**SUNY Learning Network**  
*Service Level Agreement*  
*ANGEL Application and Hosting Services*

**Scope**

The SUNY Learning Network (SLN) offers SUNY Campuses a managed hosting environment for the ANGEL Learning Management System (LMS). When a campus contracts with SLN for hosting services, SLN includes the expertise of the SLN Application Services Team that provides a high level of technical support of the ANGEL application.

This document represents a service agreement between the SUNY Learning Network and the SUNY community who use the ANGEL Learning Management System and computing resources supported by the SUNY Learning Network.

**Statement of Services**

The SLN Application Services Team provides several points of service for SUNY Campuses:

- A fully hosted and supported ANGEL instance
- ANGEL Application and HelpDesk support
- SLN customizations and enhancements for your campus
- Partnered technology support
- Support & training for Campus-based ANGEL Administrators

**Services provided by SLN**

*The following outlines the services that are provided by SLN when a SUNY campus purchases SLN Support Services:*

**First-Tier HelpDesk Support**

The SUNY Learning Network provides quality support to ANGEL administrators, instructional designers, campus faculty and students. The HelpDesk staff is trained to assist with various first-tier questions within the ANGEL Learning Management System, including navigation, how-to questions, and login issues. If a HelpDesk Analyst is unable to resolve the issue(s), a ticket created in the FootPrints issue-tracking system is forwarded to the SLN Application Services Team for second-tier support. For more information regarding support, please visit the SLN Services website.
(http://sln.suny.edu.services) which is available to all SLN Application Support Services members.

Second-Tier Application Support Services

The SLN Application Services Team provides second-tier support to assist with higher-level questions, issues, information, and service requests regarding the ANGEL application. The SLN Application Services Team works with staff at ANGEL Learning Inc. to resolve functional system issues.

ANGEL Administration

The following services are provided with the administration of your ANGEL instance:

- Assistance with all escalated issues (second-tier support when the HelpDesk is unable to resolve an issue)
- Documentation of the different functionalities in ANGEL
- ANGEL policies, procedures, and knowledge base
- User account changes for those accounts with System Editor (or above) access
- Second (2nd) level support of all campus administrators
- ANGEL Administrator Training:
  - Training for new campus-based ANGEL administrators
  - “What’s New” ANGEL administrator training and/or documentation, provided as part of each ANGEL upgrade
- ANGEL administrator knowledge sharing space
- Administration of global environment variables
- Global authentication settings and configurations
- In conjunction with the SLN hosting provider:
  - Provide integration support (Flat Files and/or XEI) for courses, faculty, students and enrollments
  - Coordinate & perform maintenance
  - Set technical specifications for the ANGEL environment
- Coordination & creation of new version sandbox environment user accounts and practice courses
  - Limited to two persons per participating institution
- Project planning, management & execution of ANGEL upgrades
- New version support, exploration, research, and bug reporting
  - Testing scripts
  - ANGEL administrator documentation
- Consolidation and refinement of issues for submission to ANGEL
- Support SLN web site: https://support.sln.suny.edu
SLN-provided Nuggets

A nugget, synonymous with a channel in some other portal systems, is a component that presents a module of data that can be added to a portal page. Nuggets can present both static data as well as data that will change with time. Nuggets can also be customized based on a specific user or access level and can be configured to utilize caching to avoid unnecessary processing.

- SLN-provided custom nuggets include:
  - Student Resources - Links to student resources and sites
  - Faculty Resources - Links to faculty resources and sites
  - Test Your System - Checks browser configuration for basic compatibility
  - Replacement of select ANGEL Administrator Console nuggets

SLN-provided Customizations & Enhancements

The SUNY Learning Network has created various customizations to ensure stability and to maintain security and continued “uptime” of the hosted ANGEL Learning Management System.

Scope and priority of ANGEL customizations may include:
- Custom code to correct an ANGEL issue/bug
- Custom security solution
- Permission Administration
- New features within the ANGEL environment
  - Dependent on personnel resources

Additional Custom Development requests:
- A custom quote will be provided for any campus specific application development request.

ANGEL Hosting

SLN will provide SUNY campuses with a combined service of ANGEL application support and hosting. Each hosting package is accompanied by a defined set of roles and responsibilities to address the campus responsibilities in conjunction with the support provided from SLN.

The SLN established permission structures below are for ANGEL version 7.3 and are subject to change.
Hosting Packages (A, B, or C)

1. OPTION A | Baseline Hosting Package

The standard hosting package is the basis for all hosting packages, and the services provided here apply to all hosting packages.

