Service Level Agreement (Service based SLA) for SharePoint

Table of Contents

1. Service Description ................................................................. 1
2. Benefits for the Customer .......................................................... 1
3. Quality .................................................................................. 4
4. Monitoring ............................................................................ 7
5. Options and additional features .............................................. 7
6. Administrative ....................................................................... 10
7. General Guidelines ................................................................ 12
8. Appendix A .......................................................................... 14
9. Appendix B .......................................................................... 15
10. Appendix C .......................................................................... 17
## Change Record

<table>
<thead>
<tr>
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<td>20.02.2015</td>
<td>Kinga Kazala</td>
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<td>18.03.2015</td>
<td>Daniel Manser</td>
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<td>Peter Jäggi Matteo Corti</td>
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<td>01.07.2015</td>
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<td>- Facebook, Google, Yahoo as authentication providers</td>
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<td>16.01.2019</td>
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<td>Approved by Matteo Corti and Christian Schär</td>
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1. Service Description

We provide a centrally managed, SharePoint-based collaboration platform that is available for all organizational units of ETH Zurich. The service provides departments, institutes, research groups or central support units with a tool to effectively share knowledge and collaborate with anybody within, and outside of ETH Zurich. SharePoint also offers each user a personal profile space (My Site) for hosting personal documents, wikis, blogs and connecting with colleagues under the guidance of an enterprise-wide governance.

For customer facing sites, you may choose to present your content in the ETH corporate design, which will be enabled on request (please contact sharepoint@id.ethz.ch)

2. Benefits for the Customer

2.1. Supported business processes

As a cross-browser, fully web-based knowledge management and collaboration platform, SharePoint makes the knowledge management process of an organization intuitive and thoroughly embedded in the daily tasks of the collaborators. This is achieved e.g., by:

- gathering all the information of a project and sharing it with project team members
- making administrative processes more efficient including using workflows
- building up a knowledge base framework
- organizing and managing meetings and simple events
- co-authoring and co-editing office files
- managing versioning and approval of documents and list items
- delivering transparent and intuitive single points of information

2.2. Functionality

The following capabilities are included in the ETH SharePoint Service:

- Site collections, sites, and subsites
- My site (personal profile space)
- Several site templates, including team, publishing, communities and projects
- Different types of pre-configured and custom lists, including calendars, tasks, announcements, contacts, links, promoted links and issue tracking
- Surveys
- Various looks (Master Pages and color schemes) including ETH look following ETH corporate design guidelines (by request)
- Connection to external data sources
- Different types of list views, including reports, spreadsheets, grouping, filtering, Gantt, timelines and calendars
- Document, wiki, and picture libraries
- Blogs and micro blogging
- Discussion forums (moderation optional)
- Standard and custom forms
• Workflows
  • Granular authorization and access rights up to item level
  • Authentication for ETH employees (Active Directory) and external users (SWITCH AAI, and Switch Edu-ID) or anonymous access
  • Support for SharePoint and Active Directory security groups
• Alerting function
• Co-authoring of MS Office documents
• Email enabled lists or libraries (document libraries, picture libraries, form libraries, announcements lists, calendar lists, blogs, and discussion boards)
• Document and list item versioning (major and minor versions)
• Approval workflow for list items, documents, pictures, and wiki pages
• Site recycle bin
• Site or content retention policies
• Cross-browser and mobile support
• Backup and restore service
• 1st-level support via Service Desk
• 2nd-level support and connection to 3rd-level support

2.2.1. Core functionality

The service's core functionality directly supports the customer's business processes. Loss of such functionality affects the customer's ability to perform normal operations.

The ETH SharePoint Service core functionality includes:
• Access to site collections, sites, and subsites
• Collaboration sites
• Authentication (ETH employees, external users, or anonymous) and authorization
• Site collection and site management.
• Provisioning and consuming content
• Search functionality within following areas: Content, Sites, People
• Backup and restore

2.2.2. Additional services

End user training: For a list of available SharePoint courses, see the External IT courses web site.

