

THE SERVICE DESCRIPTION

Eduserv provides Access and Identity Management software and services under the name of OpenAthens. This description applies to the services provided in the form of OpenAthens Managed Directory and Local Authentication options to access resources protected either by Athens or Shibboleth protocols.

This schedule defines our OpenAthens service for the Managed Directory and the Local Authentication options.

THE SERVICES

OpenAthens is a software and services framework that provides facilities for you to manage user credentials and authorisation rights, for access to those protected web-based online resources to which you have rights.

The main components of the services are:

- OpenAthens Managed Directory which provides an authentication and authorisation service which handles all requests for authentication and authorisation for online resources from service providers who have adopted either Athens or Shibboleth protection
- OpenAthens Local Authentication which allows you to nominate one or more trusted local authentication services to be used to authenticate access to Athens and Shibboleth protected resources
- Account Management facilities, offered through the web-based Administrator's Interface and the Bulk Upload facility, allowing Administrators using the Managed Directory service to manage their user accounts, credentials and authorisation rights and monitor the service usage and Administrators using Local Authentication to manage their user authorisation rights and monitor the service usage
- Service Support provided to nominated Administrators through a web-site, over email and by telephone by our Service Desk

1. **Scope of Service**

Inside Scope:

The use of the OpenAthens Managed Directory account management facilities for your staff and registered students.

The option to deploy OpenAthens Local Authentication but excluding unlimited support.

Outside Scope:

OpenAthens Local Authentication deployment requires you to undertake work on your own systems. As such, we cannot enter into an open and unknown commitment to provide support for deployment of OpenAthens Local Authentication, and this is, therefore, excluded from this agreement. However, to assist in the deployment process we will provide you with proven guides,

documentation and other such materials which will cover all steps of the installation. If additional support is required over and above these materials then we will make our support services available to assist you to implement OpenAthens Local Authentication should you choose to do so. Additional services will be charged at the prevailing daily rate. These costs will be agreed in advance with you.

2 Service Level Definitions

Performance Indicators will be calculated depending on the period the individual data items cover, and will be made available to you.

Scheduled Service Time – The scheduled availability of all services shall be 365 days a year and 24 hours a day minus those periods designated as Service Affecting Maintenance.

Service Affecting Maintenance is defined as planned maintenance which causes the service to be unavailable to any Licensed Organisation. As far as possible, planned maintenance activities shall be synchronized and shall fall during the “Scheduled Maintenance” period from 0700-0900 (UK time) on Tuesdays. We will use best endeavours to ensure that any Service Affecting Maintenance is completed by 08:00 and we will publicise periods of Service Affecting Maintenance two working days in advance for times within the Scheduled Maintenance period, and one working week in advance for all other times. This notice period is to be reviewed annually

Service Availability shall therefore be calculated on the basis of:

(Scheduled Service Time – Total period of unavailability) / Scheduled Service Time

Service Availability is defined as a percentage however, reporting shall be made in terms of time lost and number of incidents, from which the availability can be calculated directly.

Working Hours – whilst the OpenAthens services are monitored and supported by on call engineers to ensure availability 24 hours a day 365 days of the year, the working hours for purposes of contacting Eduserv are the periods on weekdays from 0900-1700 UK time except on English Bank Holidays and the period between Christmas and New Year plus up to one day either side of Christmas and New Year.

4 The Authentication and Authorisation Service

Specification:

The OpenAthens Managed Directory service is an outsourced service that provides users with a single account for authentication and authorisation to access online services and resources that have adopted either Athens or Shibboleth protection.

Service Levels and Performance Indicators:

- the service will be available 99.9% of the time, other than as caused by factors outside our control
- 99.9% of authentication assertions will be responded to within 5 seconds measured locally
- Service Affecting Maintenance of the authentication and authorisation service is not to exceed 10% of the total Scheduled Maintenance hours on an annual basis

Reporting:

We shall make available

- the nature of any exceptional event causing the service provision to be unavailable
- notification and diagnosis where samples of authentication assertions show higher than target response times
- number, duration and date of Service Affecting Maintenance periods

5 The Account Management Facilities

Specification:

The OpenAthens Account Management facilities enable Administrators to create, delete, and manage user accounts (Managed Directory only), credentials and authorisation rights. These facilities are provided through the web-based Administrator's Interface, the Statistics Service and the Bulk Upload facility.

