1. Introduction – Charter

TXShop is a customizable commerce site for use by business and academic departments of the university to sell goods and services consistent with the mission of the university to individuals or to other entities. Its mission is to provide a secure, robust framework where information about an entity’s products and services can be stored, organized, and displayed; safe credit card transactions can be placed; good business practices can be enforced; and appropriateness of sales can be regulated. Full integration with the university accounting system is provided.

By-products of this initiative serve both the entities and the university. TXShop provides a simple solution for those interested in providing products or services for online sale in order to:
- draw outside constituencies to their site in order to increase awareness.
- provide a self-service option to their constituency.
- reduce staff or increase service of other areas.
- use the central credit card processor and machinery.
- appropriate supplemental income to offset decreased funding.

For the university, the by-products of value are:
- consistent Web presence for the university.
- synergy for stores organized in TXShop.
- awareness of businesses operated in units around the university.
- conformity and consistency in application of policy and procedures.
- regulatory opportunities over UBIT and other possible reporting items.

2. Semi-Annual Review Process

The Service Level Agreement will be reviewed every July for necessary and desired changes. The agreement will be renewed annually at the beginning of the university fiscal year (Sept. 1) as part of the annual assessment, but may be modified by mutual agreement when there are changes that impact the agreed upon service levels. Pricing will be set annually by the TXShop Executive Oversight Committee and reviewed with UBOC and Shop Owners by July 31 of each year.

3. Term of Agreement

The Service Level Agreement is valid for the period starting Oct. 1, 2008 and continues until termination as outlined in the agreement.

DISCONTINUATION OF SERVICE
Should the university decide that TXShop is no longer a viable or required service they may discontinue its operation. At that time, Store Owners would be notified and store operation would be required to cease in 60 days.

Store Owners may elect to permanently terminate their store in TXShop, severing their relationship with TXShop at any time. A partial refund will not be made based on this termination. The discontinuation of service is separate from the ability of the Store Owner to make a store inactive, which is a feature of the system used to close a store temporarily for change of goods, ends of conferences or other disruptions.

4. Key Service Metrics and Descriptions

4.1 Dependencies on other Services

Access to TXShop is through a standard browser (see http://www.utexas.edu/web/guidelines/browsers.html for supported platforms at the university) and access to the internet through an ISP. Access may be denied to customers if their ISPs are experiencing difficulty. These problems fall outside the responsibility and ability of the TXShop Stewards to assist.
The availability of TXShop also depends on the availability of the network and the network appliances. This part of the organization strives for 99.99 percent availability, but disruptions can occur.

4.2 Scheduled Application Unavailability

Enterprise Mainframe planned down time occurs approximately once a month for 15 minutes. This is usually done on Sunday mornings at 3 a.m. The UTDirect server cluster planned maintenance occurs less frequently, approximately once a semester.

4.3 Backup, Recovery and Retention

The Database of TXShop is backed up weekly. In addition, all changes are logged and will be restored from the last backup should the system fail. Data in TXShop is kept available online for the Shop Owners’ use. At this time there is no need and no plan for archiving of data. Shop Owners are responsible for compliance with retention rules of the university for any paper records.

4.4 Business Recovery and Continuation

In compliance with the requirement for a Business Recovery/Continuation plan ITS has established tiers of application support required should a disaster such as occur.

- Level 1 – Critical application
- Level 2 – Limited business recovery
- Level 3 – Application is not critical

TXShop is a Level 3 application – As much data recovered as physically possible (no more than one week loss) within one week of recovery beginning.

5. Quality Assurance Process

TXShop has a separate test environment. The test system software, hardware architecture, and network topology are similar to production. Changes proposed for production are first implemented on the test system.

Shop Owners are responsible for initially setting up their store in the TXShop QUAL environment. The QUAL system software, hardware architecture, and network topology are similar to production. Shop Owners are responsible for maintaining their store in the TXShop QUAL environment for testing purposes.

6. Problem Reporting and Resolution

Problems encountered by the Shop Owner should be reported to the appropriate central administrative office listed below. **See Appendix 3 for more information.**

- Accounting or billing problems should be reported to Office of Accounting Student Accounts Receivable (oa.txshop@austin.utexas.edu).
- New store set-up questions and billcode applications should be reported to txshop-info@utlists.utexas.edu.
- TXShop problems, errors, or general functionality questions should be reported to the TXShop Stewards at txshop-info@utlists.utexas.edu.
Appendix 3 – *Types of Problems Users May Encounter*

**HELP / ASSISTANCE:**
Help is available to the Shop Owners through the TXShop Stewards mail list (txshop-info@utlists.utexas.edu) 8 a.m.-5 p.m., Monday through Friday.

**ERROR IN THE SOFTWARE:**
Errors in the software should be sent to TXShop Stewards. Each problem which cannot be immediately resolved will be placed on the TXShop list of projects. Criticality will be set by the TXShop Stewards. Priority on longer term issues will be reviewed and prioritized. Criticality has six levels:

- Level 1 – Data Integrity Problems
- Level 2 – Compliance with legislation or risk avoidance
- Level 3 – Disruption of store operation with no “work around” or temporary solution
- Level 4 – Inability to serve small portion of the customer base
- Level 5 – Disruption with a “work around” or temporary solution and other problems in application
- Level 6 – Unused or new centrally supplied functionality

There is no additional charge for error repairs.

**REGULAR MAINTENANCE AND EVOLUTION OF TXSHOP:**
Requests for enhancements to TXShop for consideration in future maintenance or refurbishing efforts should be sent to the TXShop Stewards (txshop-info@utlists.utexas.edu). The requests will be maintained separately and managed as part of the ITS project selection effort each year. Interim maintenance and development projects supported by maintenance fees will be selected with the help of the TXShop Executive Oversight Committee.

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**Appendix 4 - Related UT Austin Policies, Procedures, Best Practices, and Applicable Laws**

UT Austin Minimum Security Standards for Data Stewardship

UT Austin Minimum Security Standards for Merchant Payment Card Processing

UT Austin Acceptable Use Policy (namely Rule #11):
[http://www.utexas.edu/its/policies/responsible.php#rules](http://www.utexas.edu/its/policies/responsible.php#rules)

UT Austin Records Retention Schedule