



SLA.04 Technology and Service Support

ODJFS, in a continuing effort to improve the level of customer service and responsiveness to County Agencies, has developed the **Technology and Service Support Policy (TSSP)**. This policy represents a commitment by ODJFS to provide quality, cost-effective networking products, services, and solutions to County Agencies throughout the state. All ODJFS networking products (hardware, software), services, and networking solutions are subject to the availability of federal funds and appropriations from the General Assembly. ODJFS retains ownership of networking products (hardware, software) unless ODJFS specifically transfers ownership in accordance with procedures in the Ohio Administrative Rule 123:5-2-01 - Disposal of Excess and Surplus Supplies.

The driving principle behind the TSSP is to develop a more holistic view for the provision of networking services that strikes a balance between three main variables in delivering computing services: speed, quality, and cost. Through the TSSP, ODJFS seeks to incorporate both fairness and flexibility for County Agencies and responsibility to taxpayers. In short, ODJFS seeks to accomplish the following through the TSSP program:

- § Ensure timely and efficient delivery of information technology products and services to ODJFS customers;
- § Increase flexibility for County Agencies to select networking products, services, and solutions that best meet their needs;
- § Maintain continuity of a safe, sound, and secure computing environment; and
- § Ensure budget predictability and cost-effectiveness of networking solutions for ODJFS and County Agencies.

The TSSP operates within the larger Service Level Agreement (SLA) framework.

The following sections outline the life cycle of a request under the TSSP from the initial request to final delivery. The sections include Request Management, Equipment Options, Funding Requirements, and Delivery Time Frames. For more detail on each, see the TSSP document in full at http://jfs.ohio.gov/omis/sla/Technology_and_Service_Support_Policy_v30_06-07.pdf

Equipment Options

Prior to the TSSP, County Agencies had little flexibility in the model and type of equipment available to meet computing requirements. This policy continues to allow for greater flexibility. As outlined in the **Catalog of Network Services** section of the TSSP, County Agencies are able to purchase upgrades to ODJFS-supplied service units. By purchasing service units through the TSSP, County

Agencies may chose to upgrade and/or augment their ODJFS-supplied equipment to meet needs above and beyond ODJFS defined computing requirements.

The **Catalog of Network Services** section of the TSSP displays the networking products and services ODJFS offers to County Agencies. In addition, the catalog details the costs County Agencies will be subject to when they purchase service units for products and services specified to be their financial responsibility under the TSSP.

Delivery Times

In order to ensure predictability and timeliness in meeting county requests, ODJFS publishes the delivery time for networking products and services provided to County Agencies. The **Catalog of Network Services** section of the TSSP includes the delivery times for the most commonly requested products and services.

Additionally, ODJFS will strive to meet the published delivery times for every request received by the Department. ODJFS will track actual delivery times and periodically publish the results. ODJFS will also continue to define delivery times for additional services.

Request Management

ODJFS' Office of MIS has appointed a TSSP Coordinator to oversee the TSSP request process. The TSSP Coordinator is responsible for working with County Agencies to determine financial responsibilities and costs, verify staff levels, track the progress of requests, relay status information to County Agencies, and answer any questions that may arise through the request process.

Funding Requirements

In order to enable the ODJFS network to effectively and economically continue to meet the needs of County Agencies, County Agencies must continue to assume responsibility for some of the costs of their information technology decisions.

ODJFS will continue to provide the workstations, software, and network access necessary for County Agency employees to complete their state-required job functions in accordance with signed and established SLA levels. ODJFS will also continue to provide the network infrastructure to enable staff to connect to the ODJFS wide area network at a central location for a County Agency. In addition, ODJFS will provide an additional allowance of workstations for up to 10% of a County Agency's filled full time equivalents (FTEs). This allowance is meant to provide County Agencies with the flexibility to meet additional needs. All ODJFS networking products (hardware, software), services, and networking solutions are subject to the availability of federal funds and appropriations from the General Assembly. ODJFS retains ownership of networking products (hardware, software) unless ODJFS specifically transfers ownership in accordance with procedures in the Ohio Administrative Rule 123:5-2-01 - Disposal of Excess and Surplus Supplies.

