

UCLA
Communications Technology Services

Bruin OnLine Services

Service Level Agreement

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1.0 SCOPE

Bruin OnLine (BOL) services are provided through UCLA Communications Technology Services (CTS). BOL supports UCLA students, faculty, staff, and other approved affiliates with a collection of electronic communication software and Internet access services. The ensuing service level agreement outlines all services made available to these groups by BOL.

This document serves as an agreement between UCLA – Communication Technology Services – Bruin OnLine and all UCLA students, faculty, and staff, as well as other related affiliates utilizing BOL services.

2.0 SERVICES PROVIDED

BOL will provide the following standard services outlined within sections 2.1 through 2.10 of this document. Standard services are defined as those offerings published by BOL. A list of all standard services is available and may be viewed on the BOL website at <http://www.bol.ucla.edu/services>. Any modifications to these services will be posted to this website and changes to this agreement will subsequently be made.

All services not listed here will be rendered or supported on a “Best Effort” condition, provided resources are available.

2.1 Email Accounts

2.1.1 Bruin OnLine provides account holders an email account for use in sending and receiving electronic mail through UCLA’s mail servers. BOL’s mail system allows users the choice of the Internet Mail Access Protocol (IMAP) or Post Office Protocol (POP3).

2.1.1.1 BOL requires all mail connections to support SSL/TLS. This requires email clients to be configured using one of the following inbound and outbound ports:

2.1.1.1.1 Inbound mail port

2.1.1.1.1.1 995 (POP3)

2.1.1.1.1.2 110 (POP3)

2.1.1.1.1.3 993 (IMAP)

2.1.1.1.2 Outbound mail port

2.1.1.1.2.1 25

2.1.1.1.2.2 587

2.1.1.1.2.3 465

2.1.1.2 BOL does not remove/delete any user email. Users are wholly responsible for the actions they take regarding BOL email. This includes

2.1.1.3 sending, filtering, deleting, and forwarding. BOL cannot restore deleted email or folders. The quota for BOL email storage is 75 megabytes (MB). Once a user has reached their storage quota, email sent to that user's address will bounce back to the sender with a message stating that the recipient's mailbox is over quota. Users can check their quota at any time by logging into <https://mail.ucla.edu/> and viewing their current usage figure at the top of the webmail interface.

2.1.2 Server-side Filtering Services

2.1.2.1 Filters can be set up on the server for BOL mail accounts, thus allowing users to filter mail before they view it in webmail or download it to their computer using an email client. Uses for server-side filters include moving messages into folders, forwarding messages to other email addresses, deleting spam, and setting up auto-reply messages. Users are responsible for creating folders, setting up forwarding, applying spam filters, and removing vacation notification/auto-reply messages. BOL does not create, modify, or delete user filters.

2.1.3 Spam Identification Services

2.1.3.1 All messages addressed to username@ucla.edu as well as mail sent through UCLA's mail system will be analyzed and assigned a spam score using an appropriate antispam technology that will rate the e-mail for spam potential. Messages with a score of 5 or more will be flagged as spam. The program will insert data into the mail headers of each message explaining the results of the scan. Inserted information will include information for the following rules:

- X-Probable-Spam
- X-Spam-Hits
- X-Spam-Score
- X-Spam-Report

With the exception of inserting spam information into the message headers, the

spam identification that BOL performs does not affect messages in any other way. This information can be used to create server-side rules that can provide additional processing of suspected spam.

2.1.4 Virus Identification & Removal

2.1.4.1 Incoming and outgoing email routed to/from all user mailboxes will be scanned for virus payloads. Messages identified as carrying a virus will not be accepted by the campus mail gateways. No notice will be sent to the recipient in such cases.

2.2 Dial-Up Access

2.2.1 BOL maintains a pool of 1,824 modems in the 310 area code to allow users to dial-in to the UCLA network and obtain access to the Internet or UCLA's campus network. This pool of modems supports the V.34 protocol for 33.6 kbps connections and the V.90 protocol for 56kbps connections. The modem pool has a 20-minute idle timeout and a 4-hour connection session limit. The dial-in number is 310-206-8311. Users are responsible for any toll charges they may incur as a result of dialing into the modem pool.

