



Department of
Job and Family Services

John R. Kasich, Governor
Cynthia C. Dungey, Director

June 30, 2014

Dear County Director:

ODJFS-OIS Service Level Agreements (SLA) with county JFS operations are formulated with the intent to renew on biennium terms. The current SLA v6.0 for FY2012-2013 is set to expire on June 30th, 2014.

As you are aware, OIS has embarked upon a tremendous technology modernization initiative which is taking place across the entire ODJFS network including implementation of Microsoft Active Directory and Windows 7. In addition, we are currently operating in a transformation period to align ODJFS with IT Optimization efforts which introduce SLA complexity associated with IT applications & services along with consolidation & standardization of IT infrastructure. During this transition, we will be formulating and identifying our final SLA service delivery offerings and associated support responsibilities.

After careful consideration, OIS has determined that both county and state information technology support entities would be better served by extending the current SLA v6.0 for FY2012-2013 for an additional 6 month period starting July 1st through December 31st 2014. As OIS progresses toward the completion of technology modernization and IT Optimization, we will be better positioned to effectively outline new SLA roles and responsibilities for SLA 1, 2, 3 and N designations.

County Agencies should refer to their existing signed SLA (SLA v6.0 for FY 2012-2013) for operational guidance regarding responsibility or delineation of duties during the next 6 months.

Counties who wish to modify their existing SLA designation can execute such changes at any time by contacting your County Client partner, Larry Lynch or the SLA Program Administrator, Kaye Peters.

It is requested that you acknowledge the 6 month year SLA extension by signing and returning this letter. In doing so, you agree to extending and abiding to existing SLA

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terms noted in v6.0 of SLA FY 2012-2013 for the period of 6 months which will expire on December 31, 2014.

Should you have any questions or concerns regarding your current service level agreement selection, please contact Kaye Peters, SLA Program Administrator, SLA.Program@jfs.ohio.gov, for assistance.

Sincerely,
Tom Croyle
Interim CIO
ODJFS/OIS

Signatures below, bound both parties to the terms of this SLA extension.

ODJFS

COUNTY

Signature: _____

Signature: _____

Title: _____

County/Agency: _____

Date: _____

Date: _____

Your signed copy can be returned by email to SLA.Program@jfs.ohio.gov, by fax to 614-387-8127 **or** by mail to SLA Program 4200 E. Fifth Ave, Columbus OH 43219