One Stop Site Service Level Agreement

Document details and change history

This is a living document. The history of changes is noted below.

Version	Date	Description	Updated by
1.0	Jul 14, 2022	Initial version	Domini Brown, Mike Brown, Sara Cokl, Tony Thomas
1.1	Oct 20, 2022	Changed “product team” to “product owner” add listed Eric Anderson as the new Product Owner	Tony Thomas
1.2	Jul 10, 2023	Changed “Custom Solutions” to Application Development; Added details about Ivy chatbot; updated communication preferences.	Tony Thomas Eric Anderson Kristen Clements
1.3	Jul 8, 2024	Our Ivy Chatbot contact changed	Tony Thomas Eric Anderson

Last Review Date: Jul 8, 2024
Next Scheduled Review: July 2025

Definitions

Term	Definition
Normal business hours	Monday through Friday from 9 am to 5 pm on days when the University is open
One Stop Site Product Owner	Eric Anderson <ande7947@umn.edu>
Application Development team	asrweb@umn.edu - emails to this address will create a ticket in TeamDynamix (TDX)

Persistent outage	A service disruption that does not resolve quickly. E.g., a network outage that disrupts communication with APIs supported by the Application Development team.
HTTP success code	Part of the information browsers receive when a page loads is a number called a *status code*. Status codes less than 400 are success codes.

Introduction

This is a Service Level Agreement (SLA) between the UX and Content Strategy team and the Application Development team. This document identifies the services required and the expected level of service between sprints for the five One Stop sites:

- onestop.umn.edu
- onestop.crk.umn.edu
- onestop.d.umn.edu
- onestop.morris.umn.edu
- onestop.r.umn.edu

What is not covered in this SLA?

The following items are managed by University Content Management (UCM), University Relations (UR), and/or the Salesforce Team:

- Drupal updates
- Folwell theme updates and bug fixes
- Overall site up-time
- Drupal site performance (E.g., how fast pages load)
- The Chat feature code and functionality or code updates that are not related to bugs or errors
- Automated configuration changes that are feature-related and do not address bugs or errors
    - Feature-related configuration changes should go through the product backlog prioritization process.

What is covered in this SLA?

The following items are managed by the Application Development team:

- Implementing the code that the Salesforce team provides for the chat feature to address bugs or errors
- Implementing the code that Ivy provides for the AI chat feature
- Synchronizing important configuration between all five sites
- The integration for the academic calendar feature
- The integration for Upcoming Dates on the homepage
- Custom styles for the common tasks buttons on the homepage
- The integration for the Course Fees page
- The custom code for the Forms page
- Automated configuration changes to address bugs or errors
- Updating the custom theme as required by future Drupal updates
- Testing custom integrations on staging when UCM updates Drupal

Monitoring

The Application Development team monitors the health of the One Stop pages with custom integrations in both the staging and production environments. Those pages are:

- Academic Calendar
- Home
- Course Fees
- Forms

These pages are checked once per hour. The monitoring for these pages verifies:

- The page loads with an HTTP success code
- Information provided by our APIs are displayed on the page. E.g., the academic calendar page displays dates.

The Application Development team also monitors the health of the APIs used in our custom integrations. The criteria vary for each API.

Academic Calendar API monitoring verifies:

- 95% of response times are under 250 milliseconds
- The average API response time is under 150 milliseconds
- There is less than one error in a four-hour period when trying to update the API data from the Google Sheet.

The One Stop Site Product team will let Application Development know whenever there are anticipated windows of time that updates are actively being made in the Google Calendar sheet.

Course Fees API monitoring verifies:

- 95% of response times are under 250 milliseconds
- The average API response time is under 200 milliseconds

Terms Fees API monitoring verifies:

- 95% of response times are under 250 milliseconds
- The average API response time is under 150 milliseconds

Chat Features

The Salesforce and Ivy teams provide Application Development with code to interact with users via chat. Application Development will implement whatever code those teams provide, but they are not able to change the functionality or display of the chat feature. The Salesforce and Ivy teams are responsible for that.

