SERVICE LEVEL AGREEMENT

SLA #

BETWEEN

CITY OF COLUMBUS,

DEPARTMENT OF TECHNOLOGY

And

CITY OF COLUMBUS

DEPARTMENT OF XXXXXXXXXX

Xxxx Xxxxxxx, Director Department of Xxxxxxxx	Jesse R. Jones, Director Department of Technology

Current Date

TABLE OF CONTENTS

	Section	Page
1.	Service Level Agreement	3
2.	Applicable Documents, Terms and Conditions	3
3.	Execution	3
	Appendices	Page
A.	Services to be Provided	4
B.	Points of Contact	12
C.	Additional Customer Project Listing (if required)	13

DEPARTMENT OF TECHNOLOGY
SERVICE LEVEL AGREEMENT

1. Service Level Agreement. This service level agreement is between the Department of Technology, (the Provider), and the Department of Xxxxxx, (the Customer).

   a. This service level agreement is effective as of the date of the signatures below. The Customer and Provider shall review at least semi-annually to determine if any modifications or amendments are needed to reflect the Customer's support requirements and Provider's services provided.

   b. The purpose of this service level agreement is to document the services that the Provider shall furnish the Customer. The Provider shall deliver the services set forth in this document. The Customer shall pay for the services covered by this Agreement in accordance with billing and payment terms incorporated in the referenced Basic Agreement.

   c. Both parties understand that the Provider retains sole discretion regarding the operation and allocation of the aggregate Information Processing capacity at its disposal, including the capacity covered by this Agreement. The Provider agrees to allocate sufficient capacity to meet the processing requirements of the Customer.

2. Applicable Documents, Terms and Conditions. The Basic Agreement (BA) will contain the policy, procedures, terms, and conditions related to implementation, execution, and administration of this service level agreement, as well other aspects of the relationship between the Provider and the Customer.

3. Execution. Signature below reflects understanding of the requirements of this Agreement by the indicated parties.

   a. For the Provider: Department of Technology

      By: _____
      Title: _____
      Date: _____

   b. For the Customer: Department of Xxxxxx

      By: _____
      Title: _____
      Date: _____

Appendix A
Services to be Provided

1. Services. The Provider (Department of Technology) shall deliver the services listed below to the Customer (Department of Xxxxxx) under the terms and provisions of this service level agreement. These services are categorized as follows:

   a. Mid-tier Processing
   b. Support Services
   c. Telecommunications Support
   d. Web support
   e. Business Process Support
   f. Enterprise Application Support
   g. Other Full Cost Recovery Services

2. Processing Services. The "Information Technology (IT) Evolution" initiative has re-aligned the City's IT resources. Most of those resources have been re-assigned to the Provider (i.e. the Department of Technology). During the initial phases of this initiative, the Provider will provide the same level of service that was experienced by the Customer (i.e. the Department of Xxxxxx) prior to January 22, 2001. It is also agreed that this level of service will apply only to those IT systems that were fully operational and in use by the Customer on January 22, 2001.

   The Provider shall deliver the information processing services listed in the paragraphs below. These services include: operating and maintaining the processing site, computer hardware, communications hardware, the operating system(s), utility and communications software for each environment, operational and executive software support, routine scheduling, monitoring applications for abnormal endings and notification of designated customer software support personnel, data back-ups, data archiving, tape handling, output product generation, support of telecommuting while at home or on travel, and support problem resolution. Communications costs are included in standard fee-for-service rates, but dedicated lines and circuits to customer sites will be paid by DoT. Other services, such as procurement, installation and upgrades to network/application servers are also not included in the fee-for-service rates and must be separately listed and priced as non-standard services.

3. Standard Environment Processing Services. The Provider shall furnish and allow access to the processing environments listed below:

   a. Mid-tier processing.

      (1) Applications to be processed:

         Geographic Information Systems (GIS) to include:

            LIST OF GIS APPLICATIONS

         Other Departmental Unique Applications

      (2) Hours of Availability.

