

NUMBER: 905
SUBJECT: TECHNOLOGY ENHANCED INSTRUCTION LEARNING MANAGEMENT SYSTEM SERVICE LICENSE AGREEMENT
EFFECTIVE DATE: APRIL 21, 2008
EFFECTIVE DATE OF LAST REVISION: JANUARY 24, 2011
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905.1 — PROCEDURE

This procedure defines the Service License Agreement used by the Utah Education Network (UEN) to ensure system reliability and emergency backup for its technical services and for service availability.

905.2 — SERVERS

UEN performs full file system level tape backups once a week and retains them for six (6) months. UEN also performs incremental file system level backups on the Learning Management System (LMS) installation servers every night and retains those backups for six (6) months.

Off site, full backups are performed every month and are retained for four (4) months. Long term backups are performed in January, May, and September, and are retained for eight (8) months for reference and use in disaster recovery.

905.3 — DATABASE

UEN performs database backups of the LMS. The backup is a copy of the data that can be used to restore the original data if it is lost.

905.4 — SERVICE AVAILABILITY

UEN strives to maintain service availability of 99.5 percent averaged over a 90-day period on a 24-hour, 7-day basis. This availability target excludes scheduled maintenance and any required outages agreed to by the hosted institutions.

UEN performs weekly maintenance on Sunday mornings from 2 a.m. until 10 a.m., MST. Major service maintenance may occur at least two (2) times during the year: in the summer and winter. BATC's LMS administrator has advanced knowledge of these outages and will provide information to faculty and students when needed.

905.5 — SERVICE HOURS AND SUPPORT

UEN supports the Learning Management System 24 hours/day, 7 days/week performing normal maintenance, and hosted institution support during normal business operation hours (8 a.m. through 5 p.m., MST).