Salesforce team contact:

- Jeffrey Isaac <jisaac@umn.edu>
- John Nesbitt <jnesbitt@umn.edu>

Ivy team contact:

- Cameron Darr <cameron@ivy.ai>

Application Development will:

- Deploy necessary code changes provided by the Salesforce and Ivy teams

What to do if the Chat feature is not working properly

Reach out directly to Jeffrey Isaac for the Salesforce implementation or Justin Klehm for the Ivy implementation.

Academic Calendar, Home Page Upcoming Dates, and Course Fees

These features all rely on APIs maintained by Application Development. If an API goes down for some reason, the academic calendar page will still load, but the filters and the table with dates will not display.

Impacts of Outages

Academic Calendar page

This page uses two APIs:

- Terms API
- Academic Calendar API

Any persistent outage with one of those APIs will impact staff and students and should trigger an Error and Incident Report.

Home Page Upcoming Dates

The “Upcoming Dates” section of the homepage uses the Academic Calendar API. The impact is not as severe. Any communication regarding an Academic Calendar API outage should also reference this section of the home page.

Course Fees

This page uses two APIs:

- Terms API
- Course Fees API

During Normal Business Hours

Each week one person on the Application Development team is designated to monitor for alerts and new tickets. If an alert is triggered during business hours, Application Development will:

- Investigate the alert
- If the Academic Calendar API goes down for more than 2 hours (2 errors) an ASR Errors & Incident report should be created. (May change after there is a cached view).
- If the problem does not resolve itself, the person on call will communicate with the One Stop Site Product team via Slack to let them know about the problem.
- If a code change is required, the person on call will make the change and work with the One Stop Site Product team to verify the fix in the dev environment
- Once the fix is approved, Application Development will:
    - Tag a new version of the theme and document the change
    - Submit a request to UCM to deploy the change to production for all five sites

Outside of Normal Business Hours

Application Development does not provide around the clock support. However, one person on the team is designated to monitor for alerts and new tickets outside of normal business hours. If an alert is triggered during off hours, someone from Application Development will:

- Investigate the alert to see if it is ongoing
- If it is ongoing the person on call will:
    - Communicate with the One Stop Site Product team via the One Stop Slack in the #general channel and the ASR UX & Content Strategy team via the ASR Web Slack in the #ux_and_content_strategy channel to let them know about the problem and provide:
        - A brief description
        - Information about outside teams involved, if any (e.g., UCM)
        - Information about whether or not to submit an Error and Incident report
    - If the Academic Calendar API goes down for more than 2 hours (2 errors) an ASR Errors & Incident report should be created. (May change after there is a cached view).
    - Discuss the severity of the problem with One Stop Site Product team via Slack to determine if an immediate fix is required and who should be involved
        - E.g., Only UCM can deploy changes to production

Forms, Top Tasks, Custom Content Types, Styles, and Other Configuration

Application Development has custom code for how these function, but do not rely on any outside APIs. Unexpected impacts would most likely be the result of a Drupal update.

- For any issues with the forms page, custom content types, presentational styles (CSS), or other configuration, the UX team should check-in via the CS team Slack workspace or submit a ticket to asrweb@umn.edu.

Drupal and Folwell Updates

Drupal and Folwell updates are announced ahead of time and should not require support after hours.

- If an update causes problems with one of the custom integrations, the Application Development team will be alerted via the monitoring described above.
- The person on call for Application Development will:
    - Assign the ticket to themselves
    - Communicate with the One Stop Site Product team to alert them of the problem
- The One Stop Site Product team will test other content pages as defined by their set of scenarios.
- If issues are found, the One Stop Site Product team should check-in via the CS team Slack workspace or submit a ticket to asrweb@umn.edu.

Frequency of Data Updates In Application Development APIs

- Academic Calendar API - updates hourly

- Course Fees API - updates daily
- Terms API - updates daily