2.3 Mailing List

2.3.1 BOL provides a mailing list service, which allows users to setup a list of email addresses, which can be used to communicate with list members. Mailing lists are generally setup for discussion related to a single topic or interest. All mailing lists will be created within 2 business days of submitting the required form available at <http://lists.ucla.edu/signup.html>. The creation of lists is at the sole discretion of BOL. Lists must be used for academic and/or university business purposes. Support for mailing lists is provided primarily through the email address listaids@ucla.edu. All email inquiries will be responded to within 3 business days of submission. A manual for the Mailman application is available at <http://lists.ucla.edu/docs/manager.html>.

2.4 Proxy Server

2.4.1 BOL manages a proxy server, which allows users on off-campus networks to access resources restricted to users on UCLA networks. Users should use the Automatic configuration script at <http://proxy.ucla.edu/cgi/proxy> to utilize the proxy server. BOL manages the list of proxied sites. The most recent list is always available at <http://www.bol.ucla.edu/services/proxy/proxylist.html>. Requests for additions to the proxy list can be made by filling out the form available at <http://www.bol.ucla.edu/services/proxy/submit.html>. BOL retains the right of final approval for all submission requests. Support for the proxy list is provided via phone at 310-267-4357, option 2, or via email at proxy@ucla.edu. BOL does not provide support for proxied websites themselves. Users will need to contact the website owners for support.

2.5 Software to support BOL services

Appropriate and adequate hardware and operating systems are required in order to support BOL software. BOL will make the most current versions of each application available on <http://www.bol.ucla.edu/software/>. BOL will provide assistance with configuring and using the software in support of and only of BOL services.

2.5.1 Email and News Client Software

- 2.5.1.1 Eudora
- 2.5.1.2 Mozilla
- 2.5.1.3 Netscape (Mac Classic only)
- 2.5.1.4 Thunderbird
- 2.5.1.5 Outlook Express (Windows only)
- 2.5.1.6 PC-Pine (Windows only)

2.5.2 Web Browser Software

- 2.5.2.1 Firefox
- 2.5.2.2 Mozilla
- 2.5.2.3 Internet Explorer
- 2.5.2.4 Netscape (Mac Classic only)

2.5.3 FTP Client Software

- 2.5.3.1 Cute FTP Home (Windows only)
- 2.5.3.2 Cute FTP Mac Pro (Mac OS X 10.2+)

2.5.4 Anti-Virus Software

- 2.5.4.1 Sophos Anti-Virus

2.5.5 VPN Client Software

- 2.5.5.1 VPN Client

2.5.6 Anti-Spyware Software

2.5.6.1 Spy Sweeper

2.6 Webmail

2.6.1 All valid BOL account holders have access to the BOL webmail interface at <https://mail.ucla.edu/>. Mail sent to username@ucla.edu where username is the BOL account holder's BOL username is accessible through this interface at all times, provided it has not been downloaded to a user's computer and deleted from this server. The Webmail interface allows users to read, compose, reply to, and forward email. Users can also maintain address books in webmail. Webmail is accessible in the following languages: English, German, Spanish, French, Italian, and Russian.

2.7 Personal Webpage Service

2.7.1 All valid BOL account holders are given 15 megabytes (MB) of space on <http://www.bol.ucla.edu/> for storage of personal webpages. Users may use any SSL/TLS-compatible FTP client to transfer data to and from their personal web space, however, BOL only provides support for CuteFTP. The URL for personal web space is <http://username.bol.ucla.edu/>, where username is the BOL account holders BOL username. When a BOL account is cancelled, all personal webpage data is purged.

2.7.2 Publishing Assistance

2.7.2.1 BOL recommends the use of the Webmail File Manager application for managing BOL-hosted user web space.

2.7.2.2 Users are provided with several webpage templates and CGI scripts that they may use on their web pages. An HTML Help guide is offered, but users are wholly responsible for coding, troubleshooting, and maintaining their personal web pages.

