

IDAHO

CONSOLIDATED SERVICES

Service Agreement

For

[Customer]

By

Department of Administration

Effective Date: [Effective Date]

Document Owner:	[Document Owner]
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Version

Version	Date	Revision / Description	Author
[Version]	[Date]	[Revision / Description]	[Author]

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	[Title and/or Affiliation]	Approval Date
[Approver]	[Title and/or Affiliation]	[Approval Date]

Subsequent Agreement Ref.:	[Subsequent Agreement(s) Reference]
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Table of Contents

1.0 Agreement Overview..... 3
2.0 Purpose..... 3
3.0 Goals & Objectives 3
4.0 Stakeholders 3
5.0 Periodic Review 3
6.0 Idaho Consolidated Services System Oversight 4
7.0 Roles & Responsibilities..... 4
 7.1. Customer Responsibilities 4
 7.2. Department of Administration Responsibilities 5
8.0 Service Desk..... 5
 8.1. Service Support Levels..... 5
 8.2. Status Board 6
9.0 Operations Management 6
 9.1. Change Management 6
 9.2. Release Management..... 6
 9.3. Incident Management 6
 9.4. Problem Management 7
 9.5. Configuration Management 7
 9.6. Policies and Procedures 7
10.0 Service Availability 7
11.0 Active Directory and Domain Administration 8
12.0 Maintenance 8
13.0 Disaster Recovery..... 8
14.0 Security 8
15.0 Hardware/Software Procurement 8
16.0 Network 9
17.0 Archiving 9
18.0 Restores and Backup..... 9
 18.1 Individual Message and Mailbox Recovery..... 9
19.0 Licensing..... 9
20.0 Performance Metrics 9
21.0 Financial/Cost..... 10

Attachments

Attachment A – Performance Metrics 11
Attachment B – Contact Information 12

1. Agreement Overview

This document represents a Service Agreement (SA) between the Department of Administration (ADM) and [Customer] for the provisioning of information technology services required to support and sustain the State of Idaho Consolidated Services (ICS) System.

This agreement remains valid until superseded by a revised agreement mutually endorsed by the stakeholders. Changes are recorded in the amendments section of this agreement and are effective upon mutual endorsement by the primary stakeholders.

This agreement outlines the parameters of all messaging services covered as they are mutually understood by the primary stakeholders.

2. Purpose

The **purpose** of this SA is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery between the [Customer] by the ADM.

3. Goals & Objectives

The **goal** of this SA is to obtain mutual agreement for service provision between the [Customer] and the ADM.

The **objectives** of this SA are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities
- Present a clear, concise and measurable description of service provision to the customer
- Match perceptions of expected service provision with actual service support and delivery

4. Stakeholders

The following Service Provider(s) and Customer(s) will be used as the basis of the agreement and represent the **primary stakeholders** associated with this SA:

ICS System Service Provider: The Department of Administration, Office of the Chief Information Officer (Referred to as “ADM” from this point forward)

ICS System Customer(s): [Customer] (Referred to as “Customer” from this point forward)

5. Periodic Review

This SA is valid from the **Effective Date** outlined herein. The SA will be reviewed at a minimum of once per fiscal year; however, in lieu of a review during any period specified, the current SA will remain in effect.

The **Designated Review Owner** (“Document Owner”) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual

agreement is obtained from the primary stakeholders and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

Designated Review Owner: Enterprise Services Oversight Committee

Review Period: Annually

Previous Review Date: [Last or Previous Review Date]

Next Review Date: [Next Review Date]

This SA will be posted to the following location and will be made accessible to all stakeholders:

Document Location:

http://cio.idaho.gov/products_and_services/consolidated_messaging_project.htm

6. Idaho Consolidated Services System Oversight

The ICS System will be provided oversight from an Enterprise Services Oversight Committee consisting of representatives from multiple state agencies. Members of the committee will be appointed by the Information Technology Resource Management Council (ITRMC) and will oversee the development and operation of high quality, reliable statewide enterprise information technology services provided by the Department of Administration. Responsibilities will include:

- Annual review of Service Agreement
- Provide a mechanism for neutrality for problem resolution
- Develop and recommend policies for all enterprise services to be approved by ITRMC
 - Oversee implementation of approved policies
- Develop and monitor quality and customer service metrics for all enterprise services provided by the ADM
 - Strive for the highest levels of quality, reliability and customer service as available resources allow
 - Recommend process changes based on monitoring of metrics to achieve performance improvement
- Strategic planning for enterprise services
- Develop and recommend rates for services to be approved by ITRMC
- Hear and decide disputes or appeals between agencies and the ADM
- Recommend budgets and staffing for enterprise services and review proposed budgets
- Communication and periodic reporting to stakeholders on performance and status of services
- Reporting to ITRMC as required

7.0 Roles and Responsibilities

7.1 Customer Responsibilities

Customer responsibilities and/or requirements in support of this SA include:

- Level 1 Service Support for the local environment to include, but not limited to, desktop, PDA/mobile device, network and server environments as applicable. Level 1 support covers

desktop applications and hardware, department specific software and management of user accounts

- Anti-Spam Administration – customer is expected to review their quarantined messages to determine delivery
- Advanced scheduling of all service related requests and other special services with the ADM
- Review all service related reports distributed by the ADM
- Comply with statewide policies and procedures related to the ICS System

7.2 The Department of Administration Responsibilities

The Department of Administration responsibilities and/or requirements in support of this SA include:

- Manage and monitor the day-to-day operations
- Comply with statewide policies and procedures related to the ICS System
- Advanced scheduling of all known service related requests and other special services with the customer
- Manage all personnel administration in regards to determining the number of resources and staffing necessary to manage and maintain the ICS System
- Provide Level 2 and 3 Service Support
- Monitor system performance to ensure efficient and effective operations. Review findings and reports with the Enterprise Services Oversight Committee on a monthly basis
- Identify process improvement methods and implement them accordingly
- Develop and maintain effective communication tools for customers to provide feedback and stay current on system operations
- Provide customers with escalation contact information
- Make available high-level management reports to Agency Directors and the Enterprise Services Oversight Committee detailing issues and trends related to the system. These reports will include:
 - Accomplishments by quarter (projects started, projects completed, milestones achieved)
 - Value adds from supplier (e.g. improved efficiencies, quality improvements)
 - Key Performance Indicators

8.0 Service Desk

Customers will be responsible for submitting service or change requests through the ADM Service Desk. This process is further detailed below.

8.1 Service Support Levels

Level 1 Service Support is the responsibility of the customer. Level 1 Service will be included for those customers whose IT support is provided by the ADM. Level 2 and 3 Service support will be provided by the ADM.

Level 1 Service: Level 1 Service Support for the local environment includes, but is not limited to, desktop, PDA/mobile device, network, and server environments as applicable.

Level 1 support covers desktop applications and hardware, department specific software and management of user accounts.

Level 2 Service: Provides more complex support and/or subject matter expertise on application software and/or hardware and is usually an escalation of the call from Level 1.

Level 3 Service: Provides support on complex hardware and network operating system software and usually involves certified systems engineers.

8.2 Status Board

The Status Board is a repository of information regarding unavailable systems hosted on the OCIO website. Status events are created when there is any service impact to the customer. The initial status event is created by System Engineers within 30 minutes of notification of the incident and is updated as required by the status board process documentation. Status events are created in addition to Incident Reports and System Change Notifications.

9.0 Operations Management

The operational plan for the ICS System has been developed based on Information Technology Infrastructure Library (ITIL) standards. Details regarding the operations and management of the ICS System can be found in the operation and policies manual on the OCIO website and include the following:

9.1 Change Management

Definition: Change management refers to any event that alters the existing state of a Customer's production IT services, including software, hardware, networks and facilities.

9.2 Release Management

Definition: Release management ensures that all the technical and non-technical aspects of a change or related groups of changes are coordinated and facilitated in a standard manner.

9.3 Incident Management

Definition: The process of managing unexpected operational events with the objective of returning service to customers as rapidly as possible.