Beyond this baseline, counties are responsible for financing computing resources. Unless otherwise specified by an individual County Agency's SLA, County Agencies will accomplish this by purchasing workstation and infrastructure units from ODJFS. These service units include the maintenance, service, and use of state-owned equipment. Funding requirements are outlined more completely in the **Financial Responsibilities** section of the TSSP.

TSSP Document

The TSSP document can be found at http://jfs.ohio.gov/omis/sla/Technology_and_Service_Support_Policy_v30_06-07.pdf. When requesting equipment, software, and services, the County Agency should use the TSSP County Request Form, which can be found at http://innerweb/omis/TSSP/TSSP_Form.pdf. Please consult the TSSP document for the most recent information on topics covered in this SLA section and work with the TSSP Coordinator to submit a request.

The Innerweb contains the most up to date TSSP documentation and County Request Form. Any changes made to the TSSP will be communicated to all affected parties. For purposes of this section (SLA.04 Technology and Service Support Policy), in the event of a discrepancy between the information presented here and the TSSP document, the TSSP document prevails.

4.1 Equipment, Services, and Financial Responsibility

A County Agency should request all IT equipment, software, and services from the TSSP Coordinator in accordance with the TSSP and SLA level. The tables of financial responsibilities included in the **Financial Responsibilities** section of the TSSP indicate ODJFS and County Agency financial responsibilities for each type of request. Each County Agency should submit requests for equipment, software, and services to the TSSP Coordinator.

4.1.01 Submission Requirements			
Description	L1	L2	L3
Submit requests to the TSSP Coordinator	C	C	C

A County Agency submits all requests for ODJFS equipment and software to the TSSP Coordinator as specified in the TSSP. The TSSP Coordinator oversees the TSSP request process and is responsible for working with the County Agencies to facilitate their requests.

4.1.02 Workstation Formula			
Description	L1	L2	L3
Provide 1.1 workstations per filled FTE in accordance with the TSSP	S	S	CO

ODJFS provides each County Agency with 1.1 workstation for each filled full-time equivalent (FTE). ODJFS may request verification of the number of filled FTEs when determining how many workstations a County Agency should receive.

4.1.04 ODJFS-owned Servers and Infrastructure			
Description	L1	L2	L3

Provide and maintain ODJFS-owned servers and infrastructure to support performance of ODJFS-provided applications in accordance with the TSSP	S	S	S
--	---	---	---

In accordance with the TSSP, ODJFS provides and maintains servers and infrastructure equipment. Financial responsibilities for equipment vary depending upon the circumstances of each request. Please refer to the **Financial Responsibilities** section of the TSSP for more detailed information.

4.1.05 ODJFS-owned Printers			
Description	L1	L2	L3
Provide and maintain ODJFS-owned printers to support performance of ODJFS-provided applications in accordance with the TSSP	S	S	S

In accordance with the TSSP, ODJFS provides and maintains printer equipment. Financial responsibilities for equipment vary depending upon the circumstances of each request. Please refer to the **Financial Responsibilities** section of the TSSP for more detailed information.

4.1.05.1 ODJFS-owned Printers			
Description	L1	L2	L3
Provide HP Toner cartridges for ODJFS-owned printers	C	C	C

In ODJFS owned printers, the repair of failed or damaged printers that is found to be directly attributed to the use of remanufactured print cartridges i.e. leaking cartridges, etc, is not covered under the ODJFS warranty or maintenance contract. Printers using remanufactured toner cartridges have been found to require 8 times more repairs. County Agencies may not use low quality refurbished or remanufactured toner cartridges for ODJFS-owned printers.

4.1.06 Delivery Time for Service Units			
Description	L1	L2	L3
Deliver ODJFS supplied service units by the listed TSSP time	S	S	S

ODJFS MIS manages County Agency service unit requests to meet the delivery times indicated in the TSSP. Please refer to the **Catalog of Network Services** section of the TSSP for more detailed information.

4.1.07 Delivery Time for Software
--

Description	L1	L2	L3
Perform software requests by the time listed and in accordance with the TSSP	S	S	CO

ODJFS MIS manages software rollout requests from a County Agency, for County Agency acquired software, to meet the delivery times indicated in the TSSP. Please refer to the **Catalog of Network Services** section of the TSSP for more detailed information. An SLA Level 3 County Agency may choose to be responsible for distributing software to workstations. A County Agency that chooses to perform its own software distributions must have a test lab. County Agency test labs must be certified by ODJFS.