2.8 Campus Public Network Access

2.8.1 Campus public network access is available to BOL account holders. This access is provided through public access ports located across campus, but primarily in the Powell Library,

as well as through the CTS-managed wireless network. Authentication methods for campus public network access include the VPN client as well as a web based login application. The wireless network broadcasts its SSID, UCLAWLAN, and is available to users with an 802.11b-compliant wireless card. A current map of coverage areas is available at <http://www.bol.ucla.edu/services/wireless/coverage/>. BOL provides troubleshooting with accessing the wireless network, as well as assistance with configuring laptop computers to use the wireless network. BOL does not provide support for internal, private, or departmental wireless networks.

2.9 Usenet News Services

2.9.1 Valid BOL account holders have access to the Usenet distributed worldwide discussion system through the newsgroup servers hosted by UCLA. The NNTP server is news.ucla.edu. Users are responsible for setting up new newsgroups

2.10 Virtual Private Networking Services

2.10.1 BOL allows users with BOL accounts to connect to the UCLA network via a Virtual Private Network (VPN) connection over an existing connection to the Internet some computer operating systems provide a built-in client (PPTP) that can be used. Additionally, a specialized VPN client is available for download at <http://www.bol.ucla.edu/services/vpn/>. The VPN client is offered for Windows 98/ME/NT/2000/XP as well as Mac OS X. BOL support for the VPN is limited to troubleshooting the VPN connection and does not cover a user's non-BOL provided internet connection.

3.0 CONSULTING SERVICES

3.1 Requesting Consulting Services

Requesting BOL consulting or end-user technical support may be initiated and accessed by the following methods:

Phone	<p>Technical Support: Ext. 7-HELP (or 7-4357) (option #1) <i>from on campus location or</i> (310) 267-HELP (or 310-267-4357) (option #1) <i>from off campus location</i></p> <p>Account Support: Ext. 7-4357 (option #2) <i>from on campus location or</i> (310) 267-4357 (option #2) <i>from off campus location</i></p>
Email	<p>consult@ucla.edu</p> <p>accounts@ucla.edu</p> <p>listaid@ucla.edu</p>
BOL Web Help Form	<p>Available on the BOL website at http://www.bol.ucla.edu/help/emailform.html</p>
Walk-in	<p>Located in Suite 124, Kerckhoff Hall</p>

3.2 Hours of Operation

BOL consulting services are available during the following hours while the University is in session:

Monday to Thursday	9:00am to 8:00pm
Friday	9:00am to 6:00pm
Saturday to Sunday	12:00pm to 4:00pm

BOL consulting services are available during the following hours during the University's Summer sessions:

Monday to Friday	9:00am to 6:00pm
Saturday to Sunday	12:00pm to 4:00pm No walk-in availability

Hours of operation are subject to change. Once a month, the BOL offices will be closed for one hour during the evening for an internal staff meeting. The BOL offices will be closed on all University holidays. The BOL offices will also operate on limited schedule during the University's breaks (Winter, Spring, Summer). Any changes to the noted schedule will be published on the BOL website, and this agreement will be properly updated to reflect the changes.

4.0 SERVICE REQUEST ACKNOWLEDGEMENT/PROBLEM RESOLUTION

The following section defines issue acknowledgement and subsequent resolutions as they pertain to the identified consulting methods:

Method	Acknowledgment/Resolution
By Phone	All calls will be answered in the order in which they were received. BOL will make every effort to resolve issues at the time of the initial call. In order to prevent long hold times, if the maximum hold time exceeds 15 minutes, or more than 8 calls are waiting in queue, users will be instructed to call back later and referred to the BOL website.
By Email	Acknowledgment of all service requests will be within 15 minutes of receipt. Response to issues will be via email within 3 business days of receipt.
By Web Help Form	Acknowledgment of all service requests will be within 15 minutes of receipt. Response to issues will be via email within 3 business days of receipt.
Walk -In	All walk-in service requests will be handled on a first come, first serve basis. BOL will not repair OS-level software issues or hardware issues. Every effort will be made to resolve issues during initial visit to helpdesk. BOL does not provide support for desktop computers. Once a user's issue has been resolved,

	that user will be required to leave the BOL Help Desk area. Users cannot “drop off” their portable computer and must stay at the BOL Help Desk as long as BOL is providing support for their portable computer.
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4.1 Problem Escalation

1st level support consultants will make every possible effort to resolve single-user issues at the time originally reported. Should this initial attempt to correct the problem result in an undetermined solution, then the service issues will be escalated to 2nd level support consultants. Issues still unresolved will be escalated to Full Time staff. If a problem cannot be solved by the BOL staff, either through experience or research, a report will be submitted to the application provider if possible. Alternate means or work-around solutions may be suggested.

