Operating Level Agreement for NYU Login Service

This Operating Level Agreement (OLA) documents the agreement regarding support of Single Sign-On (SSO) services for the _______ (Partner Service), which has been integrated with the NYU Login Service managed by the Identity and Database Services group within NYU Information Technology Services.

The main objective of this OLA is to specify party responsibilities and contact information. This will help ensure robust and reliable functionality for the Partner Service as well as all other applications integrated into the overall NYU SSO environment.

Staff members responsible for the operation of the NYU Login Service and for the Partner Service are referred to herein, respectively, as the NYU Login Service Team and the Partner Service Team.

This OLA provides detail regarding:

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1. Supported Services

   a. Description of the NYU Login Service

      ● The NYU Login Service, introduced in the fall of 2008, provides web Single Sign-On capabilities for a variety of applications (for example NYUHome, Albert, and NYU Classes) with more integrations on a regular basis. Upon initial NetID/password login to one of these applications, other services can be accessed immediately without another log in.

   b. Basic Service Operation

      ● When logging in for the first time to any of the applications integrated with the NYU Login Service, the end-user browser is redirected to NYU's central identity provider site (shibboleth.nyu.edu), where the end-user is prompted for his/her NetID and password.

      ● The validity of the entered password is checked against the NYU Enterprise LDAP Directory and, if found to be valid, the end-user's browser is redirected back to the destination web site. Browser cookies are set by the NYU Login Service, and the NetID of the authenticated end-user is conveyed back to the destination application.
● Subsequent connections to this, or other, integrated applications rely on the browser cookies that have been set and/or session information (maintained at the client application or at the central Login server) in order to enable or deny continued access by the end-user.

● The NYU Login Service also supports a partial single sign-out capability that many partner services can take advantage of. To support this functionality, the Sign Out function of each integrated application should redirect the end-user's browser to the logout URL https://login.nyu.edu/sso/UI/Logout.

c. Services Not Included

● The NYU Login Service performs only authentication, the process of affirming the identity of a user. This is distinct from authorization, the decision making process of allowing a user to perform actions within an application. To facilitate authorization decisions by the application, the Login Service will present the application with the minimal set of available user data that are required by the application to make authorization decisions. However, the Login Service will not act as a decision making point for user authorization.

● In order to facilitate integration, special modifications to the central Login Service interfaces are not possible. The Partner Service must conform to the existing standards for SAML2-based single sign-on as implemented at NYU.

2. Support and Assistance

a. Incident and Problem Resolution

● An incident or issue that affects the central infrastructure of the NYU Login Service, causing an outage across many partner services, would be considered an emergency.

● To report an apparent emergency, contact the IT Service desk as documented at http://www.nyu.edu/it/servicedesk. An incident considered an emergency will be investigated as a priority and resolved as soon as possible and will be responded to by the NYU Login Service team within 24 hours of notification by the IT Service Desk.

● Incidents or issues with the NYU Login Service that do not constitute an emergency should be reported via email to askit@nyu.edu. Non-emergency incidents or issues will be responded to within 72 hours, not including NYU-NY holidays and weekends.

b. Other Communications

● Information about system maintenance, planned outages, and known issues will be communicated via the IT Status Page at http://www.nyu.edu/it/status/.

● Communications directed specifically to end-users of the Partner Service are the responsibility of the Partner Service Team.

● Communications to the broad NYU end-user community will be initiated by the NYU
Login Service Team if a significant issue applies to the system infrastructure and affects service to all partner services.

- Subsequent to reporting an issue direct communications between the NYU Login Service Team (idm.services@nyu.edu) and the Partner Service Team may be required and may be initiated by the technical contacts of either team.

3. Service Availability, Maintenance, and Monitoring

   a. Availability
      The NYU Login Service is available 24 hours per day, 365 days per year. Exceptions are listed in the Maintenance section below.

   b. Maintenance
      Regularly scheduled maintenance may, on an exceptional basis, render systems covered by this OLA to be unavailable. Advance notice and updates will be communicated via the IT Status Page at http://www.nyu.edu/it/status/.