Service Levels and Performance Indicators:

- availability of the Administrator's Interface 99.5%, other than as caused by factors outside our control
- availability of the Statistics Service 99.5%, other than as caused by factors outside our control
- availability of the Bulk Upload facility 99.9%, other than as caused by factors outside our control
- Service Affecting Maintenance is not to exceed 24 hours of the total potential Scheduled Maintenance hours in a year, these targets to be reviewed annually.

Reporting:

We shall make available:

- the nature of any exceptional event causing the Administrator's Interface, Bulk Upload and Statistics facilities service provision to be unavailable

- number, duration and date of each Service Affecting Maintenance period and whether publicised in advance

6 Local Authentication Facility

Specification:

The OpenAthens Local Authentication facility allows you to operate a trusted local authentication service to also authenticate user access to Athens or Shibboleth protected resources to provide users with a single sign-on facility.

Service Levels and Performance Indicators:

- we will respond to your request to use OpenAthens Local Authentication within five working days and on receipt of the necessary information we will 1) provide an OpenAthens Local Authentication implementation guide; 2) provided access to the software and 3) provision the change in service;
- if requested, your authentication service will appear in the OpenAthens lists of local authentication services within five working days.

Reporting:

We shall:

- provide details of requests for OpenAthens Local Authentication that are escalated;
- list all organisations using OpenAthens Local Authentication with details of the trusted local authentication services.

7 OpenAthens Service Support

Specification:

Service Support is provided to your nominated Administrators through a manned Service Desk backed up by a team of highly skilled engineers.

The Service Desk can be contacted via our dedicated support website for all non-critical service calls at <https://support.eduserv.org.uk>. By using a secure ID and password new calls can be reported. In addition you can update and review the status of previously reported problems, as well as view a complete call history of any outstanding calls.

The preferred approach is to use the support site; however, calls can also be logged using email to support@eduserv.org.uk. Any email correspondence should include the unique call reference in the subject line of the email.

Should either of these methods be unavailable, or if the request is of an urgent nature then the Service Desk can be contacted directly by telephone.

Service Support includes:

- diagnosing access problems

- maintenance of Administrator's documentation
- support of any software provided as part of the OpenAthens services, including that detailed in the Software Licence for authenticating access to local resources (OpenAthens SP).

Service Levels and Performance Indicators:

- the telephone support service will be available continuously during Working Hours. We shall provide a recorded answer-phone service at other times unless due to circumstances beyond our control
- Administrators will be able to log enquiries at any time
- initial responses to enquiries within 4 working hours
- enquiries closed: 90% within 1 working day and 95% within 5 working days
- Administrators to be informed in advance of Service Affecting Maintenance
- Administrators to be informed via email of the status of unscheduled breaks in service greater than 60 minutes duration during Working Hours

Reporting:

We shall make available, through our support website, a quarterly report detailing:

- details of enquiries closed, pending closure and in-progress
- details of breaks in service greater than 60 minutes in duration during Working Hours
- service availability figures

8 Service Escalation

Escalations within support teams and external support providers cannot be pre-determined. A call appearing to contain a fairly simple set of instructions may ultimately escalate as a result of those instructions. Likewise a call may prove beyond the technical capabilities of the Service Desk and be escalated almost immediately when it is logged.

Functional escalations occur when the required skill to complete a request or resolve an incident resides outside of the Service Desk Team (SD). This is a rare occurrence and is typically when there is a specific application development issue or low level network related problem. These instances would result in functional escalation of the call to our Development Team or Networks and Security Team respectively.

Our service management application uses business logic to alert staff to escalations based on timings for respond and fix. Depending on the priority of the call the application will, via a status change of the call, send an alert email to the following staff in order;

- the analyst who currently owns the call
- the team whom the analyst is part of
- the Team Leader for the team

In the event that you wish to escalate operational or business issues, the following contact points should be observed:

Operational Support Issues	Business Issues
Service Desk Team Leader	Service Relationship Manager
Technical Delivery Team Leader	
Head of Services	

9 Contact Information

The primary point of contact for the customer is the Eduserv Service Desk. A Service Relationship Manager has also been assigned to the service, to act as a service manager and point of escalation. Full contact details for these personnel will be accessible by logging on to <https://support.eduserv.org.uk>

10 Customer Contact Information

For the purpose of this agreement only authorised administrators of the Customer will be granted access to log calls and assign work to Eduserv staff via the Service Desk. Unless otherwise agreed these individuals will also be contacted in the event of any service interruption or scheduled maintenance to the Customers infrastructure.