4.2 Priority Levels

Service issues affecting a significant number of the Bruin OnLine user community will be handled directly by Full Time staff. Issues that are affecting multiple individuals shall be given priority over those issues that are affecting single individuals. Departmental IT Staff that are resolving issues that affect multiple individuals in their department shall be escalated to senior level staff and/or Full Time staff.

5.0 PLANNED MAINTENANCE/OUTAGES/UPGRADES

In order to ensure reliability and performance expectations of standard services provided, BOL will periodically perform maintenance and upgrades on equipment, which support these services. Unless reported otherwise, all BOL services will be available on a 24/7/365 basis.

Notification and detailed information regarding maintenance and upgrades *not* expected to adversely affect end-users for a significant amount of time or result in noticeable service differences will be made available on the BOL website in the BOL News column no later than fourteen (14) days prior to their implementation. Additionally, information related to emergency outages or maintenance events will be posted in this same space as soon as they take place and for fourteen (14) days following.

Information related to planned maintenance, upgrades, and outages that affect all BOL account holders simultaneously in a manner that will result in noticeable service differences or user required action, will be provided via an email to all BOL account holders through their BOL email address. The email will be sent by "BOL info-bulletin" no later than 6 weeks prior to the planned event. The "Reply To" address for all such emails will be consult@ucla.edu. The information may be sent again to all account holders via email 2 weeks prior. In addition, the information will be sent to all campus CSCs subscribed to the CSCS@lists.ucla.edu mailing list no later than 7 weeks prior to the event with a reminder email sent 2 weeks prior to the event. These emails may be sent to the Network Coordinator (NC) list when service changes may impact or require changes in their service areas.

6.0 END-USER RESPONSIBILITY

The following outlines areas in which the end-user will be responsible.

6.1 Technical Support:

- 6.1.1 End-user will be responsible for maintaining current OS and software patches and service packs.
- 6.1.2 End-user will be responsible for identifying and resolving any non-supported BOL software and/or hardware issues.
- 6.1.3 End-user will be responsible for identifying and resolving any non-BOL ISP connectivity issues.

6.2 Account Maintenance:

- 6.2.1 End-user will be responsible for identifying eligibility criteria and supplying the required information needed to request and create a new BOL account.
- 6.2.2 Users with a regular BOL account can lookup a forgotten username or reset a forgotten password online at <https://logon.ucla.edu>, using their 9-digit UID and the last 4 of their Social Security Number. For purposes of identify verification, users with a special account or without a Social Security Number, are required to visit the BOL Helpdesk location to reset a forgotten password or lookup a forgotten username. Remote users may also fax in password change requests provided the faxed document contains the following information:

- BOL username
- Copy of photo ID
- User's 9-digit UID
- Password that meets password requirements
- Alternate means of contact (email, phone)

The BOL fax number is 310-825-7323. Faculty and Staff of UCLA may also request a password reset through their department's Computing Support Coordinator (CSC).

6.2.2.1 Manual password resets are processed at 6:00pm Monday through Friday.

6.3 Acceptable Use Policy

6.3.2 Violation of the Acceptable Use Policy located here: <https://www.bol.ucla.edu/cgi-ssl/accounts/newuser/> can result in termination of a user account at any time.

7.0 CUSTOMER SATISFACTION MEASUREMENT

In order to acquire feedback and identify customer needs, an online survey will be administered to randomly selected customers once service requests have been completed. In addition, survey data will be collected from walk-in clients on a voluntary basis. This data is submitted directly to CTS Quality Management through means of a lockbox. Customers are also encouraged to provide their feedback during any point in time. Customers may do so by contacting the CTS Quality Management and Organizational Performance unit at quality@cts.ucla.edu.