Interactive:	Monday-Friday*	07:00-17:00*
	Saturday, Sunday, & Holidays	Not Applicable

* Xxx Xxxxxx Application will be a web-based 24 x 7x 365 system WITH the exception of the scheduled maintenance periods (see below)

Batch: Not applicable

Maintenance: Monthly, 3rd Weekend of every month

(3) Standard Processing/Service Requirements. All of the systems/applications listed in paragraph (1) above are required to be operational 98% of the total time listed in paragraph (2) above. The Department of Technology will provide a method for the Department of Xxxxxx to monitor operational percentages.

(4) Processing of data will be limited to the functionality/processing that was being conducted at the time of assimilation into the Department of Technology. Enhancements/modifications to the aforementioned systems will be discussed and negotiated between the Customer Account Representative (CAR) and the requester with final approval jointly delivered from the Directors of the respective Departments.

(5) Non-standard Processing/Service Requirements. Not applicable.

(6) Requests for exceptions to normal processing schedules or requirements must be made through the Customer Account Representative (or his designated representative) not later than 48 hours (two business days) in advance of the requirement. Late requests may be honored by the Provider on a case-by-case basis.

(7) Service Level Objectives.

(a) Standard Service Level Objectives are identified in the Basic Agreement.

(b) Higher Service Level Objectives. The Standard Service Level Objectives (identified in the Basic Agreement) are covered by the fee-for-service rate. Higher service level objectives if mutually agreed to by the Provider and the Customer; will be provided, usually at an additional charge to the Customer.

b. Support Services. The Department of Technology will provide the following support services for the Department of Xxxxxx:

(1) Desktop/laptop software support for the Customer's employees to include:

*Electronic mail (Microsoft Outlook)
*Electronic calendaring (Microsoft Outlook)
*Electronic scheduling of meetings (Microsoft Outlook)
*Microsoft Office

*Oracle 8i (to include Oracle tools)
*Adobe Acrobat
McAfee Virus Scan
*Visio
Symantec Ghost
*Crystal Reports
*Photoshop
SQL Server
Seagate Backup Exec
*ESRI ArcGIS 8.2
*ESRI ArcView 3.2
*ESRI Arc Explorer

Altris
Citrix
*Cold Fusion
*AutoCAD (versions should be listed)

* Indicates the customer's responsibility for training its personnel (user level functionality). Office and Outlook training will be available to the customer at last year's level, (either through the Citywide effort or special classes taught by person X during the transition). Since most of the Accela training was done under contract with (Accela), that "train the trainer" process should be continued when software is upgraded.

(2) Desktop/laptop hardware support to include:

Procurement/installation/maintenance of workstations
Maintenance of plotters, printers, and scanners

(3) Hours of availability: Monday-Friday 07:00-17:00
Saturday, Sunday, & Holidays Not Applicable

Maintenance: Monday-Friday 07:00-17:00
Saturday, Sunday, & Holidays N/A

(4) Standard Processing/Service Requirements. The Department of Technology will support the Department of Xxxxxx with installation and troubleshooting for the items listed in b. (1) and b. (2) above. All of the systems/applications listed in paragraph (1) above are required to be operational 98% of the total time listed in paragraph (3) above. The Department of Technology will provide a method for the Department of Xxxxxx to monitor operational percentages.

(5) Non-standard Processing/Service Requirements. Not Applicable

(6) Requests for exceptions to normal support must be made through the CAR (or his/her designated representative) not later than 48 hours (two business days) in advance of the requirement. The Provider on a case-by-case basis may honor late requests.

(7) Service Level Objectives.

(a) Standard Service Level Objectives are identified in the Basic Agreement.

(b) Higher Service Level Objectives. The Standard Service Level Objectives (identified in the Basic Agreement) are covered by the fee-for-service rate. Higher service level objectives if mutually agreed to by the Provider and the Customer; will be provided, usually at an additional charge to the Customer. When higher service level objectives have been agreed to, they will be listed here.

c. Telecommunications Services: The Department of Technology will provide the following telecommunications services for the Department of Xxxxxx:

Local and long distance telephone service
Voice mail
Maintenance and installation of cables, routers and switches required for internal and external connectivity of Xxxxxx desktop workstations with the required nodes.
Maintenance of T-1 and T-3 telecommunications lines as well as accessibility to the Municipal Courts network.