Hosting Package Services

- Uniform permission structures for the following:
  - System Templates
  - Resource Localization
  - Authentication Sources
  - Environment Variables
  - Live Settings
  - Course Mail
  - System Settings
- Shared bandwidth and dedicated campus disk space for database and file system to support the ANGEL production instance
  - 100 GB of file system and 50 GB of database storage
  - Additional costs apply for increased file system and/or database storage (see SLN price list)
- Two ANGEL application nodes (each supporting 100 simultaneous connections).
  - Additional costs apply for application nodes if campus exceed 200 simultaneous connections (see SLN price list)
- Load-balanced environment providing scalability and stability
- Application and data recovery from a hardware or software malfunction to the last full back-up
  - Immediate (within 1-2 business days) restore for files and database within 30 days
  - Three (3) course restores per calendar year (each additional restore is a service charge)
- Monitoring of campus resource and service utilization to ensure system availability
- Archiving of courses to DVD, external drive or flash drive three times per year
  - Copies of courses flagged for purging are provided to campuses
- Fully secure data transmissions
  - SSL encryption
  - External authentication to any supported source
- Application maintenance and updates
  - Reserved window every Wednesday (4 AM – 7 AM)
- Access to an ANGEL application testing and development environment(s)
- Business Continuity/Disaster Recovery
2. OPTION B | Advanced Hosting Package

(Includes standard hosting services in Option A, plus additional services below)

Option B Hosting Services:

- Text Import Wizard
- ODBC Import Wizard
- Portal Components Manager
  - Allows for modification and/or creation of ANGEL Nuggets
  - ADO may be used within Nuggets, necessitating a code review process conducted by the SLN Application Team
- SQL Query Manager
  - Direct SQL query access to the ANGEL database

Campuses choosing the Advanced Hosting Packages (Option B & Option C) will use a shared database server. Campus staff should understand the associated risks and exercise caution when querying their ANGEL database as a malformed query could have a direct impact on, not only their own ANGEL database, but all other campuses that have chosen the Advanced Hosting Package.

- XEI Agents Manager
- Database Schema
- Application Variables
- Session Variables

The SLN is offering access to a read only/downloadable version of application files to advance the knowledge set for Nugget creation. In addition to the campus having the capabilities noted above, SLN will provide select campus personnel with support and assistance.

Note (Applies to Option B):
1. Restarting IIS, needs to be requested through SLN
2. Peer review of code by SLN

In all above hosting packages, the ANGEL Update Manager will remain restricted to SLN staff, due to shared web servers.

3. OPTION C – Custom Quoted Hosting Package

*(Option C includes all details in Option A & B)*

Option C Additional Hosting Services:

- Full administrator access to the ANGEL application
- ANGEL web servers (virtual machine) are dedicated to campus

**Note (Applies to Option C):**

1. Restarting IIS and updates need to be requested through SLN
   a. Flexibility on when updates are applied
2. Peer review of code by SLN

---

**Criteria for Application and Hosting Support**

*Campus Contact Liaisons*

To facilitate the successful administration and hosting of ANGEL, the campus will be asked to select **two** direct contacts to coordinate with SLN Application Team members during standard office hours (8AM – 5PM). It is recommended that these contacts be the same as the ANGEL support contacts.

Additionally, these persons will have access to SLN-created Administrator documentation and trainings.

---

**Campus Responsibilities**

Under this agreement, a participating campus agrees to:

- Provide consent to access courses and content. SUNY Learning Network technical support personnel, including the HelpDesk and Database/System administrators, respect the privacy and confidentiality of campus users. They may access private areas and documents within the application to troubleshoot problems and assist
students, faculty, or campus administrators that have technical difficulties. This includes login-as-user functionality.

- Notify the HelpDesk in advance of any pre-determined required assistance.

- Check the SUNY Learning Network website frequently for information and other links to self-help assistance at: [http://sln.suny.edu/services](http://sln.suny.edu/services)

- Exercise patience by understanding the volume of requests the HelpDesk receives during peak times and the rationale for assessing service priorities.

- Provide SLN staff with college escalation contacts for student, faculty, and technical support, and update SLN when personnel changes occur.

- Check SLN announcements sent via e-mail or added to public announcement areas of each campus domain.

---

**After-Hours Emergency Hosting Support Procedures**

*These procedures are also outlined in the SLN Services website and are subject to change.*

It is recommended that only the two direct campus contacts communicate with SLN to obtain after-hours emergency hosting support. However, SLN HelpDesk hours do not extend past 9 PM. When a critical issue arises, the campus should follow the link below for further instructions regarding connection issues only, as outlined on this website.

[http://www.itec.suny.edu/info/procedures_for_obtaining_support_July08.htm](http://www.itec.suny.edu/info/procedures_for_obtaining_support_July08.htm)

Prior to escalating the issue, we strongly encourage that campus officials should first communicate with their local information technology contact (Chief Information Officer, Director of Technology, etc.) or appropriate campus staff member to ensure that the issue does not reside on the campus. It’s extremely prudent that the campus troubleshoot on their end prior to involving other personnel after hours. Consulting with a local information technology staff member can result in the problem being resolved more efficiently.

These guidelines are provided for use by the appropriate designated college personnel and should not be used by the general public. Faculty or students should not have access to these procedures. All other issues should be directed to the SLN HelpDesk.