4.1.08 Time for Move Notifications			
Description	L1	L2	L3
Notify ODJFS of move requests in accordance with the TSSP	C	C	C

In order to ensure successful moves, a County Agency must request services in accordance with the guidelines contained in the TSSP. All County Agency move requests should be submitted per the notice time indicated in the TSSP. Please refer to the **Catalog of Network Services** section of the TSSP for more detailed information. ODJFS manages County Agency move requests to meet the move times indicated in the TSSP; however, ODJFS also attempts to conform to each request's specific move time line as much as possible. In an SLA Level 3 County Agency both the County Agency and ODJFS may supply resources to complete a successful move.

4.1.09 Movement of ODJFS-owned Hardware			
Description	L1	L2	L3
Provide physical movement of ODJFS-owned hardware for all moves	C	C	C

A County Agency, or its designated agent, must physically move all IT equipment involved in a move. Please refer to the **Financial Responsibilities** section of the TSSP for more detailed information.

4.1.10 Assemble/Disassemble ODJFS-owned Hardware			
Description	L1	L2	L3

Disassemble and re-assemble <i>ODJFS-owned</i> hardware and infrastructure for all moves	S	S	CO
---	---	---	----

For SLA Levels 1 and 2, ODJFS MIS disassembles all IT equipment at an existing site before it is physically moved. Following the physical move, ODJFS MIS re-assembles all equipment at the new County Agency site and ensures site functionality. If an SLA Level 3 County Agency chooses to move and disassemble IT equipment other than workstations and printers they must notify ODJFS fifteen business days prior to the move. Please note that ODJFS retains responsibility for moving its data line point of presence into a County Agency site, regardless of SLA level.

4.1.11 Financial Responsibility			
Description	L1	L2	L3
Determine financial responsibility in accordance with the <i>TSSP</i>	S	S	S

The TSSP Coordinator, in cooperation with ODJFS MIS, verifies that the County Agency cost estimate complies with the financial responsibilities indicated in the TSSP. ODJFS reserves the right to make a final determination of financial responsibilities. Please refer to the **Financial Responsibilities** section of the TSSP for more detailed information.

4.1.12 Determining Costs			
Description	L1	L2	L3
Determine costs in accordance with the <i>TSSP</i>	S	S	S

Costs for service units provided to fulfill County Agency TSSP requests are determined by ODJFS MIS. When possible, service unit costs reflect the invoiced costs paid by ODJFS. Please refer to the explanation of service unit pricing contained in the **Catalog of Equipment Service Units** section of the TSSP for more detailed information.

4.1.13 Accepting Financial Responsibility			
Description	L1	L2	L3
Accept financial responsibility in accordance with the <i>TSSP</i>	B	B	B

Both the County Agency and ODJFS abide by the financial responsibilities outlined in the TSSP.

4.1.14 Replacement Equipment			
Description	L1	L2	L3
Fund replacement equipment in accordance with the <i>TSSP</i>	B	B	B

Financial responsibilities for replacement equipment are determined in accordance with the TSSP. In general, financial responsibilities for replacement equipment match the financial responsibilities for new equipment. Please refer to the **Financial Responsibilities** section of the TSSP for more detailed information.

4.2 Additional Service Units

In accordance with the TSSP, a County Agency may request equipment and services in excess of the standard County Agency allocation. These services and equipment are classified as **Additional** and are purchased in terms of “service units”. In general, all **Additional** service units are the financial responsibility of the County Agency. Please refer to the **Financial Responsibilities** section of the TSSP for more detailed information.

4.2.01 Funding Additional Service Units			
Description	L1	L2	L3
Fund additional workstation, printer, infrastructure, and server service units	C	C	C

In accordance with the TSSP, a County Agency is financially responsible for workstations, printers, infrastructure equipment, and servers in excess of the standard provisioning ratios, ODJFS MIS network design standards, and defined ODJFS financial responsibilities. Please refer to the **Financial Responsibilities** section of the TSSP for more detailed information.