Following activities are available at extra charge on hourly fee basis:
• Consulting and coaching (business case analysis, workflows, content management, security and access rights, customizing, custom forms and views)
• Development of solutions, Web Parts, forms, reports, and workflows
• Branding and design
• Content editing and maintenance

See Appendix A for a detailed description of the different parts of the service.
2.3. Added value

**Productivity improvement**: SharePoint is a collaboration platform, that users can create and manage without involving IT, using the Office Client applications they already use every day. Users can set up collaboration workspaces, social pages such as wikis and blogs, share pictures, video and audio files, and implement business process workflow and forms.

Saving documents into SharePoint site, instead of sending them by email allows users to always access (and co-author) the latest version of the document.

**Increased security** SharePoint provides granular security model allowing users to grant or limit access to a site, list or library, or a single document.

SharePoint allows users to set archiving, retention or deletion policies, or to place legal holds on documents without placing restrictions on the people who need to access it. Audit logs may be enabled to track information about who is taking what action on which content.

**Reduced risk**: SharePoint Server provides (or helps facilitate) easy-to-use tools and technologies to help implement a full governance policy, and avoid wasted time and cost of manually managing, searching, and archiving content.

Access to documents can be limited to specific users or groups of users to provide read-only access (or no access at all). This protects access to valuable information and limits risk of lost or leaked information.

2.4. Examples of use

As a cross-browser, web-based collaboration platform, SharePoint makes the knowledge management process of an organization intuitive and embedded in the daily tasks of the collaborators. This is achieved e.g., by:

- gathering all the information of a project and sharing it with project team members
- making administrative processes more efficient including using workflows
- building up a knowledge base framework
- organizing and managing meetings and simple events
- co-authoring and co-editing office files
- managing versioning and approval of documents and list items
- delivering transparent and intuitive single points of information

2.5. Limitations

- The maximum size of file uploaded to a document library is 10 GB. During batch upload, this limit applies to the total size of files, or content.
- File types not supported in document libraries include but are not limited to .ashx, .asmx, .json, .soap, .svc, .xamlx (for a full list of blocked file types, see: [Types of files that cannot be added to a list or library](#)).
- File and folder names with the following characters: % and # are unsupported
- Languages supported by the platform are: English, German, Italian, and French
For supported browsers, please see the Plan browser support in SharePoint 2016 article.
- URL naming is limited to https://sitename.sp.ethz.ch
- Custom full-trust 3rd party solutions, and custom scripts that need to be deployed to the SharePoint Servers are not supported in the SharePoint farm. Custom JavaScript scripts that are saved within the customer’s site are allowed, although not supported by the SharePoint team.

3. Quality

3.1. Definitions

**Performance:** The service performance is considered good if the 2.2.1 Core functionality is available for the users, and the following performance targets are met:

<table>
<thead>
<tr>
<th>Transaction</th>
<th>Average on premises performance in seconds</th>
</tr>
</thead>
<tbody>
<tr>
<td>First page load</td>
<td>&lt; 5</td>
</tr>
<tr>
<td>Second page load</td>
<td>&lt; 2</td>
</tr>
<tr>
<td>Subsequent page loads</td>
<td>&lt; 2</td>
</tr>
<tr>
<td>Create Item</td>
<td>&lt; 2</td>
</tr>
<tr>
<td>View Item</td>
<td>&lt; 1.5</td>
</tr>
<tr>
<td>Save page</td>
<td>&lt; 3</td>
</tr>
</tbody>
</table>

Loading times may be affected by many variables, including, but not limited to, network issues, page size (i.e., closed Web Parts are loaded with a page- which may degrade performance) or external content referenced from a page, latency, and server load.

If necessary, load tests may be used to reproduce reported issues and to measure transaction time for the “slow” actions. If the bad response times will not be reproduced during the load tests, it will be assumed that the issue was caused by an external factor (i.e. slow network connection at user’s location).

The Customer and the Service Provider agree that in case of performance degradation caused by user’s configuration, the Customer is responsible for performing necessary corrective measures.

**Service failure:** The service is considered “unavailable” when users are unable to access SharePoint sites for which they have appropriate permissions.

3.2. Availability

Operational state of the SharePoint Service is defined as “critical during a day”, which requires no interruptions during the workdays between 8:00 and 17:00.

The production environment is to be available for 99.5%, 5x9. The service is considered
unavailable when the service’s core functionality is not functioning or not available.

