

SERVICE LEVEL AGREEMENT BETWEEN
WSU COMPUTING SERVICES CENTER AND WSU LIBRARIES

This document records the general agreement between the WSU Computing Services Center (CSC) and the WSU Libraries (WSUL) regarding the ownership, responsibility and funding of the IBM/NOTIS automated library system.

I. RESPONSIBILITY FOR WSUL IMPLEMENTATION

A. The Computing Services Center will:

1. House, operate and arrange for the vendor maintenance of the IBM/NOTIS central site equipment and operating system software at no charge to the WSUL.
2. Transfer to the WSUL fiscal responsibility for the IBM 4381 CPU, console, and 2 3380 AA4 disk drives and disk controller.
3. Provide use of the CSC's systems printers, tape drives, and front end telecommunications processors for the IBM NOTIS system at no charge to the WSUL.
4. Install the operating system software on the Library's CPU to enable the NOTIS application to be brought into full operational status for the WSUL.
5. Advise the WSUL as to the appropriate peripheral equipment needed for the CSC campus network and the necessary telephone lines needed to link the WSUL peripheral equipment to the CSC front end processor for access to the NOTIS system.
6. Monitor the telecommunications network set up to operate the NOTIS system for WSUL, handling specified trouble calls directly, excluding NOTIS application problems.
7. Provide appropriate access to the NOTIS system to on and off-campus users of the MERIT network.
8. Enable WSUL NOTIS terminals to access PROFS, FAS, SIS, HRS, MTS, and other systems provided to the WSU campus users.

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9. Provide a maximum of 10 dial-in ports for users of the WSUL NOTIS system at a cost of \$1,000 per port per year, including a port for the use of NOTIS staff doing software maintenance.
 10. Obtain the licenses for the IBM and other vendors' operating system software and for the IBM PROFS, or other electronic mail software, to be used on the Library's CPU in the operation of the NOTIS system.
 11. Provide a minimum of one full-time-equivalent systems programmer to install and operate the WSUL NOTIS system, beginning November 6, 1985.
 12. Assist the WSUL in hiring and training up to three applications programmers for the NOTIS system, providing office space for them at the CSC as long as necessary.
 13. Provide housing for the WSUL NOTIS system's magnetic tapes, including backup copies stored off-site, at no charge.
 14. Technically coordinate the acquisition and loading of appropriately formatted machine-readable files of the WSU students, faculty, staff, and active alumni into the NOTIS system, for the initial patron database and to keep that database up-to-date.
- B. WSU Libraries will:
1. Pay the remaining balance due on the IBM 4381 CPU, console, and 2 3380 AA4 disk drives, and pay the annual maintenance for them beginning October 1, 1985.
- Purchase additional disk drives and other central site hardware needed to operate the WSUL NOTIS system on the Library's CPU, and pay for maintenance on them.

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3. Purchase, install, and maintain all peripheral equipment to be used with the WSUL NOTIS system, which is defined as all terminals, their printers, barcode scanners, terminal controllers, modems/multiplexors (both head end and remote site), and necessary cabling. These peripherals, and other NOTIS peripherals, will be compatible with both the NOTIS system and the CSC's campus network.
4. Fund the necessary telephone lines to link the WSUL peripheral equipment to the CSC front end processor for access to the NOTIS system.
5. Obtain the license for the NOTIS software and conversion programs necessary to run the NOTIS system and load the Library's machine-readable data on the Library's CPU and disk drives operating with MVS, VM, and CICS.
6. Pay all NOTIS charges for the installation and maintenance of their software, as per the written agreement with NOTIS. Perform the functional acceptance testing of the NOTIS software required by the NOTIS contract.
7. Pay the CSC up to \$40,000, including fringe benefits, for the necessary systems programming for the initial installation and operation of the WSUL NOTIS system for the first year, beginning November 6, 1985, and \$40,000 plus negotiated compensation increases for systems programming for each subsequent year.
8. Provide the necessary applications programmers to install, customize, and maintain the NOTIS software for WSUL.
9. Purchase or fund the necessary supplies for operation of the NOTIS system, including, but not limited to, paper, forms, magnetic tapes, barcode labels and printer ribbons.
10. Pay the installation, license, and annual charges for the IBM, and other vendors' system software necessary for the operation of the NOTIS system on the Library's CPU.

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11. Pay the installation, license, and annual charges for the SAS Institute software used with the NOTIS system on the Library's CPU.
12. Pay the appropriate charges for the most cost effective electronic mail system software to be used with the NOTIS system.
13. Provide for the training of Library staff, other than programming staff, for the installation and operation of the NOTIS system at WSUL, including handling daily consulting regarding the use of the NOTIS application.
14. Provide the necessary documentation for the NOTIS application at Wayne State University.

II. WSUL PAYMENT PLAN

A. Central Site Hardware

1. The Libraries will take over the payments for the IBM 4381, with 3278 console, and 2-3380 AA4 disk drives with a 3880 controller.

The amount of \$425,654 will be paid in FY86, with \$74,089 paid in FY87, and \$6174 paid in FY88, using library account number 152571.

2. The Annual Maintenance contract for this same equipment will be paid by the Libraries using the above account. The first year's maintenance will cost \$21,120, and will cover the period from 10-1-85 through 9-30-86.