4.2.02 Acquiring Additional Service Units from ODJFS			
Description	L1	L2	L3
Acquire additional workstation and printer service units only from ODJFS	C	C	CO

In cases where a County Agency is a SLA Level 1 or 2 and is financially responsible for workstations or printers as a part of a TSSP County Agency request, a County Agency must purchase all workstation and printer service units from ODJFS to fulfill its TSSP financial responsibilities. Please refer to the **Financial Responsibilities** section of the TSSP for more information. A SLA Level 3 County Agency may purchase printers and workstations from either ODJFS or a third party vendor. Equipment purchased from a third party vendor must comply with ODJFS equipment standards for the duration of its use. In accordance with APM.4061.2, equipment acquisitions which may affect the ODJFS network, regardless of financial responsibility or equipment source, must be approved by ODJFS prior to purchase. Additionally, regardless of SLA level, financial responsibility, or equipment source, a County Agency that connects equipment to the ODJFS network must ensure that the use of the equipment complies with the provisions set forth in **SLA.02 User Rights and Responsibilities**.

4.2.04 Acquiring Additional Service Units			
Description	L1	L2	L3
Acquire additional <i>infrastructure and server service units</i> from ODJFS	C	C	C

In cases where a County Agency is financially responsible for infrastructure equipment or servers as part of a TSSP County Agency request, a County Agency must purchase service units from ODJFS to fulfill its TSSP financial responsibilities. Please refer to the **Financial Responsibilities** section of the TSSP for more detailed information.

4.2.06 Additional Replacement Equipment			
Description	L1	L2	L3
Fund additional replacement equipment in accordance with the TSSP	C	C	C

Financial responsibilities for additional replacement equipment are determined in accordance with the TSSP. Please refer to the **Financial Responsibilities** section of the TSSP for more detailed information.

4.3 Telecommunications

ODJFS determines data line requirements according to ODJFS site design standards. The requirements for a specific site are determined through the site survey and design process. Financial responsibility for the initial and recurring costs associated with data lines will vary according to the circumstances of the request and SLA levels.

4.3.01 Data Lines for Existing Sites			
Description	L1	L2	L3
For existing sites, provide <i>data lines</i> according to the TSSP financial responsibilities and site designs	S	S	S

ODJFS provides data lines for existing sites according to the site requirements determined through the site survey and design process. Financial responsibility for the recurring costs associated with data lines are determined by request circumstances in accordance with the TSSP. Please refer to the **Catalog of Network Services** and **Financial Responsibilities** sections of the TSSP for more detailed information.

4.3.03 Data Lines for New Sites			
Description	L1	L2	L3

For new sites, ODJFS acquires and County Agency leases <i>data lines</i> through ODJFS, in accordance with the TSSP financial responsibilities and site designs	B	B	B
--	---	---	---

County Agencies must acquire and lease data lines through ODJFS. Please refer to the **Catalog of Network Services** and **Financial Responsibilities** sections of the TSSP for more detailed information.

4.4 County Agency Acquired Equipment or Software

The TSSP contains a list of equipment, services, and software currently provided by ODJFS. It also contains the procedure that a County Agency follows to add non-standard equipment or software to the ODJFS network. A County Agency must obtain approval (through the TSSP process) from ODJFS before adding any non-standard equipment or software to the network. Depending upon the nature of the request, the approval process may require extensive testing of the non-standard equipment or software. Upon request by ODJFS, a County Agency must remove any non-standard equipment, software, or service that impairs the performance or compromises the security of the network.

4.4.01 Acquiring Hardware			
Description	L1	L2	L3
Acquire hardware that is not in any <i>ODJFS-standard</i> for connection to <i>network</i>	C	C	C

When a County Agency desires equipment, software, or services not listed in either the **Catalog of Network Services** section of the TSSP or in other ODJFS equipment, software, or service standards, a County Agency may procure the equipment, software, or service from a third party vendor in accordance with TSSP, SLA, and APM restrictions and provisions. Please refer to the **Catalog of Network Services** and **Financial Responsibilities** sections of the TSSP for more detailed information.

4.4.02 Adding Software/Hardware			
Description	L1	L2	L3
Contact ODJFS and obtain written approval from the Office of MIS before adding <i>County Agency</i> acquired software or hardware to <i>ODJFS-owned</i> equipment or <i>network</i>	C	C	C

A County Agency must obtain written approval from ODJFS before adding County Agency owned equipment to ODJFS-owned equipment or the ODJFS network. Requests for approval are made through the TSSP request process described in 4.1.01 above. ODJFS reserves the right to remove any non-standard software or hardware that adversely affects the network or compromises network security. Please refer to the **Financial Responsibilities** section of the TSSP for more

detailed information.