Service unavailability will not be calculated against the availability target when occurred outside service hours (8:00 - 17:00) or due to planned interruptions or maintenance windows such as:

- policy or security compliance (e.g., mandatory security patching),
- outage of infrastructure the SharePoint service depends on (network, storage, and power),
- scheduled maintenance.

In case of a service outage, the service will be recovered within 24 hours during working hours (Recovery Time Objective). The maximum tolerable period of time in which data might be lost from an IT service due to a major incident (Recovery Point Objective) is 24 hours.

### 3.3. Capacity

All servers are monitored with respect to capacity and dimensioned early so that bottlenecks can be avoided.

In SharePoint Server, there are certain limits that are enforced by design and cannot be exceeded, or limits that represent known limitations of the product. Exceeding supported limits could cause unexpected results, significant performance degradation, or other detrimental effects. These issues cannot be resolved by means of scaling the farm out, or adding resources, but have to be resolved by the Customer. Example of limits for site elements that Customers must observe include, but are not limited to:

- **Lists and Libraries**: maximum number of documents in a library or items in a list is 30,000,000. However, the performance will vary depending on how documents and folders are organized, and by the type and size of documents stored.

- **Page limits**: you can add up to 25 Web Parts to a single wiki or web page.

- **Co-authoring** in Word and PowerPoint for .docx, .pptx and .ppsx files the maximum number of concurrent editors is 10.


### 3.4. Service Continuity

In order to achieve high availability and fault tolerance of the SharePoint service, the SharePoint farm is built according to Microsoft best practices and recommendations.

Our SharePoint farm topology is spread across two data centers (ETH Zentrum and Hönggerberg) and each server role is redundant. SQL Server is configured using Always On Availability Groups and all data is replicated synchronously between the two datacenters at ETH Zentrum and Hönggerberg.
A full online backup for this service takes place daily with no impact to the Service Availability.

The maximum risk of data loss for the Customer is limited to a 24 hours period of time (Recovery Point Objective). A full recovery is to be completed within 3 working days (24 business hours) after having received the request from and the approval by the Customer.

**Interruptions**

All planned and unplanned interruptions are communicated to users using a [Sympa](#) mailing list (id-sharepoint-info group).

**Server Blackout**

Each server role is redundant and located in different data center. In case of single server failure, SharePoint service will continue to function uninterrupted.

**Data Center Blackout**

Downtime of one data center will not affect the availability of the SharePoint service. Since the SharePoint farm is built as a stretched farm, and each server role exists in each of these data centers- SharePoint service will continue to be operational even in case of one data center blackout.

**Backup Retention Time**

Backup of SharePoint sites is stored for 2 months.

### 3.5. Planned and unplanned maintenance windows

The Service Provider is responsible for maintenance of the ETH SharePoint infrastructure. This includes the installation of updates and upgrades as well as installation, configuration or decommissioning of features.

Possible maintenance windows are weekly on Thursday from 17:00 – 22:00 (usually no longer than 2 hours). One maintenance window per month may take up to 5h. For special cases, longer maintenance windows taking place on the weekend may be announced. The number of maintenance windows will be kept to a minimum (approximately 6 per year).

Maintenance windows are announced on the ID Sysstat and via [Sympa](#) mailing system (id-sharepoint-info group).

### 3.6. Security

Our servers are configured according to Microsoft best practices, and patched regularly. Physical access to the server room is secured, and storage media that are disposed of and leaving the secured premises are destroyed, so the data cannot be restored.

Access to the servers and SharePoint sites is strictly limited to the administrative accounts of technical staff and support team. Administrative staff is contractually prohibited from attempting...
Unauthorized access to the customer’s data. Customer’s data is treated confidentially.

The SharePoint sites are using SSL protocol in order to provide connection security over a network.

4. Monitoring

The server and service performance are monitored using SharePoint Health Analyzer, eRanger (page load time) and the System Center Operations Manager with Management Pack for SharePoint Server.

4.1. Quality control

The System Center Management Pack for SharePoint Server is used for monitoring SharePoint Products events, collecting component-specific performance counters in one central location, and for raising alerts for operator intervention as necessary.