B. Central Site Software

1. Payment for the licenses to use IBM and other system software on the IBM 4381 will be made annually by the Libraries to the Computing Center upon receipt of a bill.

Initial costs to the Libraries for the systems software shall not exceed \$14,825. Subsequent systems software required will be added and paid for as necessary. The annual maintenance costs to the Libraries for this initial software shall not exceed \$63,000.

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A tentative list of the system software to be installed initially on the IBM 4381 is appended to this document.

2. Payment for the license to use SAS Institute report writing software on the IBM 4381 will be made annually by the Libraries directly to the Institute. The initial SAS license is not expected to exceed \$7,200.00. Since the CSC holds the first license, it will share new releases and installation materials with the Libraries.

C. Peripheral Equipment purchased by the CSC

In the event that the Computing Services Center purchases peripheral equipment to be used by the Libraries for the NOTIS system, the necessary funds will be transferred from a Library account to a CSC account.

D. Systems Programmer

Funds will be transferred from a Library account to a CSC account annually, beginning November 6, 1985, to pay for systems programming. This fund transfer has already been approved by the Provost.

E. Supplies purchased by the CSC

The CSC shall bill the Libraries for all supplies purchased by the CSC and used by the Libraries for the NOTIS system, including paper and magnetic tapes. The Libraries plan to purchase most of their own supplies directly.

F. Dial-in ports

The Libraries shall pay the CSC annually at the agreed rate of \$1,000 per dial-in port, upon receipt of a bill from the CSC.

III. NOTIS PROJECT MANAGEMENT FOR WSUL

- A. The WSUL NOTIS project will be managed via a Coordinating Team with representatives from the WSUL and the CSC. The CSC and the WSUL will each designate a project manager with overall responsibility for implementing this agreement.

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- B. Implementation will be handled according to a mutually agreeable schedule and overall plan.
- C. System hardware and software upgrades will be handled according to a mutually agreeable schedule and overall plan.
- D. New NOTIS releases and fixes will be installed according to a mutually agreeable schedule and overall plan.
- E. Scheduled downtime, including that for preventive maintenance, on the Library's CPU and disk drives will be scheduled at mutually agreeable times.

Downtime will equal the sum of the downtime hours, or portions thereof, divided by the sum of the system's scheduled operating hours. Downtime will be calculated as a percentage of the total operating hours on a monthly basis. The online system will be considered down when the central processing unit, a disk drive, disk controller, or the front end communications processor fails, or when the operating system software fails.

IV. WSUL/CSC NOTIS PERFORMANCE GOALS

- A. The WSUL and CSC will pledge their best efforts to operate the NOTIS system as stated in the WSUL/NOTIS contract, in order to achieve the normal and peak load response times therein.
- B. The IBM/NOTIS system will be available to WSUL directly connected terminals from 6:00 a.m. until 12:00 midnight Monday through Thursday, from 6:00 a.m. until 9:00 p.m. Friday and Saturday, and 12:00 p.m. until 11:30 p.m. Sunday, except for University holidays and scheduled downtime.
- C. The IBM/NOTIS system, including access to MERIT, will be fully operational for 98% of the scheduled operating hours in any calendar month.

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Operating hours are the total number of hours the online system is scheduled to be available and the hours the system is scheduled to run overnight batch jobs. These hours do not include scheduled maintenance and engineering changes or unscheduled interruptions due to causes beyond the control of the CSC.

- D. The IBM/NOTIS system will be available to users of the MERIT network at all times it is available to directly connected terminals.
- E. The WSUL and CSC will pledge their best efforts to notify NOTIS of local enhancements planned for the system, in order not to jeopardize the NOTIS system warranties provided in the WSUL/NOTIS Agreement.
- F. The WSUL and CSC will develop a backup plan, by September 1, 1986, to run the NOTIS system in the event that any of the IBM/NOTIS equipment or operating system software causes the system to be down for more than 24 hours.

Signed by Pete Seyer-Doran
For the WSU Libraries

5/5/86
Date

Signed by [Signature]
For the WSU Computing Services Center

5/5/86
Date

WSUL/CSC Service Level Agreement Addendum No. 1

System Software

IBM system software to be used on the IBM 4381 in the operation of the NOTIS system:

MVS/SP
DFP
ISPF
SMP/E
CICS/VS
GPAR
CICS/PARS
RMF
PL/1
BTAM/SP
ASSEMBLER H VERSION 2
PASSTHRU
RSCS
JES/328
ACF/VTAM
ACF/NCP
ACF/SSP
VM 4.0 HPO WITH PMA (initially)

Non-IBM system software to be used includes:

SYNCSORT
UCC-1
ACF-2/MVS
ABEND-AID/MVS
ABEND-AID/CICS
Scheduler (local program)

2-17-86

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ADDENDUM NO.1

IV. WSUL/CSC NOTIS PERFORMANCE GOALS

- B. The IBM/NOTIS system will be available to WSUL directly connected terminals from 6:00 a.m. until 12:00 midnight Monday through Thursday, from 6:00 a.m. until 9:00 p.m. Friday and Saturday, and 11:00 a.m. until 11:30 p.m. Sunday, except for University holidays and scheduled downtime. (change underlined)

March 4, 1987