4.4.03 Compatibility Consulting			
Description	L1	L2	L3
Provide compatibility consulting and/or testing before <i>County Agency</i> acquisition of software or hardware to be added to <i>ODJFS-owned</i> equipment	S	S	CO

Upon request, ODJFS provides compatibility consultation and testing of potential County Agency equipment, software, and service acquisitions. ODJFS strongly recommends that a County Agency consult ODJFS before purchasing equipment, software, or services. ODJFS also reserves the right to request that County Agencies remove any software or hardware that impairs the architecture, proper operation, or security of the network. If an SLA Level 3 County Agency chooses to do so, it may build its own test lab and conduct its own compatibility testing. County Agency test labs must be certified by ODJFS before they can be used for compatibility testing. Please refer to the **Financial Responsibilities** section of the TSSP for more detailed information.

4.4.04 Supporting Software and Hardware			
Description	L1	L2	L3
Support <i>County Agency</i> acquired software or hardware on <i>ODJFS-owned</i> equipment	C	C	C

A County Agency is responsible for configuring, maintaining, and otherwise supporting all County Agency owned equipment that is used on or in conjunction with ODJFS-owned equipment or network resources. Please refer to the **Financial Responsibilities** section of the TSSP for more detailed information.

4.4.05 Licenses			
Description	L1	L2	L3
Provide funding and purchase sufficient software licenses for non-<i>ODJFS standard</i> software to be installed on <i>ODJFS-owned</i> equipment	C	C	C

In accordance with the TSSP, a County Agency must provide funding for all non-ODJFS standard County Agency software. A County Agency must provide ODJFS with proof of software licensing for any County Agency owned software on the ODJFS network. Please refer to the **Financial Responsibilities** section of the TSSP and SLA.10 County Agency SLA Profile for more detailed information.

4.5 Network & Phone Cabling Specifications

4.5.01 Network and Phone Cabling			
Description	L1	L2	L3
County Agency to assume financial responsibility for installing its own network and phone cabling	C	C	C

Installation of network cabling must be in accordance to the TIA 568-B structured cabling system standards and be Category 5e cable or better. All network drops/runs must be terminated at both ends of the cable and certified to run at a minimum of 100Mhz. RJ-45 type jacks & CAT5e patch panels are required to be installed by cabling vendor. ODJFS assumes no responsibility for completing any cabling at a County Agency site. Please refer to the **Financial Responsibilities** section of the TSSP and SLA.10 County Agency SLA Profile for more detailed information.

4.5.02 Labeling of cables			
Description	L1	L2	L3
County Agency to require cabling vendors to supply a unique drop number to identify both ends of the cable.	C	C	C

County Agency must require phone and network cabling vendors to supply documented test results listed by drop number (label) per the CAT5e standard. More information is available at www.tiaonline.com The cabling vendor should be aware and follow all building codes. ODJFS assumes no responsibility for any delays in obtaining permits due to wiring inadequacies.

4.5.03 Electrical Requirements			
Description	L1	L2	L3
Server Room / Main Data Facility(MDF) and/or Wiring Closets Intermediate Data Facility (IDF)	C	C	C

Each County Agency wiring closet and server room must have at least one (1) 20AMP-dedicated circuit for a UPS and a quad outlet receptacle (NEMA 5-20R).

4.5.04 Environmental Requirements			
Description	L1	L2	L3

Server Room / Main Data Facility (MDF) and/or Wiring Closets Intermediate Data Facility (IDF)	C	C	C
--	---	---	---

ODJFS network equipment is designed for operation within the following ambient temperature and relative humidity ranges: Ambient Temperature, Normal: 65F to 80F. Relative Humidity, 20% to 55%

Air handling and/or cooling equipment, required to maintain ambient temperature and humidity requirements during a commercial power failure, should be powered from an emergency standby power source, if available. The Equipment area should be free of all airborne contaminants, such as high concentration of dust, corrosive gases, metallic, paper, fiber or carbon particles.