(1) Hours of availability:	Monday-Friday	07:00-17:00
	Saturday, Sunday, & Holidays	07:00-17:00
	Maintenance: Scheduled	3rd Weekend of every month

(2) Standard Processing/Service Requirements. The Department of Technology will support the Department of Xxxxxx with installation and troubleshooting for the items listed in c. above. All of the systems/applications listed in paragraph c. above are required to be operational 98% of the total time listed in paragraph (1) above. The Department of Technology will provide a method for the Department of Xxxxxx to monitor operational percentages.

(3) Non-standard Processing/Service Requirements. Not Applicable

(4) Requests for exceptions to normal support must be made through the CAR (or his/her designated representative) not later than 48 hours (two business days) in advance of the requirement. The Provider on a case-by-case basis may honor late requests.

(5) Service Level Objectives.

a. Standard Service Level Objectives are identified in the Basic Agreement.

b. Higher Service Level Objectives. The Standard Service Level Objectives (identified in the Basic Agreement) are covered by the fee-for-service rate. Higher service level objectives if mutually agreed to by the Provider and the Customer; will be provided, usually at an additional charge to the Customer. When higher service level objectives have been agreed to, they will be listed here.

c. Web Support Services: The Department of Technology will provide the following Web support services for the Department of Xxxxxx:

Access to the Internet as well as the Intranet
Access to Web-based support systems such as credit reporting systems, the HUD IDIS site, and other Web services that were accessed prior to the "Evolution"

(1) Hours of availability: Monday-Friday 07:00-17:00
Saturday, Sunday, & Holidays N/A

Maintenance: Scheduled 3rd Weekend of every month

(2) Standard Processing/Service Requirements. The Department of Technology will support the Department of Xxxxxx with installation and troubleshooting for the items listed in d. above. All of the systems/applications listed in paragraph c. above are required to be operational 98% of the total time listed in paragraph (1) above. The Department of Technology will provide a method for the Department of Xxxxxx to monitor operational percentages.

(3) Non-standard Processing/Service Requirements. Not Applicable

(4) Requests for exceptions to normal support must be made through the CAR (or his/her designated representative) not later than 48 hours (two business days) in advance of the requirement. The Provider on a case-by-case basis may honor late requests.

(5) Service Level Objectives.

a. Standard Service Level Objectives are identified in the Basic Agreement.

b. Higher Service Level Objectives. The Standard Service Level Objectives (identified in the Basic Agreement) are covered by the fee-for-service rate. Higher service level objectives if mutually agreed to by the Provider and the Customer; will be provided, usually at an additional charge to the Customer. When higher service level objectives have been agreed to, they will be listed here.

d. Business Process Support: The Department of Technology will continue to provide the same level of business process support as was experienced by the Customer prior to January 22, 2001. This type of support shall include:

GIS
Other systems listed in paragraph 3.a.(1) above.

(1) Hours of availability: Monday-Friday 07:00-17:00
Saturday, Sunday, & Holidays N/A

Maintenance: N/A

(2) Standard Processing/Service Requirements. The Department of Technology will support the Department of Xxxxxx with business process support for the items listed in e. above. This support shall include those actions that were performed by the transferred DoT employees prior to their transfer to DoT under the "Evolution" initiative.

(3) Non-standard Processing/Service Requirements. Not Applicable

(4) Requests for support must be made through the CAR (or his/her designated representative) not later than 48 hours (two business days) in advance of the requirement. The Provider on a case-by-case basis may honor late requests.

(5) Service Level Objectives.

a. Standard Service Level Objectives are identified in the Basic Agreement.

b. Higher Service Level Objectives. The Standard Service Level Objectives (identified in the Basic Agreement) are covered by the fee-for-service rate. Higher service level objectives if mutually agreed to by the Provider and the Customer; will be provided, usually at an additional charge to the Customer. When higher service level objectives have been agreed to, they will be listed here.

e. Enterprise Application Support: The Department of Technology will continue to provide the same level of Enterprise application support as was experienced by the Customer prior to January 22, 2001. This type of support shall include:

Payroll
Performance Series (purchasing)
Position Control

(1) Hours of availability: Monday-Friday 07:00-17:00
Saturday, Sunday, & Holidays N/A
Maintenance: Scheduled 3rd Weekend, every month

(2) Standard Processing/Service Requirements. The Department of Technology will provide the Department of Xxxxxx with the Enterprise application support for the items listed in f. above. This support shall consist of the same level of support that was provided prior to the "Evolution".