By detecting, sending alerts, and automatically correlating critical events, this management pack helps indicate, correct, and prevent possible service outages or configuration problems, allowing proactive management of SharePoint servers and issues identification before they become critical. The management pack monitors and provides alerts for automatic notification of events indicating service outages, performance degradation, and health monitoring.

4.2. Capacity

To maintain system performance, the SharePoint servers are monitored to identify potential bottlenecks. In the case of the farm operating outside of the defined targets, it will be adjusted by adding hardware resources, changing the topology, or changing how data is stored.

Capacity limits representing known limitations for end-users (like number of items in the list) are not monitored.

4.3. Availability reports

The availability of SharePoint service is centrally monitored with eRanger. Monthly, quarterly and annual availability reports are available to users by request.

5. Options and additional features

5.1. SharePoint Site

Customers may request creation of a site collection using ticket tool, or by sending an email to sharepoint@id.ethz.ch.

For details about Site Collections, see Appendix B.
5.2. My Site

My Site is a personal site that provides users with a location to manage and store documents, content, links, and contacts.

My Site is provisioned automatically when users access https://mysite.sp.ethz.ch/ for the first time. The address of user’s my site is generated automatically, based on the following convention: https://mysite.sp.ethz.ch/personal/useralias

For details about My Site, see Appendix C.

5.3. Content Governance

The customer is the owner of the content within a site collection or a subsite in the generic site collection. Therefore, (s)he is solely and entirely responsible for all the content and permissions settings in his/her SharePoint area.

Performing customizations with SharePoint Designer is possible, but only experienced professionals should perform such changes. In case of issues resulting from customizations implemented by the customer, the SharePoint team provides no support.

Also, please see 6.7 Customer’s responsibility and 7.3 BOT (Acceptable Use Policy for Telematics Resources) below.

5.4. (Self-) configurable features and extensions (standard changes)

The site owner is a person who is in charge of the SharePoint site and is responsible for its functioning. It is not the Site Owner's job to populate content, but rather to enable users to use SharePoint in their daily tasks.

Site Owners decide on the site structure and security settings, and can activate or deactivate features in order to meet specific business needs.

For examples of actions that may be performed by the Site Owners, please see Appendix B.

5.5. Additional options (change request)

Any proposed changes by the Customer must be submitted through the Service Desk for review (sharepoint@id.ethz.ch).
5.6. Pricing

My Site is free of charge; the storage quota is set to 2 GB.

The cost of SharePoint Site Collection is based on data volume and paid per year:

<table>
<thead>
<tr>
<th>Model</th>
<th>Volume</th>
<th>Price per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>S</td>
<td>&lt; 2 GB</td>
<td>Free</td>
</tr>
<tr>
<td>M</td>
<td>&lt; 10 GB</td>
<td>300 CHF</td>
</tr>
<tr>
<td>L</td>
<td>&lt; 50 GB</td>
<td>1000 CHF</td>
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5.6.1. Additional Services

Consulting

The following consulting services are offered at additional charge:

<table>
<thead>
<tr>
<th>Additional Services</th>
<th>Hourly fee</th>
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<tr>
<td>Content editing and authoring</td>
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<tr>
<td>Additional user teaching (coaching)</td>
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</tr>
<tr>
<td>Consulting (structure, navigation, workflow, solutions)</td>
<td>CHF 110</td>
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<tr>
<td>Customizing, branding, and design</td>
<td></td>
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<tr>
<td>Development of solutions, Web Parts, views, and workflows</td>
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<tr>
<td>Specific migration work beyond automatic migration from previous SharePoint versions</td>
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</table>

5.7. Invoicing

Yearly. Invoices are always provided to the Primary and Secondary Site Collection Administrator (defined in the request form).

Invoices must be settled by internal money transfer, which requires an ETH Cost Center number (optionally, the PSP Number) and an approval of the Budget Manager.

If the Site Collection quota increases during an accounting year, the already charged amount is taken into account on a pro rata basis. E.g. for a medium site, an amount of CHF 300 was invoiced. After 6 months, the quota is increased to 50GB. This implies a cost of CHF 1000, but since the "medium site" quota was only effective for 6 months, the value of the remaining 6 months is taken into account. As a result, the amount of CHF 850 (1000 – (300/12*6)) is invoiced to the Customer and the site is valid for a full year again.
5.8. Warranty

IT Services provide SharePoint Service as best-effort delivery.

