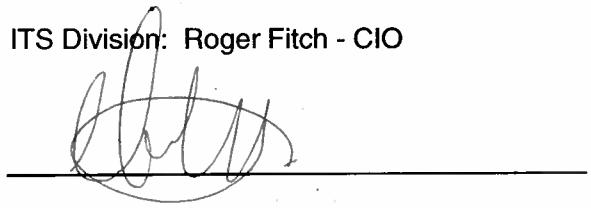
Service Level Agreement (SLA) # 32 ACES Layer-3 Isolated Network

Between Information Technology Services (ITS) and the Academic Division	Effective Date: (17-Mar-2017)
Contacts: (role- to answer questions about this SLA and if necessary direct an individual to the proper resource in the	ITS Division: Paul Marchant – Director of IT Operations
Approvals:	ITS Division: Roger Fitch - CIO  Academic: Maxine Mann – Dean, School of Trades & Technology 
Description:	In order to ensure a secure & reliable network for the entire College community, the ITS Campus network operates with a number of best-practice security features & controls enabled. This practice is sometimes at odds with the technical network requirements of the ACES[1] programs & curriculum. In response to this Fleming ITS has provided the ACES computer labs with a layer 3 separated network architecture. This will both logically and physically separate the ACES labs into a DMZ style network zone isolating it from the core Fleming network. This network architecture will mitigate risk and allow maximum flexibility to the academic program. Dedicated physical "ACES switches" will act as the distribution points for the ACES network zone and service only ACES lab network drops. ITS will administratively manage these switches, their uplink and access to upstream services The ACES Technician will manage port assignments and provide local network infrastructure services, such as Active Directory, DHCP, DNS, etc. ([1] ACES is the previous used acronym for Applied Computing & Engineering Sciences department. The academic programs, CTN/CTY, WIN and CSI are now part of the School of Trades and Technology.)
Scheduled Maintenance Period:	As needed.

Service Description & Terms:	1. Use of this ITS provided resource and service is in accordance with all existing College Policies. 2. ITS will prioritize any issues this service according to our exist ITS support methodology. (https://department.flemingcollege.ca/its/) 3. ITS is responsible for all network hardware aspects of this solution. 4. Replacement or repair of hardware by ITS is on a best-effort, there is no support contact for this hardware or on-site spare. 5. ITS is responsible for all physical connections including fibre and copper patching. 6. ITS is responsible for Routing, NAT, QOS and services allowed to/from the ACES lab. 7. ITS is responsible for maintain the backup copy of the master/last known good ACES switch stack configuration. 8. ITS will backup the configuration: annually, post any ITS configuration change and as requested by the ACES Technician via a ticket. 9. ITS will restore this latest backup configuration as needed or upon request. 10. All configuration changes made by ITS will following the existing ITS change process. 11. The ACES Technician has administrative access to the ACES switch stack for the purpose of making VLAN-to-Port membership configuration changes. 12. The ACES Technician may notify ITS via a ticket to update the switch configuration backup as deemed necessary by the ACES Technician. 13. The ACES labs are completely self-contained to the ACES switch stack in the ACES wiring closet. 14. The ACES Technician is responsible for his own AD, DHCP, DNS, NTP and imaging services. 15. The ACES Technician is responsible for the academic delivery requirements. 16. Changes to network requirements of CTN/CTY, WIN & CSI programs including scope, scale, nature-of-use or location change; will only be implemented by a formal review of the solution design and accompanying SLA. 17. **Applied Projects Shared Lab:** under this agreement ITS will support the annual reallocation, (via physical network patching), of up to 12 network ports in lab B2309.3, from the College network, to the ACES network, for the duration of one semester. The ports will be re-patched back over to the College network at the end of the semester. The ACES Technician will initiate the change and restore requests by creating an ITS ticket which specifies the in-room drop numbers to be moved. The patch requests will take up to 5 business days to implement by ITS.
Measurement Method:	Data from the ticket system.
Reporting:	As required.