



Git Implementation for Software Version Control for Harvard University

SERVICE LEVEL AGREEMENT

SLA Start Date: July 2, 2012

System: Git for Software Version Control for Harvard University

This document specifies the Git version control service being offered by the Harvard University Information Technology (HUIT) for use by the Harvard University community.

This agreement consists of the following sections:

Section I:	Services to Be Provided
Section II:	Expected Service Requirements
Section III:	Service Assumptions
Section IV:	Costs
Section V:	HUIT Responsibilities
Section VI:	User Responsibilities
Section VII:	Service Change Control Procedure
Section VIII:	Signatures

SECTION I: SERVICES TO BE PROVIDED

HUIT will provide the Git version control service initially to all members of the Faculty of Art and Sciences (FAS) community who have an active FAS account. In the future it is expected that this service will be expanded to include all holders of a Harvard University account and eventually be open for the public to view code and contribute improvements.

SECTION II: EXPECTED SERVICE REQUIREMENTS

Implementation Requirements:

- Git will allow anyone via self-service, with a valid account (see above) to create a project and to start adding code to the repository.
- The project owner will be responsible for granting access to others and managing the process for code merges and commits.
- Git data will not be considered confidential and no high risk or confidential data should be stored in it.
- Git will be used for storing software that is being developed and used by the Harvard University community for Harvard University business. Software created by members of the community for other purposes should not use this service.

Availability Requirements:

While Git should be available 24 x7 x 365, HUIT will ensure that Git will be available during normal business hours, defined as 9:00 AM to 5:00 PM ET, Monday through Friday, except when the University is closed due to holidays, administrative closings, or inclement weather.

SECTION III: SERVICE ASSUMPTIONS

The services and costs within this agreement are based on the assumptions below. Any assumption found invalid could have an effect on ability to meet service targets and/or costs charged for services. Changes to assumptions will be handled in accordance with the Service Change Control Procedure described in this agreement.

The service assumptions included with this agreement are:

- Git production outages will be responded to within 8 hours during normal business hours. All other requests will be responded to within 2 business days.
- If Git production server issues occur off-hours including week nights, weekends, and holidays, issues will be addressed the next business day.
- HUIT will acknowledge receipt of incident notification within 3 hours assuming incident report is submitted through the HUIT service desk: ithelp@harvard.edu or 617-495-9000 during business hours.
- Git production server will undergo periodic maintenance and patching. The maintenance outage will be scheduled off-hours. HUIT will notify via the HUIT web site at least 5 business days in advance of the scheduled outage window. This will be the only notification.
- A Business Continuity Plan is currently being developed for applications across the university, which will not include the Git service. Due to the distributed nature of the service it is expected that in the case of a major interruption to services, the members of a Git project will reconstruct their project from the components stored locally on their machines.
- If a high-risk security issue arises that must be addressed as soon as possible, HUIT will attempt to notify users at least 1 hour in advance of any outage.
- HUIT will remove projects from Git if there have been no updates to the repository in 2 years. We will attempt to contact the project owner and/or a member of the project to verify that the repository is not needed any longer in advance of deletion.
- HUIT will periodically review the size and content of the Git repository and may contact project owners whose repositories are utilizing a disproportionate share of the services to verify that appropriate use of the service.

SECTION IV: COSTS

Cost Factor Rule and Charges Applied

- For the first year the Git service will be offered free of charge to all of the Harvard community. Based on usage and storage needs, costs may be defined in coming years to support the service.

SECTION V: HUIT RESPONSIBILITIES

HUIT will provide IT Service Management to control the services described in this agreement. HUIT will appoint a Service Manager who will have responsibility for:

- Coordinating HUIT activities and responsibilities to address any service issues that may arise.
- Performing nightly backup of the servers in order to re-establish the service in case of a major failure of one or more components of the service.
- Interfacing with HUIT Service Desk for service issues and requests for service changes.
- Maintain service communications and review any service improvement actions on a regular basis.

SECTION VI: USER RESPONSIBILITIES

In using the Git service, there are certain expectations which the users must follow in order for their activities to be supported within this agreement:

- The project owner will be responsible for granting access to others and managing the process for code merges and commits.
- Git data will not be considered confidential and no high risk or confidential data should be stored in it. It is the responsibility of the project owner to ensure that this guidance is followed by all members of a project.
- Git will be used for storing software that is being developed and used by the Harvard University community for Harvard University business. Software created by members of the community for other purposes should not use this service and the project owner of inappropriate content may be asked to remove it.
- It is the responsibility of the repository owner to ensure that the proper private or public access permissions are set. We recommend that the owner take the time to set up the access permissions on a new repository first and only when it is completely configured add code. The default settings, if accepted, will create a public repository which is available to anyone on the Internet.
- If a project owner is leaving Harvard, the new owner should contact HUIT via the HUIT service desk: ithelp@harvard.edu or 617-495-9000 to request that the project's ownership be reassigned before the owner's account is removed and no longer valid.
- While the HUIT Git service is compatible with various Git clients, HUIT will only provide support if you are using a command line client or the Eclipse plugin (www.eclipse.org/egit/). If you encounter problems with the service while using an alternate Git client please verify that the behavior occurs in a supported client before contact the HUIT Service Desk for assistance.

SECTION VII: SERVICE CHANGE CONTROL PROCEDURE

The following provides a detailed process to follow if a change to the Git service is desired:

- A Service Request will be the vehicle for communicating a request to change the service.
 - The Service Request must describe the change, the rationale for the change and the effect the change will have on the services. The request must be submitted to the HUIT service desk: ithelp@harvard.edu or 617-495-9000
 - The HUIT service owner will review the proposed change and determine whether to proceed with the request, or notify the user that the requested change will not be implemented and why.
 - Before implementation of the change, the service owner will determine the effect that the implementation of the Service Request will have on service targets, service charges and service assumptions related to this agreement and update this agreement accordingly.
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