

Information Technology Service Level Agreement (IT SLA) Marmot Library Network

A. Description of Service

Marmot supports and maintains workstations, servers, local area networks (LANs), wireless access points (WAPs), broadband, and related IT infrastructure for some member libraries. This "IT SLA" explains Marmot services, member responsibilities, and other terms and conditions. This document supersedes "Attachment C" in Marmot Service Agreements with members who opt to purchase these services.

B. Standard maintenance services for workstations and servers in libraries

1. Workstations and servers purchased from Marmot including hard drives, power supplies, optical drives, removable disk drives, add-on cards, peripherals (keyboards, mice, monitors) will be maintained. This includes installing, troubleshooting, repairing, and warranty work (if applicable).
2. Base software installed by Marmot including, but not limited to: operating system, productivity software, anti-virus, remote administration software, Internet browser, and any Marmot-supported software.
3. Basic remote assistance installing and troubleshooting non-Marmot software/hardware (ETS applies after 30 minutes per project).
4. Installation of printer drivers on workstations.
5. Troubleshooting and warranty replacements will be handled on peripherals purchased through Marmot including but not limited to: barcode readers, scanners, receipt printers, printers, switches, wireless equipment, etc.
6. Extensive facility relocation and IT planning (i.e. new library, remodels).
7. Configure Servers for:
 - a. File sharing/storage.
 - b. Staff maintained backup rotation

C. Member library responsibilities regarding workstations and servers in libraries

1. Assist Marmot staff in diagnosing issues and performing general tasks requested by Marmot staff to repair equipment or software.
2. Maintain backups of all personal data stored on workstations. (Marmot is not responsible for lost data.)
3. Provide reasonable security and protection for the hardware to prevent theft and malicious damage.
4. Maintain software not normally supported by Marmot (unless ETS is requested).
5. Relocate workstations (i.e. moving desks) (unless ETS is requested).
6. Act as an intermediary between Marmot staff and patrons.
7. In the case of new hardware installations, library staff are responsible for backing up data and settings in preparation for a replacement computer (or ETS may apply).
8. Library staff are responsible for re-installing unsupported software (or ETS may apply).

D. Extended Technical Service (ETS) provided by Marmot at an hourly rate

1. Offsite backup management.
2. Extensive installation and troubleshooting of unsupported software/hardware.
3. On-site installation and troubleshooting of unsupported software/hardware.
4. Configure Servers for extra services, such as database hosting.
5. Other special projects as negotiated by Library and Marmot staff.

6. Hardware upgrades

E. IT services not performed by Marmot

1. Infrastructure installation including but not limited to broadband service, voice telephone systems, data cabling, and electrical cabling.
2. Printer service including routine maintenance (loading paper, toner, clearing paper jams), and preventive maintenance by printer vendors.
3. Building, moving, or modifying furniture.
4. Repair of physically damaged hardware (repair may be done at cost of parts).
5. Troubleshooting patron-owned devices, laptops, tablets, cell phones, etc.
6. Force majeure (repair will be done at cost of parts).

F. Extended warranties for workstations and servers

1. Workstations and servers are normally covered under a 3-year manufacturer's warranty, beyond which, the workstation or server is covered under a 3-year limited Marmot warranty (labor and limited parts only).
2. If in Marmot's estimation the time and materials needed to repair an older workstation are excessive, the workstation will not be repaired. Marmot will replace disk drives, removable media drives, power supplies and like components as part of the maintenance agreement. Marmot will not replace motherboards, CPUs, and physical enclosures as part of this agreement. Marmot will determine if the system memory could be replaced at a reasonable cost.
3. Marmot will ship a "loaner" workstation to the library for their use while the defective workstation is repaired at the Marmot office. The "loaner" will be a basic staff or public workstation with an operating system, Internet Explorer, Adobe Acrobat, anti-virus protection, and if needed, ILS client software. The "loaner" may or may not be of the same quality as the defective workstation and will not contain additional programs (office productive) or functionality.
4. The library will swap the defective unit with the loaner and repackage the defective unit in the same shipping container. Marmot will issue a pickup order.
5. Marmot will repair the defective unit and ship the repaired unit to the library. When the repaired unit arrives, the library will swap the "loaner" for the repaired workstation and repackage the "loaner" in the same shipping container. Marmot will issue a pickup order.
6. When possible, Marmot will try to preserve programs and data that were loaded on the defective workstation. However, it is the responsibility of the library to keep timely backups of all data on the workstation and to have original installation disks for all library-installed software. Marmot's responsibility is to rebuild or repair the workstation as originally installed.
7. Marmot will assist library staff in reloading workstation data from their data backup and assist library staff in reloading library owned software.
8. Marmot reserves the right to require library-owned software programs be uninstalled if, in Marmot's opinion, the workstation problem is caused by software not installed or approved by Marmot.
9. Marmot may transfer warranties on a case-by-case basis, such as when one member sells used equipment to another member.

G. Recycling and disposal of retired equipment

1. Workstations (including system unit, keyboard, mouse, and monitor) purchased thru Marmot and covered under this maintenance agreement will be recycled in an environmentally responsible manner by Marmot at no cost to the library.
2. Printers, barcode readers, receipt printers, and other peripherals purchased thru Marmot will be recycled by Marmot at no cost to the library.
3. Other library-owned electronic equipment may be included in the Marmot Recycling Program for an additional fee for each item.

H. Member library responsibilities regarding unsupported devices

Marmot allows devices not supported by Marmot to be connected to Local Area Networks (LANs) supported by Marmot for an annual fee. Such devices may be connected to a LAN in order to access the Internet or other devices on the LAN. Marmot assists in the setup of such devices by providing IP addresses and VPN credentials. Marmot does not support the devices themselves, but may occasionally work with library staff or vendors troubleshooting such devices. Examples of non-Marmot equipment are printers, HVAC systems, building security systems, VOIP telephones, credit card authorization devices, self-check stations, and automated materials handling systems.

Member library staff have these responsibilities:

1. Coordinate the installation of non-Marmot equipment on the Marmot network.
 - a. Contact the Marmot office as early as possible, preferably before the purchase of any equipment or service requiring network connectivity, with:
 - i. Requirements - what it needs to function properly on the network
 - ii. Specifications - what it does and how will it impact the network
 - iii. Security - how it will be secured against abuse and/or compromise
2. If the device has an admin or root login:
 - a. Ensure that login has a **GOOD** password assigned before connecting the device to the Marmot network.
 - b. Promptly change the password any time it has been, or is suspected of being, compromised.
 - c. Protect the admin password.
 - d. Do not give the password to anyone who asks for it.
 - i. Confirm the individual truly needs that level of access.
 - ii. Confirm the individual has the knowledge and skill to work at the level of access.
 - iii. Confirm the individual has the integrity not to abuse the access.
3. If the device is configured to send email:
 - a. Use a valid email address for the sender.
 - b. Replace the sender address when the original email address no longer exists.
 - c. Confirm that the device cannot be used as a source of spam.
4. If the device requires access from entities on the internet for monitoring, maintenance, or management:
 - a. Inform the Marmot office as early as possible of this requirement.
 - i. Do not assume access will automatically be allowed.
 - b. Identify who will require access.
 - c. Identify how the device will be configured to limit access to only those individuals.
 - d. Identify the required ports and protocols used to access the device.
 - e. Identify the source IP address(es) connecting from the internet into the Marmot network.