(3) Non-standard Processing/Service Requirements. Not Applicable

(4) Requests for support must be made through the CAR (or his/her designated representative) not later than 48 hours (two business days) in advance of the requirement. The Provider on a case-by-case basis may honor late requests.

(5) Service Level Objectives.

a. Standard Service Level Objectives are identified in the Basic Agreement.

b. Higher Service Level Objectives. The Standard Service Level Objectives (identified in the Basic Agreement) are covered by the fee-for-service rate. Higher service level objectives if mutually agreed to by the Provider and the Customer; will be provided, usually at an additional charge to the Customer. When higher service level objectives have been agreed to, they will be listed here.

4. Support Services. Those applications listed in paragraph 3.a.(1) above will be supported by the Department of Technology with application support, application release management, and database management support. Department of Technology operations will provide also provide operator support. The Customer specific service of application release management and support, which is not an optional service in shared environments, addresses the functions associated with overall management of application releases. This includes prototyping, test and acceptance, documentation of application performance, actual application migration, table updates, and file conversion.

5. Continuity of Operations (COOP). COOP is a vital function within the Department of Technology. After the Operational Control of the City's IT resources are completed, COOP will be addressed on a system-by-system basis. At that time, the document will be amended to reflect this level of support.

6. Projects.

a. New projects. The Customer can request new IT projects. The process for initiating new projects will be developed and published under a separate cover.

7. Additional customer responsibilities.

(a) The Customer shall assume responsibility for basic training of desktop applications to include those items listed in paragraph 3.b.1 above which are marked with an asterisk. Note that basic Microsoft Office/Outlook training are in the scope and are offered by the Citywide Training function of the Department of Human Resources. The Department of Technology will assist the Customer in the identification of training resources, internally or externally to address intermediate, advanced and specialized training with items listed in paragraph 3.b.1 which are marked with an asterisk. The Customer shall also assume the training responsibility for the operation of new desktop machines.

(b) Because the City is in the midst of the "IT Evolution", employees that transferred to the Provider are still maintaining office and hardware space at the Customer's location. Until the "Evolution" initiative is complete, the Customer will continue to provide the same office space and hardware space as was provided prior to January 22. It is very likely that even after the completion of this action, there will be a requirement for Provider personnel to be co-located with the Customer's personnel. The provision of office space also includes furniture, simple office supplies (i.e. pens, paper, etc), heat, cooling, power, and access to telephones and fax equipment.

(c) To ensure that the same, pre-"Evolution" level of support, the customer shall continue to provide City vehicles and/or parking for the Provider's personnel if vehicle support or parking was provided before the "Evolution".

(d) The customer will continue to provide a Telephone Coordinator who will work with the DoT Communications staff is setting up new telephone service, pagers and cell phones.

(e) Provision of this support is subject to continued funding and availability of services as provided through the Department of Finance and Facilities Management.

Appendix B
Points of Contact

1. Points of Contact. Points of Contact for support identified under this Service Level Agreement are identified below:

   a. The Provider's Points of Contact:

      Primary – List name, phone number and email address of the Customer Account Rep (CAR)

      Alternate–List name, phone number and email address of the alternate

   b. The Customer's Points of Contact:

      Primary – List name, phone number and email address of the Customer's POC

      Alternate– List name, phone number and email address of the alternate

2. Additional Points of Contact. The Provider will make the following customer support services available to the Customer:

   a. Help Desk. Customer Service Help Desk at Arlingate Facility, at Commercial (614) XXX-XXXX, as the initial step in resolving/reporting day-to-day problems related to services provided, for answering questions and providing status information. The Help Desk will be staffed from 07:00 AM to 5:00 PM, local time, weekdays. Your CAR is: Mr. Xxxx Xxxxx (see 1.a. above.)

Appendix C
Additional Customer Project List

None at this time.