5.9. Termination

The customer may request the cancellation of the service at any time. Termination will be effective on a date agreed by the customer and the service provider. The minimum contract duration is one year. Without termination request, the contract is automatically extended.

As defined in Weisung Freigabe von Ressourcen document, if resources, i.e. SharePoint Site Collection, have not been used for 6 months, it may be deleted by the SharePoint team. A justified, limited extension of use is possible if requested by the Site Owner.

IT Services reserve the right to terminate the contract with customer, with 1 year notice period.

6. Administrative

6.1. Order and time limits

The service can be ordered at any time via ticket tool, or an email sent to sharepoint@id.ethz.ch.

Required information:
- Site title
- Site description (purpose of the site e.g. department, organization site)
- Site url (https://sitename.sp.ethz.ch)
- Authentication method (ETH users only, or ETH and external users using SWITCH AAI and Switch Edu-ID, optionally anonymous access)
- Primary and secondary site collection administrator
- Size (S, M, L)
- Cost Center and Budget Manager (for sites bigger than 2 GB)
- Language: English, German, French, or Italian
- Site template (Team site or Community site)

After the request is submitted, a new site is created automatically, and the requestor receives a confirmation email. If the site creation fails for any reason, the requestor also receives an information email and a support ticket is created automatically.

For the sites bigger than 2 GB, an approval of the Budget Manager is required. In order to avoid delays in the site creation process, a 2 GB site (free of charge) will be initially created. After the approval, the site quota will be raised without causing service interruption.

6.2. Support and Assistance Hours

All support requests and orders are managed through the central Service Desk. Requests are received and forwarded immediately to the right team or, if needed, escalated. The communication traffic is monitored and reviewed for compliance with ETH internal quality
The customer may use the Service Desk to:

- ask specific questions regarding creation of a list, a view or a wiki, or
- open an incident ticket in case of service malfunction, or
- create functionality or service request.

Response time and working hours are defined in the Service Desk Information page.

6.3. Escalation

Second level support team is responsible for solving incidents and problems, escalated by the first level support.

If needed, second level support also addresses the issues with third level support (e.g. Microsoft Support).

6.4. Documentation

IT Services offer access to a SharePoint site aggregating the following information:

- publicly available trainings and resources (e-learning, e-books),
- custom extensions deployed to SharePoint,
- How to’s authored by IT Services (blog).

The site is only available to the users with a valid ETH account.

6.5. Accessibility

To access the service, a user needs to use one of the supported browsers, such as Internet Explorer, Google Chrome, Mozilla Firefox, and Apple Safari. Certain web browsers could cause certain SharePoint functionality to be downgraded, limited, or available only through alternative steps. For information about supported browsers, please refer to the Plan browser support in SharePoint 2016 article.

Files stored in SharePoint, can be synchronized to user’s local computer, to allow access from File Explorer, offline editing and automatic synchronization. For details about the OneDrive for Business synch app, and supported platforms, please refer to Sync SharePoint files with the OneDrive for Business sync client (Groove.exe), Restrictions and limitations when you sync SharePoint libraries to your computer through OneDrive for Business, and Download OneDrive articles. In case your computer configuration does not allow you installing applications, please open a ticket with Service Desk, requesting installation of the OneDrive for Business sync app.

6.6. Supplier’s responsibility

The supplier is responsible for the implementation, on-going maintenance and continuous improvement of the SharePoint environment. This includes data storage, database administration, platform services, support, software development, and security.
6.7. Customer's responsibility

6.7.1. Training

In order for the Customer to benefit from the service, the following requirements need to be met:

- The customer provides qualified users for creating content in SharePoint. Service Desk does not educate users, nor is it responsible for creating, or managing content.
- It is strongly recommended that site collection owners and content editors take part in a SharePoint training.
- The service provider cannot be made accountable for non-fulfilment of the service level targets caused by the failure of the customer to meet one or more of these requirements.

For a list of available SharePoint courses, see the External IT courses web site. ETH members benefit from additional 17% discount on Digicomp courses. Overview of all SharePoint courses offered by Digicomp is available here.

