



Department of Job and Family Services

OIS Service Level Agreement **FY 2010-2011** **Version 5.2**

SLA.00 Executive Summary

ODJFS Office of Information Services (OIS) has several ongoing processes to assess and define its core business with the goal of improving service delivery and customer service. Current mechanisms to assist in achieving this goal are the development and implementation of the ODJFS Information Technology (IT) Plan, the Technology and Service Support Policy (TSSP) and the Service Level Agreement (SLA) Program.

ODJFS OIS has developed SLA Version 5.2 for Fiscal Years 2010-2011 in order to improve customer service for County Agencies. The goal of the SLA Program is to provide quality service to end-users by clearly establishing the division of responsibilities between the County Agency and ODJFS OIS. By agreeing to these defined expectations, the County Agency and ODJFS OIS will consistently deliver more predictable, efficient, and timely IT services to customer-facing staff. All ODJFS commitments are subject to the availability of federal funds and appropriations from the General Assembly.

SLAs for FY 2008-2009 expire on June 30, 2009. County agencies should refer to subsection 1.3.02 which describes the SLA election process in more detail.

The FY 2010-2011 version of the SLA has been developed to include an expanded statement of day-to-day IT operations and a corresponding delineation of ODJFS OIS and County Agency responsibilities. Other changes include:

1. TSSP version 3.2 for FY 2010-2011 includes VoIP service offering for county agency partners.
2. Reorganization within the Office of Management Information Services has resulted in a new name for the office and of frequently used sections within the office: The Office of Information Services is the office formerly referred to as the Office of Management Information Services; Access Control is the unit formerly referred to as InfoSec or Information Security; Office of Information Services Service Desk (OIS Service Desk) is the unit formerly referred to at the Customer Service Center or CSC.
3. Section SLA.11 Incident Reporting was formerly SLA.11 Problem Handling.
4. Technical Points Of Contact (TPOCs) whose agency elects an SLA level 2 but who are not current Certified Novell Administrators or equivalent are required to attend the Annual TPOC Information Sessions in order to maintain the agency's level 2 status.

SLA Level	County Agency Responsibilities Summary
1	Fewer responsibilities for county-based IT environment because ODJFS OIS assists in supporting IT environment
2	<p>Accepts more responsibility for county-based IT environment. Is eligible to have some administrative rights and the use of remote desktop for trouble shooting. Requires a greater technical knowledge base and a network administrator. A network administrator is defined as a person trained and certified as one or more of the following: Certified Novell Administrator (CNA) Version 6.x or higher, current versions of A+,N+, Microsoft Certified Professional (MCP), Cisco Network Administrator (CCNA). TPOCs whose agency elects an SLA level 2 but who are not current CNAs or equivalent are required to attend the Annual TPOC Information Sessions in order to maintain their level 2 status.</p>
3	<p>More control over county-based IT environment. Requires a Certified Novell Engineer (CNE) to fulfill the responsibilities.</p>
N	<p>Negotiated Service Level (SLA N) - A County Agency that elects a negotiated service level agreement (N) exercises considerable control of their county-based IT environment and the management of the County Agency network. A negotiated SLA is available to those County Agencies which have greater than 500 filled, verifiable FTEs (Full Time Employees). ODJFS benefits, i.e. combinations of hardware, software, infrastructure, services and network administration may be negotiated as agreed upon by ODJFS and the County Agency. Note: Any state benefit is dependent on sufficient funding in the ODJFS OIS budget for the appropriate Fiscal Year.</p> <p>The three freestanding Public Children Services Agencies (PCSA) who have never been on the ODJFS network and who have less than 500 FTEs are eligible for the SLA N. However, should a decision be made to join the ODJFS network the SLA N will no longer be available to them. They will be required to elect an SLA level based on the standard SLA offering. Those County PCSAs are Lucas, Summit and Lorain.</p>

For all the SLA levels, documentation has been developed to clearly define County Agency and OIS responsibilities for managing the ODJFS and county-based IT environments. It consists of 14 sections, excluding this SLA.00 Executive Summary; the sections are:

- SLA.01:SLA Program: Introduction, SLA Processes, and General Conditions
- SLA.02:User Rights and Responsibilities
- SLA.03:Information Security
- SLA.04:Technology and Service Support
TSSP Policy Document v 4.0
- SLA.05:Data and Systems Backup and Restore
- SLA.06:IT Data and Systems Recovery Plans
- SLA.07:Operations and Management
- SLA.08:Performance Measurements
- SLA.09:Training – Functional and Office Automation
- SLA.10:County Agency SLA Profile
- SLA.11: Incident Reporting

- SLA.12:ODJFS Specific Applications
- SLA.13:Signature Document and County Agency Specific Information
- SLA.14:Glossary

Please reference the documentation in the following sections to understand the roles and responsibilities between the County Agency and OIS in regards to managing the ODJFS and county-based IT environments.