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## A Service-Based SLA Model

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The RACF provides computing support to a broad spectrum of programs at Brookhaven. The growth of the facility, the varying needs of the scientific programs and the necessity for distributed computing requires the RACF to change from a system to a service-based SLA with our end users. This presentation describes the adjustments made by the RACF to transition to a service-based SLA, including changes to its monitoring, alarm notification and problem resolution policies at the facility.

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