      Location(s): all locations
      Timeframe(s): First Friday of the Month, 8:00pm - 8:00am EST.
                  All other Fridays, 10:00pm - Midnight EST.

   c. Monitoring
      The NYU Login Service is automatically monitored 24 hours per day, 365 days per year. The monitoring system will automatically notify the NYU Login Service Team in the event of potential service issues.

4. Roles and Responsibilities

   a. NYU Login Service Team
      The NYU Login Service Team agrees to provide the service and support listed in this OLA. Additional responsibilities include the following:

      - Central infrastructure management, modifications and/or updates, including availability of development and test instances of the NYU Login Service infrastructure.

      - Consulting with the Partner Service Team to provide technical guidance in support of the Partner Service developer. Note: All modifications and configurations outside of the Login Service server are the responsibility of the Partner Service Team.

   b. Partner Service Team
      The Partner Service Team agrees to abide by the service and support requirements listed in this OLA. Additional responsibilities include the following:

      - Collaboration with the NYU Login Service Team in development/technical work in support of the Partner Service.

      - A minimum of six weeks advanced notification to the NYU Login Service Team of
planned upgrades or modifications to the Partner Service that may affect the single sign-on functionality and which may require testing and/or development work.

- Partner Service application modifications that support the single sign-on functionality, as well as testing to ensure proper functionality after Partner Service maintenance, updates, or upgrades.

- Communication with Partner Service end-users and documentation for them of login/logout functionality with respect to the Partner Service.

- When requested by the Login Service team to make changes necessary to sustain the availability and security of the Login Service, the Partner Service must implement such changes within six months of official notification. This may include updating SSL certificates, updating application software components involved in single sign-on, or changing configuration parameters that affect the performance of the Login Service. This work and its funding are the responsibility of the Partner Service and are necessary to facilitate the continued reliability and security of the shared Login Service environment.

- The Partner Service must pay particular attention to the eventual expiration of any signing certificate used as part of the SSO integration: (1) tracking upcoming certificate expiration dates, (2) maintaining a test environment where a new certificate can be tested, (3) performing such testing 3-6 weeks in advance of an upcoming expiration, and (4) making a new certificate operational in production 2-3 weeks in advance of expiration.

5. Contact Information

**NYU Login Service Technical Contacts**

(1) Name: Yavor Yanakiev  
Department: IT/.edu Services  
E-mail: yavor@nyu.edu  
Phone: +1 212 992 7585

(2) Name: Tracy Edappara  
Department: IT/.edu Services  
E-mail: tracy.edappara@nyu.edu  
Phone: +1 212 992 7796

**NYU Login Service Administrative Contact**

Name: David Basson  
Department: IT/.edu Services  
E-mail: david.basson@nyu.edu  
Phone: +1 212 998 3509

**Partner Service Technical Contact**

Name:  
Department:  
E-mail:  
Phone:

**Partner Service Admin Contact**

Name:  
Department:  
E-mail:  
Phone:

**Service Director:**  
Name: Gary Chapman  
Email: gary.chapman@nyu.edu  
Phone: 212-998-3045

**Client Contact:**  
Name:  
Title:  
Email:  
Phone:
6. OLA Terms and Conditions

a. Agreement period
This Agreement is valid from the effective date below and remains in effect throughout the life span of the services and/or applications supported.

Effective date: Month xx, 201x

b. Agreement review process
A representative of any of the parties may request a review of the OLA at any time. The Agreement should be reviewed at least annually. In the absence of the completion of a review, the current Agreement will remain in effect. The NYU Login Service administrative contact will incorporate revisions into the Agreement if all parties mutually agree to the proposed changes.

Last review: <12/18/15>    Next review: <next review date>

7. Approvals

The signatures below indicate approval of the contents of this OLA.

NYU Login Service          Partner Service

E-Signature (Type your name above)   Date          E-Signature (Type your name above)   Date

Name: David Basson
Title: Asst. Director, Identity & Database Services

Name:
Title:

Contact idm.services@nyu.edu with any questions.

8. Version history

Version: 2.1                        Date: January 9, 2018
Revision description: Updated signature field with current director information