

EITS Shib Unit Service Definition

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1. Introduction

This document explains the detailed terms and how to get the best from our Shibboleth Unit service and should be read in conjunction with our Terms of Business. In the event of any inconsistency between the provisions of this document and our Terms of Business, the terms contained within this document (in respect of such inconsistency) shall prevail. This is a living document and is subject to updates and changes as and when required by us.

The Shibboleth IdP Unit service is built using our unique technique to serve the application.

Unit defines the service provided to you by EssingtonITS which includes wrap around services such as deployment, support and enhancements.

GLServer Units are specifically designed to run and operate within a GLServer infrastructure only.

Also see service definition documents

- Support
- Service Availability

2. Overall Service Scope

We will:

- Provide access to and permit use of a single Shibboleth IdP (Identity Server) unit deployed to the Essington GLServer / GLServer infrastructure.
- Manage the application so that it is up to date through Updates (minor versions) and Upgrades (major versions).
- Take commercially reasonable steps to ensure continuous access and functioning of the application without unscheduled service outages.
- Provide the metadata for uploading to the UK federation and assist in or modification of entity registration.
- Notify upstream Core developers of issues found within the application.
- Functionality support for current site administrators.
- Ensure the service works with the UK federation and its associated services. We are not responsible for any services provided by them or any 3rd parties.
- Modify attribute release for UK federation resources when requested.

We will not:

- Provide modifications required to enable Direct SP connection for non-UK federation services these changes are outside the scope of the provided services and may be chargeable.
- We cannot take responsibility for any communication between the client and the UK federation, nor can we act on behalf of the client in this respect due to the policies in place within the UK federation.

2.1 Other Software

We are a provider of Services in relation to the Shibboleth software and we cannot be responsible (or accept any liability) for any issues which arise from or involve any other software or its interaction with Shibboleth software, or any of the constituent parts that make the application work.

3. Definitions

Shibboleth IdP Unit	Service provided by EssingtonITS using core code from the official Shibboleth repository, packaged to run and operate within the GLServer infrastructure.
Update	Application version update

4. Application Services

The detailed terms in this document apply where the service name in our sales invoice is listed below.

- GLServer – Shibboleth Unit Silver
- GLServer – Shibboleth Unit Platinum

4.1 Application Versions

For New sites, inward migrations, Upgrades and Updates:

We will provide the Services for:

- The current Core version if it has reached its first minor release (emergency releases excepted);
- Upgrades for Major releases as necessary.

4.2 Ongoing Version Support

We provide the Services for Shibboleth which includes supporting software to make the application operate where available through normal software channels.

4.3 Updates

- Full version updates are scheduled after the first minor release of the latest version subject to site review.
- Minor version updates will be automatically completed at each minor release.
- Security release updates will be reviewed and automatically completed on release.

4.3.1 Automated Minor Updates

It is at our discretion to postpone or delay automated updates/upgrades.

4.3.2 Major Updates

Upon request we will work with your local teams to assess and perform major application upgrades. Please note that requests must be made via our support services within the scope of the purchased service.

5. Notice to Terminate

If you wish to cease receipt of the Service, you must notify us in writing at least 30 days prior to the end of the term. Failure to do so will result in automatic renewal of the Service for an additional term.

5.1. Data Retention on termination

On termination for any reason, we will;

- Cease application support services.
- Cease deployment for updates / upgrades.

6. Increasing the Package

You may increase the package at any time. Changes to the service will be documented and agreed in writing between us.

6.1 Decreasing the Package

You may decrease the package at renewal. Changes to the service will be documented and agreed in writing between us.

7. Packages

GLServer – Shibboleth Unit Silver	• Next Business Day Maintenance and Support Managed Service Includes • Certificate(s) install / update • security upgrades as required including supporting software. • 1 Annual Upgrade per year. • Attribute release modifications when requested from UK federation member SP's
GLServer – LMS Unit Platinum	• Next Business Day Maintenance and Support Managed Service Includes • Certificate install / update • Security upgrades as required including supporting software • Four upgrades per year • Attribute release modifications when requested from UK federation member SP's

8. Initial Setup

You will be required to provide a few key elements to commence initial configuration depending on the package selected, including but not limited to;

- Entra/Azure/LDAPS details
- Account details for your administrator
- Fully qualified domain name
- DNS resolution (Internal or/and External)
- Site Certificate(s) including those for encrypting LDAPS functions.
- IP numbers internally and externally.
- Firewall settings as directed between the IdP and the LDAP/Azure/Entra source.

Your service installation / support request may experience delay should the required information not be available when required.

9. Branding

Shibboleth has limited scope for branding, but we agree to apply application branding within the scope of the purchased service.

10. Acceptable use policy

This acceptable use policy sets out the terms between you and us under which you may use our services.

By using our services Service, you accept and agree to abide by this acceptable use policy.

10.1 Prohibited Uses

You may use this unit only for lawful purposes. You may not use the unit for :

- In any way that breaches any applicable local, national or international law or regulation.
- In any way that is unlawful or fraudulent or has any unlawful or fraudulent purpose or effect.
- For the purpose of harming or attempting to harm minors in any way.
- To send, knowingly receive, upload, download, use or re-use any material which does not comply with our content standards (see below)
- To transmit, or procure the sending of, any unsolicited or unauthorized advertising or promotional material or any other form of similar solicitation (spam).
- To knowingly transmit any data, send or upload any material that contains viruses, Trojan horses, worms, time-bombs, keystroke loggers, spyware, adware or any other harmful programs or similar computer code designed to adversely affect the operation of any computer software or hardware.

You also agree:

- Not to reproduce, duplicate, copy or re-sell any part of our service
- Not to access without authority, interfere with, damage or disrupt:
 - any part of our unit;
 - any software used in the provision of our unit; or
 - any equipment, network or software owned or used by any third party.
 - To ensure that all usernames and passwords issued to you are kept safe and confidential. We are not responsible for any consequences of your username or password being compromised and we reserve the right to make a charge if we are required to re-set your password or any other security setting more than once in any six-month period.
- Accept all version Updates.

There are potential implications for which you agree we will not be liable, including (but not limited to): degraded security or performance of the application, data corruption, change or loss of functionality, inability to update or upgrade the application.

Learn more about us at
www.EssingtonITS.co.uk