6.7.2. Content ownership

The Customer has full ownership and responsibility for his data (files, documents, and information) and 5.3 Content Governance and therefore must adhere to all applicable local and national laws, and to the internal ETH policies: see 7.3 BOT (Acceptable Use Policy for Telematics Resources) for details.

6.8. Lifecycle management

The supplier reserves the right to maintain the infrastructure, which includes but is not limited to the installation of updates and upgrades as well as installation, configuration or decommissioning of features.

The Service Provider informs about any downtimes resulting from the aforementioned changes, using Sympa mailing system (id-sharepoint-info group).

6.9. Communication

All planned and unplanned interruptions are communicated to users using a Sympa mailing list (id-sharepoint-info group).

SharePoint Team authors a Newsletter in order to communicate planned or implemented functionality changes, training materials or other information significant for SharePoint users. All ETH members may sign up, or opt out from receiving the newsletter.

7. General Guidelines

7.1. Disclaimer

IT Services cannot be held responsible for damage caused directly or indirectly by the operation or failure of a service or a managed computer.
7.2. Conditions of Use

In case of suspicious activities, especially in cases of suspected hacker activities (passive and active), or violation of responsibilities listed in 6.7.2 Content ownership, IT Services reserve the right to review and block the user-created content, block or delete the SharePoint Site, and to terminate user’s access to services, at any time and without notice. The above steps are performed in order to ensure the safety of the ETH network and the reputation of the ETH Zurich.

7.3. BOT (Acceptable Use Policy for Telematics Resources)

For BOT and other legal documents for IT users at ETH Zurich, please see Legal Documents section in Documents and publications article.
8. Appendix A

8.1. First level support via Service Desk.
Service Desk is the entry point for all SharePoint related incidents, service requests and questions. The customer gets help for simple questions e.g. creating a list, a view or a wiki, may open an incident ticket if something does not work or can request additional functionality or services.
Response time and working hours are defined in the Service Desk Information page; see Service Desk description at ID Service Desk.

8.2. Second level support
Second level support is a team of system engineers solving incidents and problems, which the first level support is not able to solve due to insufficient expertise or access rights. Second level support is always an escalation of the first level support. It also has a connection to third level support (e.g., Microsoft).

8.3. Creating content (at extra charge)
Typically, content creation is a responsibility of the users and power users. In special cases and depending on resource availability it is possible to request support in authoring and editing content from the IT Services.

8.4. Teaching and coaching users (at extra charge)
For a list of available SharePoint courses, see the External IT courses web site. ETH members benefit from additional 17% discount on Digicomp courses. Overview of all SharePoint courses offered by Digicomp is available here.

In special cases and depending on resource availability it is possible to request a coaching session for a single user from the IT Services.

8.5. Consulting (at extra charge)
How can specific business cases be supported by SharePoint? How to design SharePoint governance? SharePoint specialists of the IT Services help aligning customer requirements with SharePoint features and deliver custom solutions.

8.6. Customizing (at extra charge)
SharePoint offers a broad choice of Out of the Box capabilities. It can be customized in order to meet specific business needs; custom design may be applied for corporate branding, or to improve usability.
Typical customization tasks include implementation of custom Look & Feel (Master Pages and Themes), implementation of no-code solutions (e.g. SharePoint Designer workflows), activation of site collection or web application features, creating and deploying custom content types.

8.7. Development (at extra charge)
If required functionality is not provided “out of the box” and customizing cannot provide expected results, custom development of SharePoint solution is another alternative.
9. Appendix B

9.1. Site Collections and sub-sites

**Site Collection**: A site collection consists of one top-level site and all sites below it, all of which have the same owner and share administration settings. Site collection owners can define the name of their site collection using the https://sitename.sp.ethz.ch naming convention.

**Subsite**: A complete Web site stored within a Site Collection. Each subsite can have administration, authoring, and browsing permissions that are independent from the top-level Web site and other subsites. A subsite can also have subsites of its own. Because every site below the top-level site is actually a subsite, each subsite is generally called simply a site.

Site owners may control the look and feel, configuration and the permission to the content.

