

**Service Level Agreement between IS&T and ISDA
Web Services for Undergraduate Admissions (Stargate)
Document Updated 11/5/07**

Overview

The Undergraduate Admissions Phase 2 project was developed to port the existing Undergraduate Admissions administrative system from mainframe processing (VMC) to Stargate. As part of the deployment, Stargate is using a new service, developed by ISDA, for determining roles for security. In the new system, security is determined by accessing the Roles Service to determine whether a user has the authorization for a particular function. If the Roles Service isn't available, all access to the Undergraduate Admissions system (Stargate) will be denied.

This document identifies the service level request for the user acceptance and production environments. Even though Stargate uses the Roles, MIT ID and GIS web services, the Roles Service is most critical for system availability.

Roles Service

The Roles Service combines three components: Roles database, Web Service and the server on which the Web Service lives. This SLA covers all three components since the absence of availability of any one of the three would constitute an outage for Stargate.

Requirements for Production

Production timeframe for each year: November 1 – March 31

- Availability from 8AM-6PM Monday-Sunday
- 24-hour notice of scheduled outages
- Problem resolution: Within one hour of issue, email SAIS-Admissions@mit.edu with an estimated timeframe for resolution
- Service response time: No more than 4 seconds

Production timeframe for each year: April 1 – October 31

- Availability from 8AM-6PM Monday-Friday
- 24-hour notice of scheduled outages
- Problem resolution: Within one hour of issue, email SAIS-Admissions@mit.edu with an estimated timeframe for resolution
- Service response time: No more than 4 seconds

Requirements for User Acceptance Testing (UAT)

- This is for user testing and needs to point to an ISDA staging environment
- Availability from 8AM-6PM Monday-Friday
- 24-hour notice of scheduled outages
- Problem resolution: Within one hour of issue, email SAIS-Admissions@mit.edu with an estimated timeframe for resolution
- Service response time: No more than 4 seconds