the total network uptime.
Time of Restoration of Service	Email Alerts From Custom Scripts and Nagios	Outlook, Oracle Enterprise Manager Console, Custom Script output, Nagios or Splunk	This data will be collected and used to determine the total network uptime.

Service Delivery System:

SOPs to be developed.

Website Management Services

Service Overview

Service Description	<p>After receiving a properly formatted and approved request, Application Infrastructure Support will provide support to customers who are implementing a website. The customer will be able to select from a range of supported technologies. This service includes SSL Certificates, backup and restoration of the website, network security architectures, application firewalls, load balancing and active connection filtering.</p> <p>Once the website has been successfully stood up, the group will monitor and maintain the health of the Cold Fusion servers and, if a problem with the website is a result of a problem with the Cold Fusion servers, the group will address the problem as soon as possible.</p>
Personnel	System Administration, Federal Labor Category
Tools	Network Servers, PCs, Cold Fusion, Nagios, Oracle Enterprise Manager, Custom Scripts

Service Level Agreements – Event Management

1. A properly formatted ticket which reports an incident at a website will receive a response within one hour.

Data Element	Source	Location	Comments
Ticket Request (Time)	Service Ticket	CASD Open Date/Time	
Ticket Response	Service Ticket	CASD Activity List	

2. An automated alert which reports an incident at a website will be analyzed within 30 minutes.

Data Element	Source	Location	Comments
Alert Received	Email Alert From Oracle Enterprise Manager, Nagios, Custom Scripts, Fusion Reactor, F5, or Splunk	Outlook, Oracle Enterprise Manager, Nagios, FusionReactor Console, Splunk Console, F5 Console	
Alert Analyzed (Date &	Service Ticket	CASD Activity List	

Time)			
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3. If Application Support is responsible for resolving a properly reported incident in the Cold Fusion production environment, the incident will be resolved within four hours.

Data Element	Source	Location	Comments
System Administrator Notifies Client That Incident Is Within Scope (Date/Time)	Service Ticket	CASD Activity List	
Incident Resolved (Date/Time)	Service Ticket	CASD Activity List	

4. A properly formatted ticket which reports an incident in the website test environment will receive a response within one hour.

Data Element	Source	Location	Comments
Ticket Request (Time)	Service Ticket	CASD Open Date/Time	
Ticket Response	Service Ticket	CASD Activity List	

5. If Application Support is responsible for resolving a properly reported incident in the application test environment, the incident will be resolved within four hours.

Data Element	Source	Location	Comments
System Administrator Notifies Client That Incident Is Within Scope (Date/Time)	Service Ticket	CASD Activity List	
Incident Resolved (Date/Time)	Service Ticket	CASD Activity List	

6. A properly formatted ticket which reports an incident in the website application environment will receive a response within 1 hour.

Data Element	Source	Location	Comments
Ticket Request (Time)	Service Ticket	CASD Open Date/Time	
Ticket Response	Service Ticket	CASD Activity List	

7. If Application Support is responsible for resolving a properly reported incident in the application development environment, the incident will be resolved by the close of the next business day.

Data Element	Source	Location	Comments
System Administrator Notifies Client That Incident Is Within Scope (Date/Time)	Service Ticket	CASD Activity List	
Incident Resolved (Date/Time)	Service Ticket	CASD Activity List	

Service Level Agreements – Service Requests:

- When a properly vetted and authorized request for the infrastructure needed for a website is received by the Application Infrastructure Support, it will be set up in 5 days.

Data Element	Source	Location	Comments
Service Request Received (Date/Time)	Service Ticket	CASD Activity List	
Incident Resolved (Date/Time)	Service Ticket	CASD Activity List	

Service Level Agreements – Availability Management

- Application Infrastructure Support shall ensure that websites shall be available for 98% uptime.

Data Element	Source	Location	Comments
Time of Cold Fusion Server Incident	Email Alert From Oracle Enterprise Manager, Nagios, Custom Scripts, Fusion Reactor, F5, or Splunk	Outlook, Oracle Enterprise Manager, Nagios, FusionReactor Console, Splunk Console. F5 Console	This data will be collected and used to determine the total network uptime.
Time of Restoration of Service	Email Alert From Oracle Enterprise Manager, Nagios, Custom Scripts, Fusion Reactor, F5, or Splunk	Outlook, Oracle Enterprise Manager, Nagios, FusionReactor Console, Splunk Console. F5 Console	This data will be collected and used to determine the total network uptime.

Service Delivery System:

SOPs to be developed.

Appendix A List of Definitions

Word or Phrase	Definition
Normal business operations	8 AM to 5:30 PM EST/EDT
Within the scope of the service	A task is within the scope of the service if the group determines it has the internal resources to fix a specific problem or supply a specific need.