<table>
<thead>
<tr>
<th>Site Collection</th>
<th>Subsite</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>URL</strong></td>
<td></td>
</tr>
<tr>
<td><a href="https://sitename.sp.ethz.ch">https://sitename.sp.ethz.ch</a></td>
<td><a href="https://sitename.sp.ethz.ch/subsitename">https://sitename.sp.ethz.ch/subsitename</a> or <a href="https://sitename.sp.ethz.ch/subsitename/subsite">https://sitename.sp.ethz.ch/subsitename/subsite</a></td>
</tr>
<tr>
<td><strong>Authentication</strong></td>
<td>The authentication model is always defined for the whole Site Collection. Site Owner can enable anonymous access on the subsite level, even if it is not enabled for a top-level site.</td>
</tr>
<tr>
<td>Per request. When requesting a new SharePoint Site Collection, you can choose between access for:</td>
<td></td>
</tr>
<tr>
<td>- ETH employees only, or</td>
<td></td>
</tr>
<tr>
<td>- ETH employees and external users. Site Owners can also enable anonymous access</td>
<td></td>
</tr>
<tr>
<td><strong>ETH employees</strong>: for users with an AD account in ETH domain (typically should be always allowed)</td>
<td></td>
</tr>
<tr>
<td><strong>ETH employees and external users</strong>: ETH employees and users logging in with SWITCH, or Switch Edu-ID</td>
<td></td>
</tr>
<tr>
<td><strong>Anonymous access</strong>: It must be activated by Site Owners on the site, list or library, or file level.</td>
<td></td>
</tr>
</tbody>
</table>
| Configuration | Site Collection Administrators have full rights to configure site collection, e.g.  
- Enabling/disabling site collection features (i.e. ETH Corporate Design Master Page, Breadcrumbs, Workflow, Document Sets, etc.)  
- Enabling additional capabilities, e.g. Audit Log reports for security settings changes  
- Defining site and content retention policies, search engine optimization settings  
- Configuring records management  
- Access to a 2nd level recycle bin (items deleted by users)  
- Access to storage metrics and search reports | Site Collection settings are unavailable for Site Owners, and the configuration of the Site Collection (features, policy definitions) will be applied to the sub-sites. Site Owner may configure:  
- Language  
- Navigation  
- Security  
- Layouts  
- Themes  
- Regional settings  
- Content types  
- Search |
10. Appendix C

ETH offers a variety of choices for storage of work related documents. This chapter addresses available options, explaining the differences between specific offerings.

10.1. My Site and OneDrive for Business

My Site is a personal SharePoint site, accessible to all authenticated users in ETH. My Site is created automatically for each user accessing https://mysite.sp.ethz.ch/ address for the first time.

It provides users with a central location to manage and store documents or other content such as links or contacts. It also allows them to design and share profile information, post on a Newsfeed, or write a Blog.

10.1.1. OneDrive for Business

OneDrive for Business is the user’s personal file storage (Documents library in user’s My Site) dedicated for business use. All files that you store in OneDrive for Business are private unless you decide to share them. For more information about OneDrive for Business, please refer to What is OneDrive for Business? article.

10.1.2. Newsfeed

Newsfeed is the user’s social hub presenting updates from the people, documents, sites, and tags that the user is following. Newsfeed is the default page that displays when a user accesses his or her My Site.

This page displays the feed of recent activities related to a user’s specified colleagues and interests. Users can customize their newsfeeds by adding or removing colleagues, they are interested in, specifying interests, and configuring the kind of activities they want to follow, such as when a colleague tags a shared interest.

When posting on Newsfeed, users can mention a @person, or a #tag. Please see the Post to the newsfeed for details.

10.1.3. About me

The About me is the default page that displays when a user accesses another user’s My Site. This page displays the user’s profile data, such as the user’s picture, title, group and telephone number. By clicking edit your profile link, a user can change or update their display photo and information.

10.1.4. Blog

Blog is a page that the user can use to publish a blog. By default, the Blog page displays a left navigation pane with links to the user's blog categories and archives (they can be edited). The
user can also customize the Blog page by editing the page, or changing the look of the page.

10.1.1. Tasks

Displays tasks assigned to the user, aggregated from all SharePoint sites. This information is only visible to the owner of the My Site page.