For procedures in submitting an incident service request refer to the ICS Operations and Policies manual. If an incident is not responded to within the specified period of time the following escalation procedures are available:

During Normal Business Hours

1. If the initial service request is not responded to within 30 minutes, contact the service desk at 332-1503.

2. If the second request is not responded to within 30 minutes contact the OCIO Service Desk Supervisor. Contact information is listed in Appendix B.
3. If the OCIO Service Supervisor does not respond within 60 minutes, contact the [OCIO Enterprise Support Manager](#). Contact information is listed in Appendix B.

After Normal Business Hours

1. If the initial service request call is not responded to within 60 minutes, call the after-hours service desk again at 332-1501 and leave a second message.
2. If the second request is not responded to within 30 minutes contact the OCIO Service Desk Supervisor. Contact information is listed in Appendix B.
3. If the Service Desk Manager does not respond within 60 minutes, contact the [OCIO Enterprise Support Manager](#). Contact information is listed in Appendix B.

9.4 Problem Management

Definition: Problem Management identifies the root cause of a single significant, multiple or reoccurring incident(s) to prevent further incident activity.

9.5 Configuration Management

Definition: Identifies records and validates critical computing components and their relationships with other configured items, maintaining a virtual representation of the IT infrastructure.

The ADM will maintain, as part of Standard Operating Procedures, Configuration Management documentation. This information will include at a minimum:

- Architecture, Design and Functional Specifications
- Schemas and Topology
- Detailed overviews of both the Production and Test Environments
- Any and all changes to both the Production and Test Environments
- All Change Orders and Engineering Documentation to any subsequent changes
- Problem Management History and Data
- Service Support Process Flows
- Service Desk Toolset Specifications

9.6 Policies and Procedures

Definition: Policies for operation and the procedures necessary to fulfill the policies for the ICS System

Policies and Procedures for the ICS System are available upon request from the ADM.

10.0 Service Availability

The Consolidated Services System is available 7 days a week, 24 hours a day and 99.9 percent of the time.

Periodically a scheduled maintenance may occur, which may cause the system to be unavailable (See section 12.0 for further information on scheduled maintenance).

The ADM will have technicians on-site and available from 7:00 am to 5:00 pm (Mountain Time) on regular state work days and on-call after hours, weekends and holidays. After hours calls will be answered within 60 minutes. *After hours support can be accessed only by customer's IT staff that have been authorized to contact the ADM Service Desk.*

It is expected that 98 percent of all messages will be delivered within less than 2 minutes barring any unforeseen circumstances outside the ADM control.

11.0 Active Directory and Domain Administration

The Active Directory (AD) design is a single Forest with one Domain and Customer Organizational Units (OU) within the Domain. Root Forest and Domain Level Administration is the responsibility of the ADM System Engineers. OU Administration will be the responsibility of the customer unless the customer chooses to delegate administration of their OU to the ADM. All Domain Controller (DC) implementation and administration will be the responsibility of the ADM System Engineers.

12.0 Maintenance

Regularly scheduled downtimes will be utilized for maintaining the environment. ***The ADM's standard maintenance window is each Thursday evening from 7:00 pm through 10:00 pm.*** All scheduled maintenance will be completed during this window. Customers should assume this window will be utilized and not plan any Active Directory or messaging related critical activities during that timeframe. Notification of scheduled maintenance outside of this timeframe will be sent to customers by e-mail at least 24-hours prior to the scheduled downtime.

Emergency system maintenance has the potential of happening at any time. The ADM system engineers will make every attempt to utilize the scheduled window. However if there is a critical threat that has a major impact, as much advanced warning as possible will be provided and the maintenance will be completed regardless of the time.

All upgrades completed for the current operating environment will be under the auspices of the ADM. System upgrades will be fully tested in a testing environment prior to applying the upgrade to the production system.

13.0 Disaster Recovery

In the case of a major system loss, the Disaster Recovery Process (DRP) will be invoked. Non-critical business functions will be restored within 5 business days from the point of outage. Critical business functions will be restored within 72 hours from the point of outage.

Full Business Continuity will not be available until funding is appropriated.

14.0 Security

Security policies for the ICS System are available upon request from the ADM.

15.0 Hardware/Software Procurement

The ADM will be responsible for the management of hardware and software for the ICS System environment. Hardware will be leased with a three year life cycle.

16.0 Network

Network connectivity to the ICS System from the customer's office location is the responsibility of the customer (*last mile*). The ADM is responsible for maintaining the state's core network infrastructure.

17.0 Archiving

ICS will not provide archiving. It is recommended that the customer establish and enforce policies for archiving.

18.0 Restores and Backup

The ICS system shall have a nightly backup of all data files and databases. Backup media will be sent offsite for secure storage by the ADM. In the event of a system failure (i.e. a server goes down) the mean time to recover will be no more than 4 hours from the time the backup media is retrieved.

18.1 Individual Message and Mailbox Recovery

Individual users can restore deleted items and mailboxes for 14 days. **The ADM will not recover individual messages or mailboxes for the customer.**

19.0 Licensing

Exchange Client Access Licensing and the Exchange Enterprise Client Licensing (CAL- needed for Unified Messaging) both with Software Assurance (SA) will be provided and included in the monthly mailbox fee. For those customers participating in the Microsoft Enterprise Agreement (EA) consideration will be given to the Exchange CALs that are included in the CORE CAL and the mailbox costs adjusted accordingly. Licensing for the Outlook client will be the responsibility of the customer.

Customers are responsible for maintaining any licenses related to mobile devices.

20.0 Performance Metrics

Key Performance Indicators will be used to ascertain the performance of the ICS System. These metrics will be reviewed by the Enterprise Services Oversight Committee on a monthly basis. The metrics will be available to customers at http://cio.idaho.gov/products_and_services/consolidated_messaging_project.htm after the tenth of the following month. (See Attachment A for the performance metrics by which the ICS System will be measured).

21.0 Financial/Cost

Customer's costs are based on the costs to maintain and upgrade the ICS System as established by the ADM and approved by the Enterprise Services Oversight Committee. Customers will be billed a "per mailbox" fee based on the size of the user's mailbox. A monthly detailed statement will be sent to each customer unless otherwise requested by the customer.

There will be an additional cost to the monthly mailbox fee for the use of Blackberry Mobile Devices. The Enterprise Services Oversight Committee will monitor the costs associated with the Blackberry through FY10 to determine a fair charge back to customers. ***This charge will begin in FY11.***

Attachment A: Performance Metrics

Systems Configuration Manager plus additional tools that utilize SNMP will be installed and configured to provide these metrics.

The ADM will respond to service tickets during normal business hours within 30 minutes. After hours, weekends and holidays tickets will be managed through a pager system and answered within 60 minutes. "Responding" to a ticket is defined as acknowledging that the ticket has been received.

The expectation is that 80% of user issues will have been resolved at the customer's Level 1 Service Desk.

A.1 Service Availability Performance Metrics

- Total Scheduled Downtime Percentage
- Total Unscheduled Downtime Percentage (to include what and who was impacted)

A.2 Support Response Performance Metrics

So as not to impose unwanted reports upon state agencies these metric reports will not be automatically sent unless the agency opts in to receive the service.

Standard metrics available on a regular basis

- Number of Incidents by Category by Agency
- Number of Incidents by Level by Agency

Metrics for Managing Workload, Identifying Potential Problems or Changes

- Total Number of Incidents per Agency by:
 - Number of Incidents per Agency by Priority
 - Number of Incidents per Agency by Category

Metrics to Manage Timely Response

- Survey of First Contact Response time after Normal Business Hours for phone requests
- Number of and Percentage of Incidents resolved during First Contact.

Metrics for identifying areas of need

- Number of incidents reopened

Metrics for Customer Satisfaction

- Responses to Survey

Attachment B: Contact Information

Department of Administration

Name	Title	E-mail	Office Phone	Cell Phone	Home Phone
ADM	Service Desk	servicedesk@cio.idaho.gov	332-1503 during normal Bus. Hours 332-1501 after hours (leave message)		
Bill Farnsworth	Service Desk Supervisor	bill.farnsworth@cio.idaho.gov	332-1878	863-9039	376-6284
Michael Guryan	OCIO Enterprise Support Manager	michael.guryan@cio.idaho.gov	332-1877	863-2846	

OCIO Website: <http://cio.idaho.gov/>

Fill in Agency Name Above

Please list all staff that should be included in e-mail notifications from ADM

Name	Title	E-mail	Phone