10.2. OneDrive for Business sync app

The OneDrive for Business sync app allows users to synchronize OneDrive for Business library (Documents library in My Site) or other SharePoint site libraries to their local computer. Therefore, when using OneDrive for Business, and the synch app- the files are stores either within SharePoint farm (located within ETH premises) or on user’s computer. The documents are not routed or saved outside of these two locations.

For details on using the synch app, please refer to the Set up your computer to sync your OneDrive for Business files in Office 365 article. Although the article refers to Office 365, the concept is also valid for SharePoint on premise provided by IT Services.

10.3. My Site vs Polybox

The main difference between My Site and Polybox, is that My Site provides much broader capabilities, than just file storage. Apart from the functionalities listed in section 10.1 My Site and OneDrive for Business it provides users with collaboration capabilities of a SharePoint site, like co-authoring, editing documents in a browser, check-in/check-out. On the other hand, Polybox provides much higher storage space than currently provided by My Site.

<table>
<thead>
<tr>
<th>My Site with OneDrive for Business</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><a href="https://mysite.sp.ethz.ch/">https://mysite.sp.ethz.ch/</a></td>
</tr>
<tr>
<td><strong>Quota</strong></td>
</tr>
<tr>
<td>2 GB</td>
</tr>
<tr>
<td><strong>Maximum file upload size</strong></td>
</tr>
<tr>
<td>10 GB</td>
</tr>
<tr>
<td><strong>Authentication (owners)</strong></td>
</tr>
<tr>
<td>AD account (ETH members)</td>
</tr>
<tr>
<td><strong>Sharing</strong></td>
</tr>
<tr>
<td>Within ETH only (AD account required)</td>
</tr>
<tr>
<td><strong>See who the document is shared with</strong></td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td><strong>Collaboration</strong></td>
</tr>
<tr>
<td>Co-authoring, Saving/editing in browser</td>
</tr>
<tr>
<td><strong>Backup</strong></td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td><strong>Offline synchronization</strong></td>
</tr>
<tr>
<td>Yes</td>
</tr>
<tr>
<td><strong>Social capabilities</strong></td>
</tr>
<tr>
<td>Blog</td>
</tr>
<tr>
<td>Tasks aggregation</td>
</tr>
<tr>
<td>User profile</td>
</tr>
<tr>
<td>Newsfeed (mentions, tags)</td>
</tr>
</tbody>
</table>
10.4. OneDrive for Business in ETH vs OneDrive for Business at Office 365 vs OneDrive

OneDrive for Business is part of the SharePoint service provided by IT Services. Files saved to OneDrive for Business are physically stored on the servers within ETH premises. The OneDrive for Business synch app saves selected files to user’s computer. Although SharePoint sites (offered by IT Services) display “OneDrive” in the top bar- the link leads to OneDrive for Business (within user’s My Site).

As a part of Office 365 ProPlus Faculty Subscription for ETH, users receive "OneDrive for Business" that allows storing data in Microsoft's cloud. It is not a cloud service run by ETH Zurich (despite being labelled as "OneDrive @ Eidgenössische Technische Hochschule Zürich") and thus may not be used to store official ETH Zurich documents. You are however free to take advantage of "OneDrive for Business" from Office 365 for strictly and exclusively personal use.

OneDrive is free online personal storage offered with either a Microsoft account or outlook.com. It allows users to store documents and other content in the cloud. OneDrive is not related to IT Services offering in any way.

<table>
<thead>
<tr>
<th></th>
<th>OneDrive for Business in ETH (MySite)</th>
<th>OneDrive for Business at Office 365</th>
<th>OneDrive</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Request Office365 subscription through IDES</td>
<td></td>
</tr>
<tr>
<td><strong>Use</strong></td>
<td>Corporate (ETH)</td>
<td>Personal</td>
<td>Personal</td>
</tr>
<tr>
<td><strong>Account</strong></td>
<td>Your AD account</td>
<td>Randomly generated <a href="mailto:xxx@idethz.onmicrosoft.com">xxx@idethz.onmicrosoft.com</a></td>
<td>@outlook.com or @hotmail.com</td>
</tr>
<tr>
<td><strong>Physical location</strong></td>
<td>Within ETH, Zurich</td>
<td>Microsoft Cloud, Europe</td>
<td>Microsoft Cloud</td>
</tr>
</tbody>
</table>

For the visual overview of these platforms, see the illustration below: