Office of Information Services

Service Level Agreement
V6.0

Technology and Service Support Policy
V4.0

Negotiated Service Level Agreement
SLA-N

FY 2012-2013

Ohio | Department of Job and Family Services

OIS Service Level Agreement
FY 2012-2013
Version 6.0

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SLA.00 Executive Summary

To Our County Agency Directors:

ODJFS Office of Information Services (OIS) is pleased to publish the FY 2012-2013 ODJFS OIS Service Level Agreement Version 6. ODJFS 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 6.0 for Fiscal Years 2012-2013 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. All ODJFS commitments are subject to the availability of federal funds and appropriations from the General Assembly.

SLAs for FY 2010-2011 expire on June 30, 2011 County agencies should refer to subsection 1.3.02 which describes the SLA *election* process in detail.

The FY 2012-2013 version of the SLA has been reorganized and a new section has been developed. Specific changes include:

- TSSP version 4.0 for FY 2012-2013 includes updated catalog of network services, specifications and pricing for *county agency* partners.
- Reorganization of sections SLA.04 Technology and Service Support, SLA.11 Incident Reporting and Resolution and SLA.13 Signature Document and *County Agency* specifics
- Newly formed section; SLA.10 Capacity Planning
- Incorporation of the SLA–N into the SLA v6.0 for 2012-2013

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, Processes, and General Conditions
- SLA.02: User Rights and Responsibilities
- SLA.03: Information Security
- SLA.04: Technology and Service Support
- SLA.05: Data and Systems Backup and Restore
- SLA.06: IT *Data and Systems Recovery Plan*s
- SLA.07: Operations and Management
- SLA.08: IT Performance Measurements
- SLA.09: Training: Functional and *Office Automation*
- SLA.10: Capacity Planning
- SLA.11: Incident Reporting & Resolution
- SLA.12: ODJFS Specific Applications
- SLA.13: Signature Document and *County Agency* Specific Information
- SLA.14: Glossary, Technical Documentation and OIS Contacts
- Appendix: TSSP Technology and Service Support Policy V4.0
- Appendix SLA-N

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.

Selection of the appropriate SLA for your county agency based on the roles, responsibilities, and qualifications of your IT personnel, is key to a successful understanding of expectations between OIS and the County Agency. OIS and the County Agency must agree on a SLA level in order to enter into a signed agreement. Section SLA.01 introduces the SLA program levels and defines the scope of responsibilities between ODJFS OIS and the County Agency.

Should you have any questions or concerns regarding your Service Level selection, please contact ODJFS OIS to assist your county agency in the election process.

Sincerely,

Kumar Rachuri
CIO
ODJFS

SLA.01 SLA Program: Introduction, Processes & General Conditions

Service Level Agreements (SLA) are documents of understanding between the Ohio Department of Job and Family Services (ODJFS) Office of Information Services (OIS) and the County Agency. The overall goal of the SLA Program is to define expectations between ODJFS OIS and the County Agency to determine the appropriate level of service relating to system response, system availability, quantity of work processed, delineation of duties, and service support. ODJFS OIS is committed to the SLA Program, and views its success as significant to deliver quality service and products to its customers.

This SLA (Version 6.0) documents the current scope of services provided by ODJFS OIS to the County Agency for the Information Technology (IT) environment.

This section provides an introduction to the SLA Program for levels 1, 2, 3 and N including the definition of those service levels, the *SLA process, compliance*, how to contribute to future IT initiatives, contacts, and key supporting documents. Also included in this section is a Reference Table (subsection 1.7) which defines, at a high level, the scope of responsibilities between ODJFS OIS and the County Agency.

For the remainder of the SLA, two references are important to note:

- *italicized words* in the Reference Table are referenced and further defined in the SLA.14 Glossary,
- The Service Level Agreement, between ODJFS and the County Agency, is referred to as the SLA or the Agreement. The County Agency and ODJFS OIS are collectively referred to as the parties or individually as a party.

1.1 General Responsibility

The following tables document some general responsibilities for the IT environment between ODJFS OIS and the County Agency.

1.1.01 Responsibilities				
Description	L1	L2	L3	LN
Perform responsibilities defined in the SLA	B	B	B	B

Both the County Agency and ODJFS OIS agree to carry out the responsibilities for the IT environment assigned by the SLA in order to better serve end-users.

1.1.02 Clearance				
Description	L1	L2	L3	LN
Participate in the May 2011 *Ohio Revised Code (OAC)* clearance process	B	B	B	B

The SLA Program uses the Ohio Revised Code clearance process to solicit input from County Agencies and directors associations on the updated wording for rules and the SLA documents prior to finalization.

1.2 SLA Levels

The County Agency can elect to accept more responsibility for their county-based IT environment, providing that it has the necessary capability and qualifications. SLA Levels 1 through 3 describes the increase in levels of county-based responsibility.
ODJFS recognizes that a County Agency that elects and is eligible for a negotiated SLA (N) is substantially different from other County Agencies. This SLA N supporting documentation identifies the scope of services performed either by ODJFS or the County Agency as required to maintain the IT environment. Through SLA N, ODJFS and the County Agency will work together to negotiate the level of responsibility as to who will fund, supply, maintain, and administer the County Agency's IT environment.

1.2.01 Levels				
Description	L1	L2	L3	LN
Understand the difference between SLA levels	B	B	B	B

There are three SLA levels, as defined in this document, each with increasing levels of responsibility. They are:

Service Level One (L1)   A County Agency at a Service Level One (L1), has fewer responsibilities for their county-based IT environment, and a greater reliance on ODJFS OIS to assist in supporting this environment

Service Level Two (L2)   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 requires a *network administrator* or qualified equivalent to fulfill the responsibilities. 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). *TPOC*(s) whose agency elects an SLA level 2 but are not current CNAs or equivalent are required to attend the Annual *TPOC* Information Sessions in order to maintain their level 2 status.

Service Level Three (L3)   A County Agency at Service Level Three (L3) has more control over their county-based IT environment.   The agency is required to have a Certified Novell Engineer (CNE) at 6.0 to fulfill the responsibilities.

Service Level Negotiated (LN)   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**.

In addition to those who exceed 500 FTE's, 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. Those County PCSAs are Lucas, Summit and Lorain.

If a SLA-N agency should elect to join the ODJFS network, they will be required to elect a new SLA level based upon the current SLA designation criteria. Conversion from a SLA-N to a standard SLA level will typically require significant technical engineering, network hardware modifications and project management to comply with SLA 1-3 standards and structure. All costs and resource commitments borne from the SLA conversion project will be jointly shared and negotiated between county and state parties. Final terms of the conversion negotiation will require approval from the County Director and the ODJFS CIO.

1.3   *SLA Process*

The SLA Program is an ongoing program to refine expectations between ODJFS OIS and the County Agency for responsibility of the IT environment. The SLA documentation establishes the general framework for the responsibilities. The *SLA process*, described in more detail below, refers to the *election* and *compliance* phases of responsibility.

1.3.01 Phases				
Description	L1	L2	L3	LN
Understand the *election* and *compliance* phases	B	B	B	B

The SLA Program consists of two phases, *election* and compliance. *Election* is the acceptance of a responsibility for the IT environment and *compliance* is the ongoing performance of the responsibility.

1.3.02 *Election*				
Description	L1	L2	L3	LN
Elect a SLA level and comply with guidelines regarding a change in SLA level	B	B	B	B

Election occurs for the initiation or renewal of the SLA, as well as, each time there is a change in SLA level. In this phase, ODJFS OIS ensures the County Agency understands the SLA level, and possesses the necessary technical abilities and qualified personnel to uphold the requirements of the requested level.

The County Agency and ODJFS OIS work together to define the SLA level for the County Agency. The *election* phase consists of the following sequential steps:

Step 1 County Agency or ODJFS initiate contact to begin the process
Step 2 County Agency downloads the SLA supporting documentation from the Internet
Step 3 County Agency reviews the SLA supporting documentation and supplies specific information to support their elected level in the SLA.13 Signature Document and County Agency Specific Information

Step 4 County Agency & ODJFS-OIS communicate via phone, email, fax or in person to:
- resolve questions
- ensure that the necessary skills are available
- complete the county agency specific information and submit documentation such as copies of certificates and licenses,
- the county agency director signs and submits two original copies of the SLA.13 Signature Document and County Agency Specific Information ODJFS-OIS SLA Program.

Step 5 For SLA 1, 2 or 3 ODJFS OIS validates and confirms the SLA level elected by the County Agency

For SLA N's only
- County Agency and ODJFS OIS negotiate to determine the level of responsibility which will be assumed by each party, including: resolve questions, complete the County Agency documentation such as copies of

certificates and licenses, verifiable FTEs, etc.
- All negotiated items and the level of responsibility will be captured in writing and will be attached to the final signature document.

Step 6 ODJFS OIS schedules a site visit, if necessary

Step 7 ODJFS CIO signs both copies of the submitted SLA.13

Step 8 ODJFS OIS returns one copy of the signed SLA.13 to the County Agency

Election is also the process used to request a change in SLA level. At the request of either party, both parties meet to evaluate any proposed level change. The County Agency may apply for a change in level at any time. If applying for a lower SLA level, a County Agency must commit to the new level for a period of twelve months.

ODJFS OIS may, under certain circumstances, downgrade the SLA level of a County Agency. The cause for such action may include, but is not limited to, the following:

- Indication that the County Agency is unable to meet the responsibility of the SLA level, including non-performance and/or non-compliance;
- Loss of *network administrator* or *network engineer* personnel, or inability to meet current *network administrator* or *network engineer* certification requirements; or
- loss of filled, verifiable FTE or network node counts identified in the SLA N election criteria
- Breach of security enforcement rules.

In such cases, ODJFS OIS will provide written notification to the County Agency. Downgrading an SLA level by ODJFS OIS is not an appealable action under ORC section 5101.24.

In the event of a voluntary or involuntary change to a lower SLA level, the County Agency and ODJFS OIS will work together to determine if the County Agency will provide one year of notice before the change, or if the County Agency will change levels immediately while maintaining its existing *TSSP* financial responsibilities. The details of any such arrangement will be documented. A downgrade in SLA level is not an appealable action under Revised Code Section 5101.24.

1.3.03 *Compliance*				
Description	L1	L2	L3	LN
Continue to comply with SLA requirements throughout the term of the SLA	B	B	B	B

The *compliance* phase begins when the SLA goes into effect and continues throughout the duration of the SLA. The focus of the *compliance* phase is two-fold. First, the parties agree to comply with the responsibilities defined in the SLA on a day-to-day basis. ODJFS OIS will monitor performance on an exception basis (i.e. conditions not met) against the SLA requirements. Second, the parties agree to periodically review and analyze program results as a commitment to permanent problem resolution.

As the *compliance* phase is governed by managing exceptions, it is essential for a County Agency to notify ODJFS OIS when there are significant changes in:

- SLA.13 (Signature Document and County Agency Specific Information), such as Technical Point of Contact (*TPOC*), Local Security Coordinator (*LSC*), or *Network Administrator*/CNE. For *TPOC* and *Network Administrator* or equivalent/CNE changes, please contact the SLA Coordinator. For *LSC* changes, please contact SLA Coordinator & *Access Control* (INFOSEC@jfs.ohio.gov) via GroupWise.
- Key personnel who meet the *network administrator* requirement or equivalent for SLA level 2, or the CNE requirements for SLA level 3.

1.4   Future IT Initiatives

Future IT initiatives are out of scope of the SLA since the focus of the SLA is day-to-day operations. However, ODJFS OIS realizes that day-to-day operations are a valuable source of suggestions for improvement.

1.4.01 Communication				
Description	L1	L2	L3	LN
Communicate and coordinate	B	B	B	B

ODJFS OIS communicates and coordinates with County Agencies regarding any future network changes. ODJFS OIS publishes the IT Investment Plan, which outlines the ODJFS Information Technology plans for the next several years. ODJFS OIS updates the plan annually. It is available to County Agencies for their review at http://jfs.ohio.gov/omis/itplan/FY12-13InvestmentPlan.pdf

In addition, when ODJFS OIS plans a specific change that affects the network, it communicates and coordinates with County Agencies regarding the change. If a County Agency plans network changes, it communicates and coordinates with ODJFS OIS regarding the changes. ODJFS OIS and the County Agencies must communicate and coordinate with each other in order to ensure that the network operates without interruption

1.4.02 Contributing Items				
Description	L1	L2	L3	LN
Contribute items for future IT initiatives	C	C	C	CO

Suggestions relevant to existing major projects will be forwarded to the appropriate ODJFS OIS area. Suggestions for future IT projects will be consolidated and considered in setting overall ODJFS OIS priorities and establishing new initiatives. These suggestions should be presented at the ODJFS County Agency Technical Strategy (OCATS) Committee or to your OIS Client Partner. Suggestions regarding day-to-day operations will be forwarded to the appropriate ODJFS OIS area for consideration.

1.5   General Information

1.5.01 Contact Points				
Description	L1	L2	L3	LN
Have awareness of how to contact SLA Program Coordinator	B	B	B	B

The ODJFS OIS contact for the SLA Program, including SLA supporting documentation, is:

- GroupWise email to: SLA _Program;
- Internet pages accessible from: http://jfs.ohio.gov/omis/sla/
- **ODJFS-OIS / SLA Program**
  4200 E. Fifth Ave.
  Columbus, Ohio 43219
  Phone: 614-466-2303
  Fax to: 614-752-6815

1.6   Documents

In establishing the responsibilities for the County Agencies and ODJFS OIS, there are numerous documents that establish the details (why, who, how, what, and when) of the responsibilities. The SLA documents rely on policy, procedure, and detailed documents in other document frameworks. The SLA documents are not a complete description of the SLA responsibilities. Where possible, references are provided to guide the County Agency to the other detailed technical documents.

1.6.01 Supporting Documentation				
Description	L1	L2	L3	LN
Possess and have understanding of the supporting documentation	B	B	B	B

The IT environment continues to change and evolve at a rapid pace. ODJFS OIS maintains and revises the SLA supporting documentation on a regular basis and posts the current versions to the Internet. Significant changes are communicated as appropriate, with major changes being circulated for review and approval prior to incorporation. Most changes will be focused on technology, process improvements, and general improvements to the documentation.
With the exception of the SLA.13 Signature Document and County Agency Specific Information, documents are not distributed in hardcopy. Both County Agency and ODJFS OIS staff are encouraged to print, read, understand, and provide constructive feedback to ODJFS OIS on the SLA Program.

The SLA documentation and detailed technical documents are intended for four separate audiences at the County level: County Agency Directors, all County Agency staff with network access, Security Coordinators, and IT technical staff.

The suggested documents for the County Agency Director are:
- SLA.00 Executive Summary
- SLA.01 SLA Program: Introduction, *SLA Process*es, and General Conditions
- SLA.13 Signature Document and County Agency Specific Information

The applicable documents for all County Agency staff are:
- SLA.02 User Rights and Responsibilities - intended for *new staff*
- SLA.03 Information Security (Applicable parts)
- SLA.11 Incident Reporting

The applicable documents for all County Agency *TPOC* staff are:
- It is strongly recommended that the *TPOC* read <u>all</u> documentation. The Reference Table will allow the *TPOC* at a glance understand the scope and responsibility for the county-based IT environment.

The applicable documents for all County Agency *LSC* staff are:
- SLA.2 User Rights and Responsibilities
- SLA.3 Information Security
- SLA.10 County Agency SLA Profile
- SLA.11 Incident Reporting

1.7   Reference Table

The Reference Table is a summary of the documentation that forms the SLA Program.   The Reference Table is synchronized with the SLA documentation. Some of the SLA documentation references another layer, the detailed technical documentation. Comments on the initial publication of the SLA Reference Table and the SLA documentation are solicited through the *APM* Clearance process.

1.7.01 Reference Table				
Description	L1	L2	L3	LN
Possess and have understanding of the Reference Table	B	B	B	B

The Reference Table is the summary of the SLA responsibilities. It is intended to provide ODJFS and County Agency personnel the ability to quickly determine responsibility to better serve customers.

1.7.02 Reference Table Legend				
Description	L1	L2	L3	LN
Understand how County Agency responsibilities, both mandatory and optional, are represented in the table	B	B	B	B

The Reference Table defines each item or activity for day-to-day operations. For each row in the table and for each SLA level, responsibility for the IT environment is defined as follows:

C   County Agency mandatory responsibility

C*   County Agency mandatory responsibility, if applicable

CO   County Agency optional responsibility. If the County Agency chooses not to accept   the responsibility the State (ODJFS OIS) will take the responsibility

S   State (ODJFS OIS) responsibility

SO   State (ODJFS OIS) optional responsibility. ODJFS OIS may choose to allow County Agencies certain responsibilities based on County Agency *TPOC*'s ability to perform certain functions and the County Agency's desire have the *TPOC* perform the function

B   Both County Agency and State(ODJFS OIS) responsibility;

NA   Not applicable (due to SLA level or other reasons)

N   Negotiated; the item will be negotiated between the County Agency and ODJFS as to the level of responsibility which will be assumed by each entity (see appendix for additional details and signature document)

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
SLA.01 SLA Program: Introduction, Processes, and General Conditions					
1.1 General Responsibility					
1.1.01	Perform responsibilities defined in the SLA	B	B	B	B
1.1.02	Participate in the May 2011 *Administrative Procedure Manual* clearance process	B	B	B	B
1.2 SLA Levels					
1.2.01	Understand the difference between SLA levels	B	B	B	B
1.3 *SLA Process*					
1.3.01	Understand the *election* and *compliance* phases	B	B	B	B
1.3.02	Elect a SLA level and comply with guidelines regarding a change in SLA level	B	B	B	B
1.3.03	Continue to comply with SLA requirements throughout the	B	B	B	B

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
	term of the SLA				
1.4 Future IT Initiatives					
1.4.01	Communicate and Coordinate future network changes	B	B	B	B
1.4.02	Contribute items to the Future IT Initiatives	C	C	C	CO
1.5 General Information					
1.5.01	Have awareness of how to contact SLA Program Coordinator	B	B	B	B
1.6 Documents					
1.6.01	Possess and have understanding of the supporting documentation	B	B	B	B
1.7 Reference Table					
1.7.01	Possess and have understanding of the Reference Table	B	B	B	B
1.7.02	Understand how County Agency responsibilities, both mandatory and optional, are represented in the table	B	B	B	B
SLA.02 User Rights and Responsibilities					
2.1 General Information					
2.1.01	Comply with ODJFS IPP.3001 Information Security Policy	C	C	C	C
2.1.02	Comply with login/logout procedures	C	C	C	C*
2.1.03	Comply with no sharing of User IDs and *Password*s	C	C	C	C
2.1.04	Notify *LSC* of user name changes, *LSC* to contact Access Control	C	C	C	C
2.1.05	Comply with Internet Use Policy	C	C	C	C
2.1.06	Comply with compulsory use of anti-virus software	C	C	C	CO
2.1.07	Purchase sufficient *licensing* for all non-ODJFS standard software on County Agency or ODJFS owned equipment	C	C	C	C
2.1.08	Comply with network drive space usage	C	C	C	NA
2.1.09	Refrain from storing non-business related materials on any drive	C	C	C	C
2.1.10	Comply with restricted use of streaming audio and video unless authorized as official business.	C	C	C	C*
SLA.03 Information Security					
3.1 General Information					
3.1.01	Create and maintain *Information Security Policy* (IPP.3001)	S	S	S	S
3.1.02	Comply with *Information Security Policy* (IPP.3001)	B	B	B	B
3.1.03	Knowledge transfer to *LSC* and *TPOC*	S	S	S	S
3.1.04	Complete the Code of Responsibility form to apply for Network User ids	C	C	C	C

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
3.1.05	Ensure users login/logout correctly	C	C	C	C
3.1.06	Understand *password* re-set responsibilities and policy	C	C	C	C
3.1.06.a	Perform *mainframe password* re-sets	CO	C	C	C
3.1.06.b	Perform Novell *password*s and Clear intruder lockouts	CO	C	C	C*
3.1.07	Granting, Modifying and terminating of User Ids & name changes	S	S	S	S
3.1.08	Process for Granting and Terminating user accounts	S	S	S	S
3.1.09	Disable *Mainframe* (RACF) and Novell User ids.	B	B	B	B
3.1.10	Request for a Name and User id Change	S	S	S	S
3.1.11	Change user information including address, title, phone and fax number in *directory services*	CO	C	C	C
3.1.12	User Move/Position change	S	S	S	C
3.1.13	New or Modified File share folders and Group rights assignment	S	S	C	C
3.1.14	Group Membership Modifications	S	CO	C	C
3.1.15	ODJFS creates reports for *LSC*s to review	S	S	S	S
3.1.16	Review reconciliation reports and communicate changes to Access Control Unit	C	C	C	C
SLA.04 Technology and Service Support					
4.1 Equipment – Defined as Workstations, Printers, Servers, *Infrastructure* and VoIP					
4.1.01	ODJFS defines sizes of a county sites	S	S	S	S
4.1.02	Provide 1.1 *workstations* per *filled FTE* in accordance with *TSSP*	S	S	S	N
4.1.03	ODJFS provides 1 Network Printer for every workgroup of 10	S	S	S	N
4.1.03.a	Provide Manufacturer Toner cartridges for ODJFS-owned printers still under manufacture warranty or ODJFS maintenance warranty contract	C	C	C	C
4.1.04	Provide and maintain ODJFS-owned servers and *infrastructure* to support performance of ODJFS-provided applications	S	S	S	S
4.1.05	Requests for *Additional Equipment* in excess of standard allocation	C	C	C	N
4.1.05.a	Acquiring *Additional workstations*	C	C	CO	N
4.1.05.b	Acquiring Additional Printers (MFP *Service unit*s)	CO	CO	CO	N
4.1.06	ODJFS OIS manages county agency *service unit* requests and will work within timeframes indicated in *TSSP*	S	S	S	S

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
4.1.07	Notify ODJFS of move requests in accordance with *TSSP*	C	C	C	C*
4.1.07.a	Disassemble/Reassemble ODJFS-owned hardware and *infrastructure* for all moves	S	S	CO	CO
4.1.07.b	Provide physical movement of ODJFS-owned hardware for all moves	C	C	C	C
4.1.08	Fund replacement equipment in accordance with *TSSP*	B	B	B	C
4.2 Software					
4.2.01	Obtain written approval from ODJFS/OIS before purchasing or adding software to ODJFS owned equipment	C	C	C	C
4.2.02	Support County Agency acquired software on ODJFS-Owned equipment	C	C	C	C
4.2.03	Obtain written approval from ODJFS/OIS before installing county agency acquired software to ODJFS owned equipment or network	S	S	CO	C
4.2.04	Provided funding and purchase sufficient software licenses for non standard software to be installed on ODJFS-owned equipment	C	C	C	C
4.3 Telecommunications					
4.3.01	For existing sites, provide *data lines* according to the *TSSP* financial responsibilities and *site design*s	S	S	S	C
4.3.02	For new sites, ODJFS acquires and County Agency leases *data lines* through ODJFS, in accordance with the *TSSP* financial responsibilities and *site design*s	B	B	B	NA
4.3.03	County Agency to assume financial responsibility for installing its own network and phone cabling	C	C	C	C
4.3.04	County Agency to require cabling vendors to supply a unique drop number to identify both ends of the cable.	C	C	C	C
4.3.05	Electrical Requirements - Server Room / Main Data Facility(MDF) and/or Wiring Closets Intermediate Data Facility (IDF)	C	C	C	C
4.3.06	Environmental Requirements - Server Room / Main Data Facility (MDF) and/or Wiring Closets Intermediate Data Facility (IDF)	C	C	C	C
4.4 Consulting Services					
4.4.01	Provide *consulting services* and testing before a county agency acquisitions software or hardware to be added to ODJFS-owned equipment	S	S	B	B
4.4.02	Provide consultation services for VoIP	S	S	S	NA
4.4.03	Provide *consulting services* for agency's considering advancements in technology that would require modification	S	S	S	S

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
	to standard ODJFS *infrastructure*				
4.4.04	Firewall consultation, county agencies who integrate technology requiring firewall protection should contact OIS for discovery of existing network environment and project requirements.	S	S	S	C
4.4.05	Network Integration, county agencies who determine a business requirement to integrate the ODJFS network with an external network should contact OIS for analysis of the project requirements and exiting network environment.	S	S	S	C
4.4.06	Network Enhancement, county agencies who determine a business requirement to integrate new or advancing technology within the ODJFS network should contact OIS for analysis of project requirements and existing network environment	S	S	S	NA
4.4.07	Software, county agencies are required to consult ODJFS before considering any advancement in technology that would require adding third party server or server services onto the ODJFS network	S	S	S	NA
4.5 Blackberry Administration and Support					
4.5.01	Procure Blackberry device from local vendor	C	C	C	C
4.5.02	Utilize *TSSP* to request initial Blackberry setup and monthly service fees	C	C	C	NA
4.5.03	Create Account or Modify and account Blackberry Enterprise Server (BES)	S	S	S	NA
4.5.04	Utilize *TSSP* to remove a Blackberry from the (BES)	C	C	C	NA
4.6	Determine financial responsibility in accordance with the *TSSP*	C	C	C	NA
4.7	County agency required to report on ODJFS owned equipment annually	C	C	C	NA
SLA.05 Data and Systems Backup and Restore					
5.1 General Information					
5.1.01	Backup data from *ODJFS mainframe* to tape	S	S	S	S
5.1.02	Backup data from *ODJFS* centrally located (campus) servers	S	S	S	S
5.1.03	Backup all *ODJFS owned* remote (County Agency) file servers to tape	S	S	C	C*
5.1.04	Replace backup tapes in tape *drives* for *ODJFS owned* servers at *County Agency sites* according to tape rotation schedule	NA	NA	C	NA
5.1.05	Check tape backup log for *ODJFS owned* servers at County Agency sites	S	S	CO	C*

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
5.1.06	Store separate copies of backup tapes in each ODJFS data center	NA	NA	CO	C*
5.1.07	Perform and assist both a) file restore to *ODJFS owned* server from tape, and b) full *ODJFS owned* server restore from tape	B	B	B	B
SLA.06 IT *Data and Systems Recovery Plan*s					
6.1 Planning					
6.1.01	Create and maintain *IT Data and Systems Recovery Plan*	S	S	S	C
6.1.02	Have a high level awareness of the *IT Data and Systems Recovery Plan*	C	C	C	C
6.1.03	Provide limited assistance to create *Data and Systems Recovery Plan* for *County Agencies*	S	S	S	C
6.1.04	Develop a *Data and Systems Recovery Plan* for *County Agency*	C	C	C	C
6.1.05	Contact the ODJFS OIS staff responsible for questions or assistance with County Agency plan	C	C	C	C
6.2 Response					
6.2.01	Supply alternate facilities - space, electricity, wiring	C	C	C	C
6.2.02	Supply *workstations*, printers, software, and services in accordance with *TSSP*	S	S	S	N
6.2.03	Supply servers and *infrastructure* hardware, software and services in accordance with *TSSP*	S	S	S	N
SLA.07 Operations and Management					
7.1 Workstation *Image*					
7.1.01	Create and maintain the ODJFS Standard Workstation *Image* Install Guide	S	S	S	S
7.1.02	Follow the ODJFS Standard Workstation *Image* Install Guide	SO	C	C	C*
7.1.03	Maintain login script / startup	S	S	C	C
7.1.04	Perform standard drive mapping	S	S	C	C
7.1.05	Configure, modify and manage the *ODJFS standard workstation image*	S	S	S	CO
7.1.06	Supply *ODJFS standard workstation image*	NA	NA	S	S
7.1.07	Re-*image ODJFS -owned workstation* with *ODJFS standard workstation image*	CO	C	C	C
7.1.08	Configure, modify and manage the *County Agency standard workstation image*	NA	NA	C	C
7.1.09	Re-*image county agency workstation* with *County Agency standard workstation image*	NA	NA	CO	C

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
7.1.10	Perform *ODJFS* supplied software install and configure (rollouts) to *workstations*	S	S	CO	C
7.2 Server *Image*					
7.2.01	Configure, modify and manage the *ODJFS standard* server *image*	S	S	CO	CO
7.2.02	Re-*image ODJFS -owned* server with *ODJFS standard server image*	S	S	CO	CO
7.2.03	Configure, modify and manage the *County Agency server image*	NA	NA	C	C
7.2.04	Re-*image County Agency owned* server with *County Agency image*	NA	NA	C	C
7.2.05	Install and configure ODJFS supplied software on ODJFS servers	S	S	B	CO
7.3 Network Administration					
7.3.01	Create and maintain ODJFS NetWare Standards Guide document for the current version of NetWare	S	S	S	S
7.3.02	Follow ODJFS NetWare Standards Guide document	S	S	C	CO
7.3.03	Monitor *ODJFS-owned network infrastructure* using tools, proactively report indicators of poor network health	S	S	B	B
7.3.04	Have *network administrator(s) or* equivalent on staff. Required to provide evidence of certification or training.	NA	C	NA	NA
7.3.05	Have *network engineers(s)* on staff, provide evidence of certification.	NA	NA	C	NA
7.3.06	Follow equipment power-down procedures	C	C	C	C
7.3.07	Coordinate with ODJFS OIS scheduled network maintenance	B	B	B	CO
7.3.08	Follow the process for notifying and scheduling in advance when network changes or scheduled outage occurs	S	S	B	B
7.3.08.a	Follow the process for notifying concerned parties in advance of Network changes, outages or modification plans	C	C	C	CO
7.3.08.b	Follow the process for notifying and scheduling in advance when network changes or a scheduled outage occurs	S	S	S	S
7.3.09	The process of assigning user rights to users for access to resources	S	CO	C	C
7.3.10	Administer the *Directory Services* administrative rights within the appropriate container	S	S	C	C
7.3.11	Administer on a day-to-day basis user accounts for consistent and secure access to the network	S	S	C	C
7.3.12	Administer servers in the appropriate container	S	S	C	C
7.3.13	Administer of ODJFS owned Cisco enterprise network	S	S	S	NA

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
	infrastructure and ownership of administrative privileges.				
7.3.14	Manage printers within the appropriate container	S	CO	C	C
7.3.15	Install, configure, maintain and manage applications that are not part of the *ODJFS -provided applications*	C	C	C	C
7.3.16	Create, configure and manage standard *ODJFS* NAL delivered applications	S	S	CO	CO
7.3.17	Create deployment policy and procedure for ODJFS method of deploying NAL delivered applications	S	S	S	S
7.3.18	Supply *ODJFS* standard software rollout to agency *TPOC*	NA	NA	S	N
7.3.19	Provide anti-virus tools, including updates	S	S	S	N
7.3.20	Know the process to follow when a virus is detected	B	B	B	C
7.3.21	Manage the configuration to allow/disallow access to specific websites for specific county sites; applies to ODJFS -owned county Border Manager servers only	S	S	B	C
7.4 Email Administration					
7.4.01	Create and maintain processes for email Distribution Lists	S	S	S	C
7.4.02	Create and manage local email Distribution Lists,	S	S	B	C
7.4.03	Create and manage global email Distribution Lists	S	S	S	C
7.4.04	Create email Resources	S	S	S	C
7.4.05	Manage email Resources	CO	CO	C	C
7.4.06	Administer post offices	S	S	CO	C
7.4.07	Administer email Internet Agents and Gateways	S	S	S	C
SLA.08 Performance Measurements					
8.1 General Information					
8.1.01	Select relevant performance measures (availability, *response time*s)	S	S	S	S
8.1.02	Set success criteria for selected performance measures	S	S	S	S
8.1.03	Measure actual performance	S	S	S	S
8.1.05	Report actual performance versus performance standard	S	S	S	S
8.1.06	Cooperatively resolve problems	B	B	B	B
SLA.09 Training - Functional and *Office Automation*					
9.1 General Information					
9.1.01	Provide training to *TPOCs* or users on *office automation* suite	C	C	C	C
9.1.02	Provide familiarization about *ODJFS standards*, processes, procedures and the *SLA* to the *County Agency TPOC,*	S	S	S	S

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
	network administrator, and *LSC*				
9.1.03	*TPOC, network administrator or network engineer* and *LSC* to become familiar with *ODJFS standards*, processes, procedures, and the *SLA*	C	C	C	C
9.1.04	Obtain training on *IT vendor products* and releases in advance of *rollouts* of software in order to be prepared to support *rollouts*	C	C	C	C
9.1.06	Attend *ODJFS OIS - County Agency* SLA information sessions	CO	C	CO	CO
SLA.10 Capacity Planning					
10.1 General Information					
10.1.01	Establish and maintain capacity planning definitions, processes and standards	S	S	S	B
10.1.02	Provide site-specific quantities of users and transactions, both current and planned to determine capacity required	B	B	B	C
10.1.03	Provide required capacity for ODJFS provided applications in accordance with *TSSP* financial responsibilities	S	S	S	CO
10.1.04	Remain within capacity required for ODJFS provided applications	C	C	C	C
10.1.05	For any non-standard application (such as document imaging systems, video) that require significant network bandwidth, the County Agency assumes financial responsibility for the additional required capacity	C	C	C	C
10.1.06	For each site, create and maintain *site design*	S	S	B	C
10.1.07	Create and maintain *site design* documents for completed site, files documents with ODJFS-OIS	S	S	B	C
SLA.11 Incident Reporting & Resolution					
11.1 General Information					
11.1.01	Provide services in accordance with responsibilities of *the County Agency* and *ODJFS* as defined in this document	S	S	S	S
11.1.02	*TPOC & LSC* only to call *OIS Service Desk*	C	C	C	C
11.2 User Support					
11.2.01	*TPOC* to provide first level user support	C	C	C	C
11.2.02	Provide second level user support	S	C	C	C
11.2.03	Provide third level user support	S	S	C	C
11.3 Response and Resolution					
11.3.01	Communicate actions being taken in responding and resolving requests	S	S	S	S

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
11.3.02	Establish and maintain *workstation, printer, server, infrastructure* hardware problem *response time* standards	S	S	S	NA
11.3.03	Respond to *workstation, printer, server, infrastructure* hardware within time standards	S	S	S	NA
11.3.04	Maintain, troubleshoot, configure and manage all county owned equipment	C	C	C	C
11.3.05	Escalate unsatisfactory problem resolution	C	C	C	C
11.3.06	Escalate problems not resolved	S	S	S	S
SLA.12 ODJFS Specific Applications					
12.1 General Information					
12.1.01	ODJFS maintains a standard suite of applications needed to provide the core business functionality to support ODJFS and its county agency partners.	S	S	S	S
12.1.02	Supply *ODJFS provided application* software for client-server and workstation environments	S	S	S	N
12.1.03	Maintain *ODJFS provided applications (*CRIS-E, SACWIS, SETS, etc.) source code	S	S	S	S
12.1.04	Maintain *ODJFS provided applications* for all environments: *mainframe*, client-server, web-enabled, and workstation	S	S	S	S
12.1.05	Make *mainframe ODJFS provided applications* available	S	S	S	S
12.1.06	Install *ODJFS provided applications* in client- server environments	S	S	S	N
SLA.13 Signature Document and County Agency Specific Information					
13.1 General Information					
13.1.01	The SLA was developed for the benefit of ODJFS and the County Agency: both agree to discuss issues	B	B	B	B
13.1.02	Comply with Administrative Procedure OAC Rule 5101:9-9-15	B	B	B	B
13.1.03	County Agency agrees that if the County Agency is unable, at any time, to provide OIS services for Federally mandated programs, then ODJFS OIS shall provide those services to protect ODJFS from Federal non-compliance	B	B	B	B
13.1.04	Understand that *supporting documentation* is incorporated into the Agreement by reference. County Agencies agree to understand supporting documentation. ODJFS agrees to maintain the supporting documentation.	B	B	B	B
13.2 County Agency contact & Site Specific Information					
13.2.01	Provide name, contact information of proposed *TPOC* and secondary *TPOC*	C	C	C	C

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
13.2.02	Review qualifications and accept/reject proposed *TPOC*s	S	S	S	S
13.2.03	Provide name, contact information of proposed *LSC* and secondary *LSC*	C	C	C	C
13.2.04	Review qualifications and accept/reject proposed *LSC*	S	S	S	S
13.2.05	Provide name(s) and photocopies of *network administrator*(s) and CNE(s) certificates if applicable	NA	C	C	C*
13.2.06	Provide county agency contact in the event of an after business hours network emergency	C	C	C	C
13.2.07	Provide a list of *County Agency owned* software on ODJFS owned hardware	C	C	C	C
13.2.08	Provide list of *County Agency owned* hardware on the ODJFS network	C	C	C	C
13.2.09	Provide description of any non-standard ODJFS services or equipment currently supplied by ODJFS	C	C	C	C
13.2.10	Establish and maintain capacity planning definitions, processes and *capacity standards*	S	S	B	C
13.2.11	Create and maintain *site design* documents for complete site, file documents with ODJFS OIS	NA	a	B	C*
13.3 Terms and Conditions					
13.3.01	Term of Agreement: July 1, 2011 – June 30, 2013	B	B	B	B
13.3.02	Parties agree to the financial responsibilities as defined in *TSSP*	B	B	B	B
13.3.03	Amendment by mutual agreement. Change to supporting documentation not to be considered an amendment	B	B	B	B
13.3.04	Signatures of County Agency Director and ODJFS CIO, Office of Information Services	B	B	B	B
SLA.14 Reference					
14.1 Glossary					
14.1.01	Maintain Glossary	S	S	S	S
14.2 Detailed Technical Documentation					
14.2.01	Maintain Detailed Technical Documentation	S	S	S	S
14.3 Contact List					
14.3.01	Maintain Contact List Documentation	S	S	S	S
Appendix					
TSSP: Technology and Service Support Policy					
SLA N: Negotiated Service Level Agreement					

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SLA.02 User Rights and Responsibilities

This User Rights and Responsibilities section governs proper use of ODJFS owned equipment, county agency owned equipment, and the ODJFS network. It is intended for the use of all county agency employees. County agency employees must comply with responsibilities outlined in this section to ensure the proper operation and maintain the security of the ODJFS network. County agency employees should refer to the **User Responsibilities** section contained within **IPP.3001** *Information Security Policy* for additional information on the responsibilities delineated in this section. All ODJFS Internal Policies including IPP.3001 *Information Security Policy* can be found on the ODJFS Innerweb located under popular links.

2.1. General Information

2.1.01 Security Policy				
Description	L1	L2	L3	LN
Comply with ODJFS IPP.3001 *Information Security Policy*	C	C	C	C

Network security is critical to the success and efficiency of ODJFS provided applications. Every network user is expected to understand and comply with the ODJFS *Information Security Policy*.

2.1.02 Login/Logout Procedures				
Description	L1	L2	L3	LN
Comply with login/logout procedures	C	C	C	C*

The County Agency is responsible to ensure that employees are aware of the login and logout procedures. This ensures consistent access for authorized users, prevents unauthorized access to the ODJFS network, and assures timely receipt of centrally distributed software to the desktop. All County Agency employees must comply with these procedures. Please refer to the **User Responsibilities** section contained within **IPP.3001** *Information Security Policy* for more detailed information.

NOTE: County Agency employees must lock their PCs during the day whenever they leave the PC. County Agency employees must log off their PCs at the completion of every work day to ensure all files are successfully backed up. A complete backup of all system files cannot be performed if an employee has not closed all open files and is logged off their computer. Any file that remains open cannot be efficiently backed up. This includes, but is not limited to, spreadsheets, word processing files, databases, etc.

2.1.03 Passwords

Description	L1	L2	L3	LN
Comply with no sharing of User IDs and *password*s	C	C	C	C

There is to be no sharing of individual User IDs and *Password*s under any circumstances as referenced in the Internal Policies and Procedures Manual IPP.3922 Code of Responsibility. *Password*s must be at least six characters (8 characters preferably) in length. The *password* should be a combination of alphabetic and numeric characters.

2.1.04 Name Changes

Description	L1	L2	L3	LN
Notify *LSC* of user name changes, *LSC* to contact *Access Control*	C	C	C	C

All County Agency employees who change their legal name must contact the *LSC* and inform him or her of the change. The *LSC* will contact *Access Control*, with the change information. The *LSC* will inform the user when the change is complete.

2.1.05 Internet Use

Description	L1	L2	L3	LN
Comply with Internet Use Policy	C	C	C	C

All county agency employees must comply with the Internet Use Expectations found in IPP.3001 *Information Security Policy* and ODJFS Internet Access Guidelines as referenced in IPP.10002 Computer and Information Systems Usage except when the County Agency policy is more restrictive.

In accordance with the Internet Access Guidelines, the County Agency Director may request the monitoring of county agency user's Internet usage. These requests should be submitted to the ODJFS Chief Inspector's Office by calling 614/466-3015 or via the following link http://innerweb/oci/

2.1.06 Anti-virus Tools

Description	L1	L2	L3	LN
Comply with compulsory use of anti-virus software	C	C	C	CO

SLA Level 1, 2 and 3 County Agencies must use all ODJFS provided anti-virus software. SLA Level 1 and 2 County Agencies may not modify the settings for any ODJFS provided anti-virus software. An SLA Level 3 County Agency may modify the settings for ODJFS provided anti-virus software as long as the modifications increase the level of virus protection provided. All County Agencies must also provide up-to-date anti-virus software for any County Agency equipment connected to the ODJFS network. County agency equipment found not in compliance is subject to immediate disconnection without prior notice. The anti-virus software must automatically scan upon boot-up on a weekly basis to check for and clean any infected files.

2.1.07 *Licensing*

Description	L1	L2	L3	LN
Purchase sufficient *licensing* for all non-ODJFS standard software on County Agency or ODJFS owned equipment	C	C	C	C

In accordance with the IPP.3001 *Information Security Policy*, the County Agency may not load any software on to ODJFS network equipment that has not been authorized via the TSSP process and must not violate any copyright laws. The County Agency must purchase sufficient *licensing* for all non-ODJFS standard software deployed in the County Agency. In addition, County Agency users should refer to IPP.3440 Software Copyright Compliance Policy for additional guidance on the responsibilities related to software compliance.

In accordance with TSSP, the County Agency may not load any non-ODJFS standard software onto ODJFS network equipment without first obtaining written approval from ODJFS OIS. Requests for approval should be made through the TSSP process. ODJFS may perform periodic inventory scans to verify compliance with the *licensing* provision of SLA.

2.1.08 Drive Space

Description	L1	L2	L3	LN
Comply with network drive space usage.	C	C	C	NA

County Agency users must comply with the use of network storage and drive mapping standards as referenced in IPP.3942. Network *drives* allow users to access shared drive space and may eliminate the need to store data directly on the *workstation* hard drive. ODJFS may perform periodic inventory scans to verify compliance with the use of shared *drives.*
An SLA Level 3 County Agency will monitor its own drive space usage. If business needs require additional drive space for a user the County Agency should contact the OIS Service Desk at 1-800-686-1580.

2.1.09 Non-business Related Materials				
Description	L1	L2	L3	LN
Refrain from storing non-business related materials on any drive	C	C	C	C

County Agency employees should refrain from storing any non-business related material on any local or network drive as is referenced in IPP.10002 Computer and Information Systems Usage. All data stored on the local and network *drives* is ODJFS property and subject to inspection if the County Agency or ODJFS deem necessary. Please refer the *Information Security Policy* and IPP.10002 Computer and Information Systems Usage for more detailed information.

2.1.10 Streaming Audio and Video				
Description	L1	L2	L3	LN
Comply with restricted use of streaming audio and video unless authorized as official business.	C	C	C	C*

County Agency users must comply with the restricted use of streaming audio and video. Unauthorized streaming audio and video slows network response times for state supplied applications and could introduce unwelcome and costly viruses to the ODJFS network.
If necessary, the County Agency *TPOC* can submit a TSSP form to request that unauthorized streaming audio and video be blocked from their site.

SLA.03 Information Security

ODJFS and County Agency Users have access to a great deal of personal information about our clients. ODJFS and County Agencies are required to safeguard the private information of our clients and staff. This section of the SLA gives the requirements for information security for all users of the ODJFS network.

3.1 General Information

3.1.01 *Information Security Policy*				
Description	L1	L2	L3	LN
Create and maintain *Information Security Policy*	S	S	S	S

The ***Information Security Policy*** (IPP.3001) is administered by the ODJFS OIS *Access Control* Unit. The policy is available on the InnerWeb by clicking on the "Internal Policies" located on the InnerWeb home page under popular links or it is available in the Site Index.

In the event of a conflict between the information presented here and the information on the InnerWeb site, the InnerWeb site prevails. A county agency may also create and maintain its own *Information Security Policy* in addition to the ODJFS policy. However, in all situations the ODJFS *Information Security Policy* takes precedent over any county *Information Security Policy* in regards to ODJFS systems, except when the county policy is more restrictive.

Information for County Agencies is contained in **SLA.02 User Rights and Responsibilities**, which should be read in conjunction with this section.

3.1.02 Comply with IPP.3001 *Information Security Policy*				
Description	L1	L2	L3	LN
All users of the ODJFS network or systems shall comply with IPP.3001 *Information Security Policy*	B	B	B	B

The *Information Security Policy* has been developed over time with input from federal agencies, county agencies, industry best practices, and ODJFS specific requirements relating to privacy. Failure to comply with the policy may lead to disciplinary action and loss of access.

3.1.03 Knowledge Transfer to Local Security Coordinators and Technical Points of Contacts				
Description	L1	L2	L3	LN
Knowledge transfer to Local Security Coordinators (*LSC*) and Technical Points of Contacts (*TPOC*)	S	S	S	S

ODJFS OIS provides knowledge transfer for *LSC*s and *TPOC*s, either on an as needed basis, as part of a software deployment or as part of the annual *TPOC* Skills assessment training.

3.1.04 Apply for Network/System User IDs				
Description	L1	L2	L3	LN
Complete the Code of Responsibility form (JFS 7078) to apply for Network/System User IDs	C	C	C	C

County Employees - The County Employee along with their supervisor and/or the *LSC* will complete the Code of Responsibility form, sign it, and then send it to *Access Control* with a detailed cover memo.

County Contractors - The County Contractor along with the county supervisor and/or the *LSC* will complete the Code of Responsibility form, sign it, and then send it to *Access Control* with a detailed cover memo. The supervisor and/or *LSC* must provide the contractor's company name and telephone number on the form.

External Entities - Request for access should be made utilizing the External Entity- VPN User Registration process. This process requires 2 forms; 1-ODJFS VPN Application for External Entities form (JFS 01320), Code of Responsibility form (JFS 07078). Both forms should be submitted through TSSP.
The External Entity - VPN User Registration Process instructions and forms can be found at: http://innerweb/omis/InfoSecurity/VPN_token_-_External.pdf

3.1.05 Correct User Login/Logout				
Description	L1	L2	L3	LN
Ensure Users login/logout correctly	C	C	C	C

The *LSC* and *TPOC* shall jointly ensure that county agency users are aware of the login and logout procedures. An unattended "logged-on" computer is a security risk. The *LSC* and *TPOC* have the primary responsibility for ensuring that users know how to login and logout correctly to protect the confidentiality, integrity, and availability of data. The *LSC* and *TPOC* have a responsibility to ensure county agency users know how to lock the PC and how to login & logout correctly to prevent data loss and *workstation* corruption. Please refer to the **User Responsibilities** section contained within **IPP.3001** *Information Security Policy* for more detailed information.

3.1.06 Password Resets				
Description	L1	L2	L3	LN
Understand password reset responsibilities and policy	CO	C	C	C

ODJFS policy states that *password* resets should be performed at the County Agency level for efficiency and security reasons. Subsections 3.1.07 through 3.1.08 specify *password* resets according to type of system.
If an SLA level 1 County Agency does not want to perform their own *password* resets, the ODJFS OIS Service Desk can provide this service.

In an emergency, due to the event that the primary *LSC* and secondary *LSC* are not available any *TPOC* or *LSC* can contact the OIS Service Desk to provide *password* resets, but only after verification of identification of those who are requesting a *password* reset.

3.1.06.a *Mainframe* (IBM) Passwords and Lockouts				
Description	L1	L2	L3	LN
Perform *mainframe* (IBM) *password* resets and clear lockouts	CO	C	C	C

*LSC*s and *TPOC*s have the option to reset their county agency users' *password*s and clear lockouts on the IBM *Mainframe*. If an *LSC* or *TPOC* does not have this access and would like to have this ability, the Agency Director or current primary or secondary *LSC* must send a Code of Responsibility (JFS 7078) form to *Access Control*. The request should include the RACF User ID and specify they are requesting TSO *password* reset capabilities.

Access Control will grant this access and send training instructions to the individual and *LSC*. If the individual would like to set up a training phone conference, this can be arranged as well by sending a request to *Access Control*.

3.1.06.b Novell Passwords and Lockouts				
Description	L1	L2	L3	LN
Perform Novell password resets and clear lockouts	CO	C	C	C*

*LSC*s and *TPOC*s have the option to reset their county agency users' Novell *password*s and clear lockouts by using Novell's iManager. If an *LSC* or *TPOC* does not have this access and would like to have this ability, the Agency Director or current primary or secondary *LSC* must send a Code of Responsibility (JFS 7078) form to *Access Control*. The request should include the Novell User ID, and specify they are requesting Novell *password* re-set capabilities.

Access Control will grant this access and send training instructions to the individual and *LSC*. If the individual would like to set up a training phone conference, this can be arranged as well by sending a request to *Access Control*.

3.1.07 User IDs				
Description	L1	L2	L3	LN
Granting, modifying and terminating of Users IDs, including name changes.	S	S	S	S

The *LSC* requests *Access Control* to grant, modify or terminate county agency users, including name changes. Sections 3.1.10 through 3.1.15 detail how to request modification and removal of User accounts. Please see the *Access Control* web page for the appropriate forms and to ensure proper procedures are followed.

3.1.08 Granting and Terminating Access of User IDs				
Description	L1	L2	L3	LN
Granting and terminating User IDs	S	S	S	S

The *LSC* requests new access via the Code of Responsibility (JFS 7078) form. Once *Access Control* has created the user's ID and granted the approved level of access, confirmation is sent to the *LSC*. The *LSC* then will build a (CRISE,SETS or SACWIS) profile if necessary and assist their user with logging into the system.

The *LSC* requests deletion of a county agency user's ID directly to *Access Control*. The *LSC* must include the person's first and last name, User ID, last day of employment, and list all known accesses. It is the *LSC*'s responsibility to end-date and inactivate all CRISE and SETS profiles prior to sending notification to *Access Control*.

The *LSC* can also request proxy access to the terminated county agency users' P:(personal) drive and GroupWise email for a period of one month.

3.1.09 *Mainframe* (IBM) and Novell Disable User IDs				
Description	L1	L2	L3	LN
Perform *Mainframe* (IBM) and Novell disable of User IDs.	B	B	B	B

The *LSC* has the option to disable their County Agency User's Novell and *Mainframe* IDs. Once the account is disabled by the *LSC*/*TPOC*, *Access Control* must be notified. *Access Control* needs to review and terminate accesses for the individual into other systems (i.e. VPN, SCOTI, SACWIS, etc.).

The ability to disable a *Mainframe* and Novell User ID is granted when requesting the ability to reset and clear intruder lockouts. *Access Control* will grant access and send training instructions to the *LSC* via GroupWise email. If the *LSC* would like to set up a training phone conference, this can be arranged by sending a request to *Access Control*.

If the *LSC* chooses not to have these abilities, they will send disable requests to *Access Control*.
Complete termination instructions can be found on *Access Control*'s Webpage:
http://innerweb/omis/InfoSecurity/InfoSecindex.shtml

3.1.10 Change Name and User ID				
Description	L1	L2	L3	LN
Process for a Name and/or User ID Change.	S	S	S	S

If a User's name legally changes and would like their name changed on ODJFS systems, a request should be sent to *Access Control*. The request should include the County Agency, User's former name & user ID and their new desired name. *LSC* can notify ODJFS of name change using the On-Line name change form located on *Access Control*'s webpage. Once the name has been changed the *LSC* will be notified with the User's new user ID.

Please note a User's *mainframe* user ID never changes. It is up to the *LSC* to change the users name on their SMUM (Security Maintenance/User Maintenance) profile.

3.1.11 Change User information				
Description	L1	L2	L3	LN
Change User information, including address, title, and phone number changes, in directory services.	CO	C	C	C

All individuals have the ability to update their own phone, fax, cell number, address, and title within GroupWise using eGuide. If a person has difficulty or is unable to update this information, the *LSC* can make these changes for the person. If the *LSC* has difficulties, ODJFS OIS can provide this service.

The *LSC* has the option to update their County Agency User's phone, fax, and cell number, address, and title within GroupWise using Novell iManager. If an *LSC* does not have this access and would like to have this ability, the Agency Director or current primary and/or secondary *LSC* must send a 7078 Code of Responsibility form to *Access Control*. The request should include the Novell User ID and specify they are requesting Novell eGuide capabilities.

Access Control will grant the access and send training instructions to the *LSC* via GroupWise email. If the *LSC* would like to set up a training phone conference, this can be arranged as well by sending a request to *Access Control.*

3.1.12 Position Changes				
Description	L1	L2	L3	LN
User Move/Position changes	S	S	S	C

When a county agency user's position or role changes at the county, their current access need to be reviewed and changed based on the needs of the <u>new</u> position. Please see the *Access Control* Web page "Moves/Position Changes" for the necessary forms and procedures.

3.1.13 File Shares and Group Rights Assignments				
Description	L1	L2	L3	LN
New or Modified File Share folders and Group Rights Assignments	S	S	C	C

The State maintains creation of shared folders and associated groups for SLA level 1 and 2 County Agencies. Anytime a change is needed for a county agency's shared folders and associated groups a request should be sent to the OIS Service Desk to request the change. The OIS Production Administrators make the requested modification.   SLA level 3 County Agencies control their Agency's shared files and group rights assignments.

3.1.14 File Shares and Group Membership Rights				
Description	L1	L2	L3	LN
Group Membership Modifications	S	CO	C	C

Upon request from the County Agency director an SLA level 2 *LSC* can be granted rights to modify group membership for their agency. However, the state controls the creation of folders and groups.

3.1.15 ODJFS Reconciliations reports				
Description	L1	L2	L3	LN
ODJFS Creates reports for Local Security Coordinators to review	S	S	S	S

As part of ongoing operations, periodic reviews are conducted to clean up inactive and duplicate user accounts. User ID's that have not been logged into in a 90 day or greater period will be disabled and reviewed. Duplicate accounts are not permitted on any ODJFS systems. *Access Control* creates and emails reports on a regular basis to county mailboxes for the *LSC*'s to review, in accordance with IPP 3930 Periodic Access Reconciliation.

- Monthly spreadsheet – list of Novell accounts that have not been logged in to the ODJFS Network for over 90 days.
- Quarterly spreadsheet – list of Novell accounts that have been disabled but have not been deleted
- Yearly spreadsheet – list of Novell accounts to review

3.1.16 Review Reconciliation reports of User IDs				
Description	L1	L2	L3	LN
Review reconciliation reports and communicate changes to the *Access Control* unit.	C	C	C	C

According to IPP.3930 Periodic Access Reconciliation process, *LSC*'s are the main point of contact with the *Access Control* Unit on all security issues. To ensure access to ODJFS application and data remain secure, OIS and Program Data owners have implemented a reconciliation process which requires timely communication of user's access. The county *LSC* should review reports sent to county mailboxes and report back to *Access Control* on user accounts that require modification, revocation or removal.

SLA.04 Technology and Service Support

Technology and Service Support Policy is a document that represents a commitment by ODJFS to provide quality, cost-effective networking products, services and solutions to county agencies throughout the state. ODJFS retains ownership of networking products (hardware & software) unless ODJFS specifically transfers ownership in accordance with procedures in the Ohio Administrative Code 123:5-2 Disposal of Excess and Surplus Supplies.

The driving principle behind the TSSP is to develop a more holistic view for the provisioning of networking services that strikes a balance between three main variables in delivering computing services: cost, quality and speed.   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
- Increase flexibility for county agencies to select networking products, services, and solutions that best meet their needs
- Maintain continuity of safe, sound, and secure computing environment
- Ensure budget predictability and cost-effectiveness of networking solutions for ODJFS and county agencies

The TSSP Program operates within the framework of the Service Level Agreement (SLA). The following sections will outline the life cycle of a request under the TSSP from the initial Request to final delivery. Complete information on each can be found in the TSSP document found at http://jfs.ohio.gov/omis/sla/ .

- **Equipment options**: By purchasing *service unit*s through TSSP, county agencies may chose to upgrade and/or augment their ODJFS supplied equipment to meet needs above and beyond ODJFS defined computing requirements.

- **Delivery Times**: ODJFS publishes estimated delivery times for networking products and services provided to county agencies in the Catalog of Network Services section of the TSSP. ODJFS will strive to meet the published delivery

times. Actual delivery times will be shared with the county agency requesting the product or service.

- **Request Management**: TSSP coordinators oversee the TSSP requests process. The TSSP Coordinator is responsible for working with county agencies to determine financial responsibilities and costs, verify staff levels, track the progress of request, relay status information to county agencies and answer any questions that may arise through the request process

- **Funding Requirements:** 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 (*FTE*s). 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. As FTE rosters fluctuate, equipment requirements may change. ODJFS retains ownership of networking products (hardware, software) unless ODJFS specifically transfers ownership in accordance with procedures in the Ohio Administrative Code 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 unit*s include the maintenance, service, and use of state owned equipment

- **TSSP Document:** When requesting equipment, software, and services, the County Agency should use the TSSP County Request Form which can be found at http://www.odjfs.state.oh.us/forms/findform.asp?formnum=01321 . 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), in the event of a discrepancy between the information presented here and the TSSP document, the TSSP document prevails.

TSSP Coordinators, Contact information and Policy:

The entire TSSP policy can be found
http://jfs.ohio.gov/omis/sla/sla12-13/TSSPPolicyFY12-13.pdf
TSSP Coordinators & Contact info
       Ohio Dept. of Job & Family Services
       Office of Information Services / TSSP Program
       4200 E. Fifth Ave
       Columbus OH 43219

Email address: TSSP@jfs.ohio.gov
Phone: 614-387-TSSP(8777)/Fax: 614-387-8127

4.1 Equipment - Defined as *Workstations*, Printers, Servers, Infrastructure and VoIP

This section will detail and define the formula for *workstations*, printers, servers and *additional equipment* requests. It will also outline delivery expectations, responsibilities for moving equipment and replacements.

In accordance with TSSP, a County agency submits all requests for ODJFS equipment to the TSSP coordinator as specified in TSSP request form. The TSSP Coordinator oversees the TSSP request process and is responsible for working with the county agency to facilitate their hardware request. Equipment purchased through TSSP regardless of SLA level **must** be used on the ODJFS network.

4.1.01 ODJFS County Site Definitions				
Description	L1	L2	L3	LN
ODJFS defines the size of a county site as outlined below. ODJFS uses these definitions to determine standard issued equipment	S	S	S	S

ODJFS Standard County Agency Site definitions
- Standard Small: 10 or fewer staff / One Main Distribution Facility (MDF)
- Standard Medium: 10 – 100 staff / One MDF/ Up to 2 Intermediate Distribution Facilities (IDFs)
- Standard Large: 100 or more staff/One MDF and up to three IDFs

4.1.02 Workstation Formula				
Description	L1	L2	L3	LN
ODJFS provides 1.1 workstation per filled *FTE* in accordance with the TSSP	S	S	S	N

ODJFS provides each County Agency with 1.1 workstation for each full-time equivalent (*FTE*) employee. ODJFS may request verification of the number of filled *FTE*s when determining how many *workstations* ODJFS should supply a county agency.

4.1.03 Printer Formula				
Description	L1	L2	L3	LN
ODJFS provides 1 Network Printer for every workgroup of 10.	S	S	S	N

ODJFS will provide 1 Network Printer for every workgroup of 10.

4.1.03.a *ODJFS-Owned Printers under manufacture warranty*

Description	L1	L2	L3	LN
Provide Manufacturer Toner cartridges for ODJFS-owned printers still under manufacture warranty or ODJFS maintenance warranty contract	C	C	C	C

County agencies may **not** use refurbished or remanufactured toner cartridges for ODJFS-owned printers which are still under manufacture warranty. 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, may not be covered under manufacture warranty or ODJFS maintenance warranty contract.

4.1.04 Server & Infrastructure

Description	L1	L2	L3	LN
Provide and maintain ODJFS-owned servers and infrastructure to support performance of ODJFS-provided application in accordance with the TSSP	S	S	S	S

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

4.1.05 *Additional Equipment* Requests

Description	L1	L2	L3	LN
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 the financial responsibility of the County Agency. Please refer to the Financial Responsibility section of the TSSP for details.	C	C	C	N

The TSSP contains a specific list of equipment, services, and software currently provided by ODJFS. It also contains a procedure to add non-standard equipment to the ODJFS network. A County Agency must obtain approval (through the TSSP process) from ODJFS before adding any non-standard equipment 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 integrity of the ODJFS network.

4.1.05.a Acquiring *Additional Workstations* from ODJFS

Description	L1	L2	L3	LN
Acquire *additional workstations/service unit*s from ODJFS only through TSSP. Please refer to the TSSP Catalog of Network Services for details.	C	C	CO	N

SLA 1 and 2 must purchase *additional workstations* through ODJFS in accordance with the TSSP. SLA 3 county agencies may purchase *workstations* from either ODJFS or a

3rd party vendor. Equipment purchased from a 3rd party vendor must comply with ODJFS equipment standards for the duration of its use. In accordance with *APM* OAC 5101:9-9-17 equipment acquisitions which may affect the ODJFS network, regardless of financial responsibility or equipment source, must be approved by ODJFS prior to purchase. Equipment purchased through TSSP regardless of SLA level **must** be used on the ODJFS network, this includes SLA 1, 2, and 3.

4.1.05.b Acquiring Additional Printers				
Description	L1	L2	L3	LN
Acquire additional Printer(s)/MFP *service unit*s	CO	CO	CO	N

A County Agency may purchase printers and MFPs 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 OAC 5101:9-9-17, equipment acquisitions which may affect the ODJFS network, regardless of financial responsibility or equipment source must be approved by ODJFS prior to purchase. Unapproved/non-standard equipment purchases that have not been tested and approved could impair the performance or compromise the security of the network.

If prior submission through TSSP was approved county purchased printers may be authorized for use on the network. All Multi Function Printer (MFP) require authorization prior to purchase if County agency desired to utilize the MFP on the ODJFS network.

4.1.06 Delivery Time				
Description	L1	L2	L3	LN
ODJFS OIS manages county agency *service unit*s **requests and will work within the timeframes indicated in the TSSP**	S	S	S	S

Please refer to the **Catalog of Network Services** section of the TSSP for more detailed information.

4.1.07 Time for Moves Notifications				
Description	L1	L2	L3	LN
Notify ODJFS of move requests in accordance with the TSSP	C	C	C	C*

To ensure successful moves, a County Agency must request Move services in accordance with the guideline contained in TSSP. ODJFS makes every best effort to manage County Agency move requests to meet the times indicated in the TSSP and conform to each county's specific move request. In an SLA 3 County, both the County Agency and ODJFS may supply resources to complete a successful move.

4.1.07.a Disassemble/Reassemble ODJFS-owned Hardware and infrastructure for moves

Description	L1	L2	L3	LN
Disassemble/Reassemble ODJFS-owned Hardware and infrastructure for all moves	S	S	CO	CO

If an SLA 3 county chooses to move and disassemble IT equipment other than *workstations* and printers they must notify ODJFS 15 Business days prior to the move. Please note ODJFS retains responsibility for moving its data line point of presence into a County Agency site, regardless of SLA level.

4.1.07.b Movement of ODJFS-owned Hardware

Description	L1	L2	L3	LN
Provide physical movement of ODJFS-owned hardware for all moves.	C	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 Matrix (SVC-001- SVC-004) of the TSSP for more detailed information.

4.1.08 Replacement Equipment

Description	L1	L2	L3	LN
Fund replacement equipment in accordance with the TSSP.	B	B	B	C

Financial responsibility for replacement equipment is determined in accordance with the TSSP. In general, financial responsibility for replacement equipment matches the financial responsibilities for new equipment. Please refer to the Financial Responsibilities Sample Requests (example-01) section of the TSSP for more detailed information.

4.2. Software

A variety of tested and ODJFS approved software is available for purchase through TSSP. Please refer to the Catalog of Network Services section of the TSSP for more detailed information.

4.2.01 Purchasing 3rd party Software

Description	L1	L2	L3	LN
Contact ODJFS and obtain written approval from the ODJFS/OIS before purchasing or adding software to ODJFS owned equipment	C	C	C	C

Please note that equipment or software acquisitions which may affect the ODJFS network (regardless of cost or financial responsibility) must be approved by ODJFS/OIS

prior to purchase. Approval can be obtained through the TSSP request process. Depending upon the nature of the request, the approval process may require extensive testing of non-standard software. Upon request by ODJFS a County Agency must remove any non-standard software that impairs the performance or compromises the security of the network. Please refer to the **Financial Responsibility Matrix** (SVC-08 & SVC-009) section of the TSSP for more detailed information.

4.2.02 Software Support

Description	L1	L2	L3	LN
Support County Agency acquired software on ODJFS-Owned equipment	C	C	C	C

A county agency is responsible for configuring, maintaining and otherwise supporting all county owned software that is used on or in conjunction with ODJFS owned equipment or network resources.

4.2.03 *Software Installation*

Description	L1	L2	L3	LN
Contact ODJFS through TSSP and obtain written approval from ODJFS/OIS before installing County Agency acquired software to ODJFS-owned equipment or network.	S	S	CO	C

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 tested or piloted the software and is responsible for support of that software.

4.2.04 Software Licensing

Description	L1	L2	L3	LN
Provide funding and purchase sufficient software licenses for non-*ODJFS standard* software to be installed on *ODJFS-owned* equipment	C	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 matrix (SVC-008 SVC-009)** section of the TSSP and SLA.10 County Agency SLA Profile 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	LN
For existing *sites*, provide *data lines* according to the *TSSP* financial responsibilities and *site design*s	S	S	S	C

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.

4.3.02 *Data Lines* for New *Sites*

Description	L1	L2	L3	LN
For new *sites*, ODJFS acquires and County Agency leases *data lines* through ODJFS, in accordance with the *TSSP* financial responsibilities and *site design*s	B	B	B	NA

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.

4.3.03 Network and Phone Cabling

Description	L1	L2	L3	LN
County Agency to assume financial responsibility for installing its own network and phone cabling	C	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.

4.3.04 Labeling of cables

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

4.3.05   Electrical Requirements

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

4.3.06   Environmental Requirements

Description	L1	L2	L3	LN
Server Room / Main Data Facility (MDF) and/or Wiring Closets Intermediate Data Facility (IDF)	C	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%. Telecommunication spaces (MDFs and IDFs) should allow for these environmental requirements.

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.

4.4 Consultation Services

4.4.01 *Consulting Services*

Description	L1	L2	L3	LN
Provide *consulting services* and/or testing before a *County Agency* acquisitions software or hardware to be added to *ODJFS-owned* equipment	S	S	B	B

ODJFS strongly recommends that a County Agency consult ODJFS **before** purchasing equipment, software or services. Upon request, ODJFS provides consultation services or testing of potential County Agency equipment, software, and service acquisitions. 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. A County Agency that chooses to perform its own software distributions must have tested or piloted the software and is responsible for support of that software. Please refer to the **Financial Responsibilities matrix** section of the TSSP for more detailed information

4.4.02 *Consulting Services*- VOIP

Description	L1	L2	L3	LN
OIS will provide Consultation Services for VoIP	S	S	S	NA

Any and all considerations of implementing Voice of Internet Protocol (VoIP) technology utilizing any components of the ODJFS network or desktop must be introduced to OIS at project conception.   Once requested, OIS will provide consultation services offering validation of VoIP proposal, adherence to network standards and terms of support responsibility. ODJFS also reserves the right to deny county sponsored VoIP request that impairs the architecture, proper operation, or security of the network.

4.4.03 *Consulting Services*- Infrastructure

Description	L1	L2	L3	LN
OIS will provide *consulting services* for agency's considering advancements in technology that would require modification to standard JFS infrastructure.	S	S	S	S

ODJFS/OIS will offer *consulting services* to any county agency considering advancement in technology that would require modification of standard JFS infrastructure including installing, removing, expanding, relocating or attaching devices to the ODJFS Network. For example, any proposals to add network ports or modifying existing port density must first be requested through the TSSP process. It is highly recommended that any network modifications be introduced to OIS at project conception.

4.4.04 *Consulting Services*- Firewall

Description	L1	L2	L3	LN
Firewall consultation, county agencies who integrate technology requiring firewall protection should contact OIS for discovery of existing network environment and project requirements.	S	S	S	C

County agencies who integrate technology requiring firewall protection should contact OIS for discovery of existing network environment and project requirements.   OIS will offer consultation to determine the best course of action to satisfy the network design, installation and cost of the proposed Firewall.   All proposals to add firewall security must be requested through the TSSP process

4.4.05 *Consulting Services*- Network Integration

Description	L1	L2	L3	LN

Network Integration, county agencies who determine a business requirement to integrate the ODJFS network with an external network should contact OIS for analysis of the project requirements and exiting network environment.	S	S	S	C

County agencies who determine a business requirement to integrate the ODJFS network with an external network should contact OIS for analysis of project requirements and existing network environment.   OIS will offer consultation to determine the best course of action to satisfy the network design, installation and cost of the proposed integration. Common network integrations unite the ODJFS network with the local county data center. All proposals for network integrations must be requested through the TSSP process

4.4.06 *Consulting Services*- Network Enhancement

Description	L1	L2	L3	LN
Network Enhancement, county agencies who determine a business requirement to integrate new or advancing technology within the ODJFS network should contact OIS for analysis of project requirements and existing network environment	S	S	S	NA

County agencies are required to consult ODJFS before considering any enhancement in technology that would require adding third party hardware or modification to the standard ODJFS network *configuration.*   OIS will provide consultation services offering validation of system proposal, adherence to network standards and terms of support responsibility. ODJFS also reserves the right to deny county sponsored system(s) request that impairs the architecture, proper operation, or security of the network. Common examples of network enhancements include but are not limited to Wireless Connectivity, Video Conferencing, Fiber Connections and bandwidth expansion. All proposals for network enhancements must be requested through the TSSP process

4.4.07 *Consulting Services*- Third Party Server Services

Description	L1	L2	L3	LN
Software, county agencies are required to consult ODJFS before considering any advancement in technology that would require adding third party server or server services onto the ODJFS network	S	S	S	NA

County agencies are required to consult ODJFS before considering any advancement in technology that would require adding third party server or server services onto the ODJFS network. OIS will provide consultation services offering validation of system proposal, adherence to network standards and terms of support responsibility. ODJFS also reserves the right to deny county sponsored system(s) request that impairs the architecture, proper operation, or security of the network. Common examples of system requests include but are not limited to Documents Imaging Systems, Timekeep Systems and Security Systems.   All proposals to third party servers or server services must be requested through the TSSP process

4.5 Blackberry Administration and Support

4.5.01 Procuring Blackberry Devices

Description	L1	L2	L3	LN
Procure Blackberry device from local vendor	C	C	C	C

Blackberry devices are intended to provide remote access to GroupWise email as well as cell phone functionality. These devices offer the convenience of accessing GroupWise email and calendar entries via the palm of your hand. The Blackberry devices are not available to procure through TSSP.

4.5.02 Accept financial responsibility for Administration and Support

Description	L1	L2	L3	LN
Utilize TSSP to request initial Blackberry setup and monthly service fees	C	C	C	NA

While ODJFS OIS assumes the responsibility for administration and support of county owned Blackberry devices that are intended for remote access to GroupWise, it is the County Agency *TPOC*'s responsibility to submit a TSSP request for the initial setup and monthly service costs. Please refer to the **Financial Responsibilities** section of the TSSP for more detailed information.

4.5.03 Create/Modify Account on Blackberry Enterprise Server

Description	L1	L2	L3	LN
Create Account or Modify an Account on Blackberry Enterprise Server	S	S	S	NA

ODJFS OIS creates accounts on the Blackberry enterprise server for county owned devices when the user wants access to GroupWise email. Adding new accounts and modification can be initiated by the *TPOC* by submitting a TSSP request form.

4.5.04 Remove Blackberry from the Blackberry Enterprise Server

Description	L1	L2	L3	LN
Utilize TSSP to remove a Blackberry from the Blackberry Enterprise Server	C	C	C	NA

In the event the Count Agency no longer requires a Blackberry to have access to GroupWise email, it is the responsibility of the County Agency *TPOC* to submit a TSSP request to remove a Blackberry from ODJFS Blackberry Enterprise Server and to eliminate the monthly service charge.

4.6 Financial Responsibility

4.6.01 Financial Responsibility

Description	L1	L2	L3	LN
Determine financial responsibility in accordance with the TSSP.	C	C	C	NA

The TSSP coordinator in cooperation with ODJFS/OIS verifies that the County Agency cost estimate complies with the financial responsibilities outlined in the TSSP. ODJFS reserves the right to make the final determination of financial responsibilities. Agencies accepting Financial Responsibility in accordance with the TSSP required the Director's signature on the TSSP request form. Please refer to the Financial Responsibilities section of the TSSP for more detailed information.

4.7 Asset Control

4.7.01 Asset Control

Description	L1	L2	L3	LN
County Agency required to report on ODJFS owned equipment annually	C	C	C	NA

ODJFS will provide the county agency an application that can assist in tracking ODJFS equipment. This tool is meant to reduce costs and provide asset manageability for both the county and ODJFS. Each county agency is required to provide an annual inventory to ODJFS, (no later than September 1st) to provide support and guidance for proper tracking and reporting of all qualifying assets of ODJFS as the equipment custodian. The ODJFS application tool is designed to ensure that all ODJFS owned assets are inventoried, tagged and documented statewide in an efficient and standardized manner in compliance with the state and federal requirements. Annual inventorying of these ODJFS assets may be provided to ODJFS using other methods (county database, spreadsheet, etc.).

SLA.05 Data and Systems Backup and Restore

SLA.05 Data and Systems Backup and Restore

An essential part of computing services is the ability to recover from data loss. Data loss due to human error, machine malfunction, or service disruption can be minimized by operating in accordance with properly managed backup and storage procedures. This section references the procedures used to protect users from data loss.

5.1   General Information

5.1.01 *Mainframe* Backups				
Description	L1	L2	L3	LN
Backup data from *ODJFS mainframe* to tape	S	S	S	S

> All data and programs on the *mainframe* are backed up to tape by ODJFS OIS according to established processes. Backups are taken daily and stored offsite for a predetermined time period.

5.1.02 Centrally Located Server Backups				
Description	L1	L2	L3	LN
Backup data from *ODJFS* centrally located (campus) servers	S	S	S	S

> User specified data and programs on centrally located (campus) servers are backed up to tape by ODJFS OIS according to established processes. Backups are taken according to a user defined schedule and separate copies of each backup are stored in both the Air Center and SOCC data centers for a pre-determined time period.

5.1.03 Remote Server Backups

Description	L1	L2	L3	LN
Backup all ODJFS owned remote (County Agency) file servers to tape	S	S	C	C*

The responsible party monitors and manages the daily file backups. Daily backups ensure against the loss of files and directories and will minimize data loss in the event of an emergency or service disruption. For SLA Levels 1 and 2, it is the duty of ODJFS OIS to ensure that these procedures are executed properly each working day. For SLA Level 3, it is the responsibility of the Technical Point of Contact (TPOC) to ensure that these procedures are executed properly each working day. For SLA Level 3, the county agency is responsible to change tapes as detailed below. ODJFS provides the tapes for Level 3 county agencies.

5.1.04 Backup Tapes

Description	L1	L2	L3	LN
Replace backup tapes in tape *drives* for *ODJFS owned* servers at *County Agency sites* according to tape rotation schedule	NA	NA	C	NA

The SLA 3 county agency is responsible for the replacement of backup tapes at its site according to the processes established by ODJFS OIS. This includes the removal of the previous night's backup tape from the tape drive on the server, safely storing it, and replacing it with a tape for the current day. For SLA levels 1 and 2 county agencies, all data changes occurring after the previous successful backup are transmitted electronically to mass storage devices that are centrally located in Columbus. SLA Level 1 and 2 *sites* are not required to do any backup functions.

5.1.05 Backup Log

Description	L1	L2	L3	LN
Check tape backup log for *ODJFS owned* servers at County Agency *sites*	S	S	CO	C*

The responsible party is to check all server backup logs at its site. For SLA level 3 County Agencies this is accomplished by checking the backup system logs at the county site. Backup logs for SLA levels 1 and 2 will be monitored at the central site in Columbus.

5.1.06 Off Site Storage of Backup Tapes				
Description	L1	L2	L3	LN
Provide for secure duplicate copies of backup tapes	NA	NA	CO	C*

ODJFS OIS requires that separate copies of monthly tapes from ODJFS owned servers be kept in both the Air Center and the SOCC data centers for SLA level 1 or 2 counties (i.e. in the event of a building disaster).   Data from County Agencies who elect SLA level 1 or 2 is stored in both the Air Center and the SOCC locations daily by ODJFS centrally managed storage devices. County Agencies who elect SLA level 3 and N are encouraged to keep their own backup tapes off-site. **Tapes from SLA 3 level county agencies are required to be in an encrypted format before being sent off-site.**

5.1.07 File Restores				
Description	L1	L2	L3	LN
Perform and assist with a) file restore to *ODJFS owned* server from tape, and b) full *ODJFS owned* server restore from tape	B	B	B	B

The responsible party restores a file (single file or set of files) to ODJFS owned servers from tape when a file has been damaged, deleted, or destroyed.   A full restore is done when entire directories of server files have been affected.

In the case of SLA Levels 1 and 2, ODJFS OIS leads and the county agency assists. In the case of SLA Level 3, the county agency leads and ODJFS OIS assists. The lead party directs the task, with the help of the assisting party.

SLA.06 IT Data and Systems Recovery Plans

Recovery from a service disruption is essential to the operation of the ODJFS programs supported by ODJFS OIS. The applications and infrastructure described in the SLA are fundamental for the delivery of services to ODJFS clients. Sub-Section One outlines the planning ODJFS has done to ensure the continued operation of systems in the event of a service disruption. Sub-Section Two describes the efforts that will be made by County Agencies and ODJFS OIS in the event of a service disruption.

In this SLA, the term service disruption is defined as:
- extensive damage to the computers, servers, and network infrastructure;

- substantial damage to the physical facilities housing the computing components;
- inability to access the facilities for an extended period of time that interferes with business functions; or
- an event that requires considerable restorative effort.

Recovery is the process of bringing back into operation the systems necessary to resume key business functions. Successful recovery allows business to continue while facility and system repairs can be performed in a more conventional manner.

6.1   Planning

The ability to recover from a service disruption depends on the existence of a plan. ODJFS OIS has an **IT Data and Systems Recovery Plan** to help manage *mainframe* service disruption scenarios. For *mainframe* applications, ODJFS OIS conducts a semi-annual recovery exercise at a hot site*. In a real service disruption, recovery takes place using the plan as the starting point.

6.1.01 Data and Systems Recovery Plan				
Description	L1	L2	L3	LN
Create and maintain *IT Data and Systems Recovery Plan*	S	S	S	S

The plan ensures that essential centralized *mainframe* applications can be recovered to allow business functions to resume. ODJFS OIS has an approach to creating and executing the plan.

6.1.02 Data and Systems Recovery Plan				
Description	L1	L2	L3	LN
Have a high level awareness of the *IT Data and Systems Recovery Plan*	C	C	C	C

Each County Agency should be familiar with ODJFS' recovery plan which ensure*s* their centralized data and systems are protected against loss.   For *mainframe* applications, ODJFS OIS conducts a semi-annual recovery exercise at a hot site. From the recovery exercise, the plan is adjusted according to lessons learned during the exercise.

For *mainframe* applications, within 72-96 hours after a DAS/OIT or ODJFS OIS service disruption declaration, data and systems will be recovered according to a priority plan.

6.1.03 *Data and Systems Recovery Plan*				
Description	L1	L2	L3	LN
Provide limited assistance to create *Data and Systems Recovery Plan* for *County Agencies*	S	S	S	C

While centralized systems are covered by the ODJFS OIS plan, the County Agency needs to develop their own plan to cover equipment and data within the County Agency's physical sites. ODJFS OIS provides limited assistance to County Agencies to create the ODJFS OIS related part of the County Agency plan. In addition to providing assistance, upon request ODJFS OIS will provide County Agencies with a template of our disaster recovery process to assist with the creation of the County Agency plan.

6.1.04 Data and Systems Recovery Plan				
Description	L1	L2	L3	LN
Develop a *Data and Systems Recovery Plan* for the *County Agency*	C	C	C	C

With the assistance of the ODJFS OIS Business Continuity Team, the development of the County Agency Data and Systems Recovery Plan includes the following:

- call list;
- teams;
- members;
- functions;
- schedule;
- team resources;
- personnel: skills, workgroups;
- task library: task list IDs;
- customers;

- resources: facilities, location in facility, criticality levels; and
- resource types: application systems, critical records, equipment, forms and supplies, furniture, logistics, software, telecommunications, vendors.

If a county-developed recovery plan commits the State to specific actions during recovery efforts, counties are encouraged to seek annual sign off by the ODJFS OIS Business Continuity Team regarding these commitments. Typically, this review process would occur during the county's exercise of their recovery plan. County Agencies without their own recovery plan run the risk of not being able to recover timely in the event of a service disruption to their facility.

6.1.05 Contact Information				
Description	L1	L2	L3	LN
Contact the ODJFS OIS staff responsible for questions or assistance with County Agency plan	C	C	C	C

For more information about IT Data and Systems Recovery planning, or business resumption planning, please contact the Business Continuity Unit via email at *bcam@jfs.ohio.gov* .

6.2 Response

The response to a service disruption, as defined above, may or may not be part of a larger county declared disaster.   In the event of a County Agency service disruption, ODJFS OIS will provide assistance under the leadership of the County Agency as defined in the County Agency plan.

6.2.01 Supply Alternate Facilities				
Description	L1	L2	L3	LN
Supply alternate facilities - space, electricity, wiring	C	C	C	C

The County Agency shall supply alternate facilities which shall include, at a minimum, sufficient electrical capacity for *workstations* and servers, sufficient HVAC to maintain suitable environment, and Local Area Network (LAN) wiring from the *workstations* to the servers. It is preferred that there be a secure area for the servers and the necessary wiring.

6.2.02 Supply *Workstations*, Printers, Software, and Services				
Description	L1	L2	L3	LN
Supply *workstations*, printers, software, and services in accordance with standards outlined in TSSP.02 Financial Responsibilities.	S	S	S	N

ODJFS OIS shall supply *workstations*, printers, software, and services in accordance

with the standards outlined in TSSP.02 Financial Responsibilities; delivery time frames will be ODJFS OIS' best effort for a service disruption situation and shortened as much as possible to meet the County Agency's need.

6.2.03 Supply Servers and Infrastructure				
Description	L1	L2	L3	LN
Supply servers and *infrastructure* hardware, software and services in accordance with the standards outlined in TSSP.02 Financial Responsibilities.	S	S	S	N

ODJFS OIS shall supply servers and infrastructure hardware, software, and services in accordance with the standards outlined in TSSP.02 Financial Responsibilities; time frames will be ODJFS OIS' best effort for a service disruption situation and shortened as much as possible to meet the County Agency's need.

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SLA.07 Operations and Management

This section governs the day-to-day operations and management of the statewide ODJFS network. The wide-area network (WAN) is what allows county agency users to communicate and share information with other county agency users and State staff. The network allows county agency users to access statewide ODJFS applications such as CRIS-E, SETS, SACWIS, etc. The WAN gives County Agencies the ability to service their customers.

The section is divided into five sub-sections:
- **Sub-Section 7.1 focuses on the workstation**, which is the individual computer that sits at each user's desk.
- **Sub-Section 7.2 focuses on the server** provides password authentication, file and print services and e-mail services.
- **Sub-Section 7.3 focuses on network administration**, which is how technical staff at the County and State levels manage the network**.**
- **Sub-Section 7.4 focuses on email administration**, which is management of the email system for the ODJFS network.
- **Sub-Section 7.5 focuses on user support**, which is how staff at the county agency and ODJFS OIS level resolve network problems.

7.1 Workstation *Image*

The workstation is the computer that sits at each user's desk. It typically consists of the central processing unit (CPU), monitor, keyboard, and mouse. The *image* refers to the set of standard software that is loaded onto the computer. This software enables functionality such as logging into the statewide network, retrieving office automation software, and connecting to statewide applications such as CRIS-E.

In this sub-section, two *image*s are referenced. The first is the **ODJFS standard *image*** which is the *image* that ODJFS provides to County Agencies. The second is the **County Agency standard *image***. County Agencies, who elect an SLA level 3, may choose to provide their own workstation *image* in addition to the ODJFS standard *image*. This *image* may differ from the ODJFS standard *image* in a variety of ways, including software that only the county agency uses. This sub-section governs the responsibilities of ODJFS OIS and the county agency related to the workstation *image*.

7.1.01 Maintain Install Guide				
Description	L1	L2	L3	LN
Create and maintain the ODJFS Standard Workstation *Image* guide	S	S	S	S

ODJFS OIS will maintain a Workstation *Image* Installation guide. The guide provides the procedures for installing the *image* onto *workstations.* ODJFS OIS periodically updates the document as it makes changes to the standard *image.* Please contact the TSSP coordinators to request the latest version of the **ODJFS Standard Workstation *Image* Install guide.**

7.1.02 Follow Install Guide				
Description	L1	L2	L3	LN
Follow the ODJFS Standard Workstation *Image* Guide	SO	C	C	C*

ODJFS OIS regularly performs tests of new hardware and software against the baseline ODJFS standard *image.* Based on these tests, ODJFS OIS makes decisions about what new hardware and software to use on the ODJFS network. To ensure that county agency *workstations* perform as expected on the ODJFS network, the responsible party for *image* installation follows the procedures outlined in the "ODJFS Standard Workstation *Image* Install Guide" in order to avoid compatibility problems.

7.1.03 Login				
Description	L1	L2	L3	LN
Maintain login/startup	S	S	C	C

The startup and login scripts define what happens to the computer when the user logs into the ODJFS network. This includes distributed applications and the mapping of file shares located on Novell File servers. Any Customization to the login script requires TSSP approval.
NOTE: Users must log off their PCs at the completion of every work day to ensure all files are successfully backed up. A complete backup of all system files cannot be performed if the user has not logged off. Any user files that remain open cannot be backed up.

7.1.04 Drive Mapping				
Description	L1	L2	L3	LN
Perform standard drive mapping	S	S	C	C

Drive mapping refers to assignment of network paths offering users the ability to store data on predefined locations on JFS file servers. These file shares allow the user to share and store business data. Upon login, users are typically assigned an R:, P:, or Q: drive.

7.1.05 Standard Workstation *Image*				
Description	L1	L2	L3	LN
Configure, modify and manage the *ODJFS standard workstation image*	S	S	S	CO

ODJFS OIS configures, modifies, and manages the ODJFS standard workstation *image*. *Configuration* refers to defining specifically how the *image* is installed on the workstation to ensure proper performance. Modifications are periodically required as new hardware or software is added to the *image* and old hardware or software is removed. Management refers to general maintenance of the *image*, such as updating anti-virus files and Microsoft system updates (WSUS).

Third party or county modifications to the ODJFS standard workstation *image* are not permitted.

7.1.06 Supply Standard Workstation *Image*				
Description	L1	L2	L3	LN
Supply *ODJFS standard workstation image*	na	na	S	S

ODJFS OIS supplies the ODJFS standard workstation *image*. For an SLA level 3 county agency who has *county agency owned workstations*, ODJFS OIS supplies the county agency with the *image* (software) in which the county agency has the option to install on county owned *workstations*.

7.1.07 Re-*image* ODJFS-Owned *Workstations*				
Description	L1	L2	L3	LN
Re-*image* ODJFS-owned workstation with ODJFS standard workstation image	CO	C	C	C

Periodically, users encounter problems that cannot be resolved through normal procedures. At other times, when an employee leaves the ODJFS network, their workstation is recycled for another user. When these situations occur, the responsible party re-*image*s the ODJFS workstation which reverts the desktop back to an ODJFS standard *image*. Re-imaging (also known as re-burning) deletes everything on the workstation and then installs only the ODJFS standard software. Please refer to the **ODJFS Standard Workstation *Image* Install Guide** for more detailed information on the ODJFS OIS process for re-imaging.

7.1.08 County Agency *Image*				
Description	L1	L2	L3	LN
Configure, modify and manage the *County Agency workstation image*	na	na	C	C

An SLA level 3 county agency may elect to create its own workstation *image* that differs from the ODJFS standard workstation *image*. If the county agency chooses this option they will assume responsibility for any *configuration*, modification, support and management of that *image*.

7.1.09 Re-*image* County Agency Workstation				
Description	L1	L2	L3	LN
Re-*image County Agency workstation* with *County Agency standard workstation image*	na	na	C	C

Similar to SLA.07.1.07, County Agencies may face situations where county agency *workstations* need to be re-*image*d. A county agency is responsible for re-imaging its own *workstations* with its standard workstation *image*. If an SLA level 3 county agency chooses not to develop its own county agency workstation *image*, then the ODJFS standard workstation *image* can be used to re-*image* the *workstations*. Please refer to the **ODJFS Standard Workstation *Image* Install Guide** for more detailed information on the ODJFS OIS process for re-imaging.

7.1.10 ODJFS Software Rollouts				
Description	L1	L2	L3	LN
Perform ODJFS supplied software install and configure (rollouts) to *workstations*	S	S	CO	C

In an SLA level 1 & 2 county agency, ODJFS OIS performs software rollouts directly to county agency *workstations* to ensure compatibility between ODJFS systems maintaining consistent deployment methods.

In an SLA level 3 county agency, the county agency and OIS may determine that ODJFS OIS will supply software rollouts intended for *workstations* to the county agency designated *TPOC* and not directly to county agency *workstations*. In this instance, the county agency is then responsible for installing the software onto county agency *workstations*.

7.2 Server *Image*

The *server image*, similar to the workstation *image*, refers to the basic set of ODJFS standard software that is loaded onto the server.

In this sub-section, two server *image*s are referenced. The first is the ODJFS standard *image*, which is provided to ODJFS OIS to County Agencies. The second is the county agency standard *image*. This sub-section governs the responsibilities of ODJFS OIS and the county agency related to the server *image*.

7.2.01 Server *Image*				
Description	L1	L2	L3	LN
Configure, modify and manage the ODJF*S standard* server *image*	S	S	CO	CO

ODJFS OIS configures, modifies and manages the ODJFS standard server *image*. *Configuration* refers to defining specifically how the *image* is installed on the server to ensure proper performance. Modifications may be periodically required as new hardware or software is added to the *image* and old hardware or software is removed. The management of server *image*s refers to the general maintenance including required updates to the various utilities and applications running on a file server. County Agencies, who elect an SLA level 3, may choose to provide their own server *image*.

7.2.02 Re-*image* ODJFS Server *Image*				
Description	L1	L2	L3	LN
Re-*image ODJFS-owned* server with *ODJFS standard server image*	S	S	CO	CO

Rarely, servers will encounter problems that cannot be resolved through normal procedures. When these situations occur, ODJFS OIS re-*image*s or resets the server to the ODJFS standard server *image*. Similar to re-imaging *workstations*, this process essentially deletes everything on the server and then installs the ODJFS standard server software. Data that has been successfully backed up prior to the re-*image* process will be restored to the new *image*.

7.2.03 County Agency Server *Image*				
Description	L1	L2	L3	LN
Configure, modify and manage the *County Agency server image*	NA	NA	C	C

An SLA level 3 county agency may create and maintain a county agency server *image* for servers that are physically connected to the ODJFS network, but are logically separate from the ODJFS network. County Agencies may not modify the *image* or server software used on servers that are both physically and logically connected to the ODJFS network without obtaining

prior approval from ODJFS.

7.2.04 Re-*image County Agency Owned* Server *Image*				
Description	L1	L2	L3	LN
Re-*image County Agency owned* server with *County Agency image*	NA	NA	C	C

If an SLA level 3 county agency elects to install *county agency owned* servers on the ODJFS network, then it must use a county agency server *image* to *image* and re-*image* those servers. County servers connected to the ODJFS network must be installed on a county agency VLAN.

7.2.05 Server Rollouts				
Description	L1	L2	L3	LN
Install and configure ODJFS supplied software on ODJFS servers.	S	S	B	CO

In an SLA level 1, 2 or 3 county agency, ODJFS supplies server software *rollout*s directly to servers located in the county agency. An SLA level 3 county agency may install and configure software on county agency servers that are physically, but not logically connected to the ODJFS network. ODJFS will notify County Agencies prior to any server *software installations*.

7.3   Network Administration

The ODJFS network is a series of connections consisting of more than 25,000 nodes. Each node is a piece of equipment on the network, e.g. *workstations*, servers, routers, switches or printers. Network Administration refers to the management of these nodes. **Network Administration** activities include ensuring that users have access to the information and have the ability to print and share information with co-workers on the ODJFS network. .

Network administration responsibilities are divided between ODJFS OIS and the County Agencies and are dependent upon SLA level.

7.3.01 Create and Maintain Netware Network Standards Guide				
Description	L1	L2	L3	LN
Create and maintain ODJFS NetWare Standards Guide document for the current version of NetWare	S	S	S	S

The ODJFS NetWare Standards Guide defines standards for network administration within the ODJFS environment. ODJFS OIS updates the document as it makes changes to the network. Please refer to the **OIS:1028 NetWare Standards Guide,** http://innerweb.odjfs.state.oh.us/omis/PSP/tableOfContents.shtml for more detailed information.

7.3.02 Netware Standards Guide				
Description	L1	L2	L3	LN
Follow ODJFS NetWare Standards Guide document	S	S	C	CO

To ensure that the ODJFS Netware environment maintains a standard footprint, it is imperative that the procedures outlined in the **OIS:1028 NetWare Standards Guide** are strictly followed. ODJFS OIS develops these procedures to optimize network performance and to avoid any compatibility issues between different network locations. Please refer to the **OIS:1028 NetWare Standards Guide** for more detailed information.

7.3.03 Network *Infrastructure*				
Description	L1	L2	L3	LN
Monitor *ODJFS-owned network infrastructure* using tools; proactively report indicators of poor network health	S	S	B	B

ODJFS OIS monitors ODJFS-owned network *infrastructure* using monitoring tools and proactively reports indicators of network health. OIS' Network Administration Unit utilizes technologically advanced toolsets to monitor the ODJFS *infrastructure* equipment. *Infrastructure* refers to equipment that allows network hardware, such as *workstations*, printers and servers, to talk to each other using communication lines. Examples of *infrastructure* include routers, switches and firewalls. OIS' Network Administration Unit regularly monitors ODJFS network equipment and reports if performance is poor or if other problems exist.

ODJFS OIS monitors all network equipment for SLA levels 1 and 2 County Agencies. In SLA level 3 County Agencies, the responsibility is shared. ODJFS OIS monitors network equipment as far as the county agency network configuration will allow. In SLA level 3 County Agencies, the county agency is responsible for monitoring equipment that OIS is not able to monitor.

ODJFS OIS has the responsibility to protect the integrity of the network and MAY block access to state resources if required.

7.3.04 *Network Administrator* Requirement				
Description	L1	L2	L3	LN
***Network administrator(s)* or equivalent on staff is required to provide evidence of certification.**	NA	C	NA	NA

SLA level 2 County Agencies must have a *network administrator* or equivalent on staff (as outlined in the SLA Executive Summary) and supply OIS with a copy of the *network administrator* certification (if applicable) and names a secondary to the *network administrator* to cover when he or she is absent from work. The secondary does not need to meet the *network administrator* certification requirement.

ODJFS OIS requires this skill set at the county agency to ensure that the county agency is able to fulfill the responsibilities outlined in the SLA. The *network administrator* or *TPOC* coordinates with ODJFS OIS administration staff to perform all necessary network administration work. For SLA level 1 County Agencies, ODJFS OIS will perform all network administration.

7.3.05 *Network Engineer* Requirement				
Description	L1	L2	L3	LN
Network engineer(s) on staff are required to provide evidence of certification.	NA	NA	C	NA

An SLA level 3 county agency must have a dedicated full time Certified Novell Engineer (CNE) on staff. The CNE must be current to NetWare 6.x within 90 days of the effective date of this SLA. The county agency must name the *network engineer*, supply ODJFS OIS with a copy of the CNE qualifying certificate(s), and name a secondary to the *network engineer* to cover when he or she is absent from work. The secondary does not need to be a CNE. ODJFS OIS requires this skill set at the county agency to ensure that the Agency is able to fulfill the responsibilities outlined in the SLA. For SLA level 1 County Agencies, OIS will perform all network administration. SLA Level 2 County Agencies have a *network administrator* or equivalent requirement.

7.3.06 Power Down				
Description	L1	L2	L3	LN
Follow equipment power-down procedures	C	C	C	C

Prior to an outage, the county agency should notify the OIS Service Desk that they will be powering down equipment to accommodate a scheduled outage. County agencies should prepare for scheduled power outages in advance and systematically bring down their network equipment prior to the outage in a controlled manner. If equipment (such as a server) is not powered-down correctly it can cause users to lose critical business data.

7.3.07 Network Maintenance - Coordination				
Description	L1	L2	L3	LN
Coordinate with ODJFS OIS scheduled network maintenance	B	B	B	CO

County Agencies and ODJFS OIS will coordinate to arrive at mutually agreeable times for network maintenance downtime. County Agencies acknowledge that network downtime is necessary to conduct routine maintenance, install software updates, or perform other necessary network administrative tasks. The county agency will make all

reasonable efforts to accommodate ODJFS OIS-requested downtime.

7.3.08 Network Notification				
Description	L1	L2	L3	LN
Follow the process for notifying and scheduling in advance when network changes / or a scheduled outage occurs	S	S	B	B

ODJFS OIS, with as much advance notice as possible, communicates and coordinates with County Agencies to schedule the network outage at a mutually agreeable time. Please refer to the ODJFS Network Outage Schedule available at http://innerweb.odjfs.state.oh.us/OIS/ under "Information for All Users".

7.3.08.a County Network Notification				
Description	L1	L2	L3	LN
Follow the process for notifying concerned parties in advance of Network changes, outages or modification plans	C	C	C	CO

The responsible party is required to notify ODJFS OIS Service Desk of any scheduled Network changes, scheduled outages or modification plans. If a county agency makes a change and does not notify OIS Service Desk, ODJFS/OIS my incorrectly identify there is a problem in the county and spend time trying to resolve it.

7.3.08.b State Network Notification				
Description	L1	L2	L3	LN
Follow the process for notifying and scheduling in advance when network changes / or a scheduled outage occurs	S	S	S	S

ODJFS OIS schedules network maintenance downtime on a regular basis. This occurs when OIS needs to conduct routine maintenance, install software updates or perform other necessary network administration tasks. ODJFS OIS makes its Network Outage Schedule available and makes updates to the schedule when needed to allow county agencies reasonable notification of Network scheduled outages.

7.3.09 File System Management				
Description	L1	L2	L3	LN
The process of assigning user rights to users for access to resources.	S	CO	C	C

An essential part of network administration involves file system management. Management activities include:

- assigning user rights to server volumes, directories, and folders,
- associating users with container groups that inherit rights through group membership, and
- Identifying users whom inherit certain file rights through association to another

object, for example from another user.

Please refer to the Policy, Standards and Procedure **OIS:1028 NetWare Standards Guide** for more detailed information.

7.3.10 *Directory Services* Rights				
Description	L1	L2	L3	LN
Administer the *Directory Services* administrative rights within the appropriate container	S	S	C	C

The ODJFS network is logically divided into sections called containers and these containers are organized by geographic location and organizational unit. The responsible party controls the administrative rights for their users within each container. Please refer to the **OIS:1028 NetWare Standards Guide** for more detailed information.

7.3.11 User Accounts Administration				
Description	L1	L2	L3	LN
Administer on a day-to-day basis user accounts for consistent and secure access to the network	S	S	C	C

*Network administrator*s maintain user accounts to ensure their users are able to perform their daily duties. This may include moving a user account from one location to another and granting or restricting access to specific files. Please refer to the **OIS:1028 NetWare Standards Guide** for more detailed information.

7.3.12 Container Administration – Servers				
Description	L1	L2	L3	LN
Administer servers in the appropriate container	S	S	C	C

The responsible party performs day-to-day upkeep of the servers in the associated container. Please refer to the **OIS:1028 NetWare Standards Guide** for more detailed information.

7.3.13 Enterprise Network Infrastructure Administration				
Description	L1	L2	L3	LN
Administer of ODJFS owned Cisco enterprise network infrastructure and ownership of administrative privileges.	S	S	S	NA

7.3.14 Printer Administration				
Description	L1	L2	L3	LN
Manage printers within the appropriate container	S	CO	C	C

All printer objects at a county agency are housed within a container. The responsible party creates and manages printers within the appropriate container. The management of these printer objects include making the printers available for users to access the printers. Please refer to the **OIS:1028 NetWare Standards Guide** for more detailed information.

7.3.15 County Agency provided applications				
Description	L1	L2	L3	LN
Install, configure, maintain and manage applications that are not part of the *ODJFS-provided applications*	C	C	C	C

County Agencies may install, configure, maintain, and manage applications that are not part of the standard ODJFS-provided applications. These County Agencies must follow the specific guidelines outlined in the TSSP. Please refer to the **TSSP** for more detailed information.

7.3.16 ODJFS NAL delivered applications				
Description	L1	L2	L3	LN
Create, configure and manage standard ODJFS NAL delivered applications	S	S	CO	CO

ODJFS applications are usually delivered to users through a process called network application launcher (NAL). NAL allows ODJFS OIS to deploy software applications from a central location to users throughout the entire network. The responsible party creates, configures, and manages these applications. An SLA level 3 county agency can opt to create, configure and manage ODJFS OIS NAL delivered applications. In these cases, ODJFS OIS sends the application to the *TPOC*, who deploys the application to the county agency.

7.3.17 NAL Deployment				
Description	L1	L2	L3	LN
Create deployment policy and procedure for ODJFS OIS method of deploying NAL delivered applications	S	S	S	S

ODJFS OIS maintains a procedure for NAL delivered applications.

7.3.18 Software Rollout				
Description	L1	L2	L3	LN
Supply ODJFS standard software *rollout* to agency *TPOC*	NA	NA	S	N

For a SLA level 3 county agency, ODJFS OIS provides the county agency-designated *TPOC* with all software deployment documentation intended for a standard *rollout*. Based upon a review of the software and the deployment documentation, the county agency then decides how the county agency will deploy the software.

7.3.19 Anti-virus Tools				
Description	L1	L2	L3	LN
Provide anti-virus tools, including updates	S	S	S	N

ODJFS OIS provides anti-virus tools to be used on the ODJFS network. These tools include the basic anti-virus software package with periodic updates to the virus signature files. This ensures that the ODJFS network will be protected against new viruses. Computer viruses can be very dangerous, especially to a large network. If a virus were to propagate through the network, it could potentially shut down the entire network and make it impossible for ODJFS to deliver services to our customers. ODJFS OIS provides these tools to protect against these risks.

7.3.20 Virus Process				
Description	L1	L2	L3	LN
Know the process to follow when a virus is detected	B	B	B	C

ODJFS OIS provides anti-virus tools to be used on the ODJFS network. These tools include an initial anti-virus software package and periodic updates to that software to ensure that the ODJFS network is protected against new viruses. When ODJFS OIS detects a virus, it will inform all County Agencies and instruct them on what to do to mitigate any risk. If a county agency detects a virus, the county agency *TPOC*s must call the OIS Service Desk at (800) 686-1580.

ODJFS OIS has the responsibility to protect the integrity of the network and MAY block access to state resources if required.

7.3.21 Internet Access				
Description	L1	L2	L3	LN
Manage the configuration to allow/disallow access to specific websites for specific county sites; applies to ODJFS-owned county Border Manager servers only	S	S	S	C

ODJFS OIS manages the configuration of the Border Manager system to allow and/or

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disallow access to specific websites. Counties that require that a specific website be allowed and/or disallowed should communicate directly to the Novell Production Administration Supervisor. Access will only be granted if it meets a business need and the local *TPOC* and Director approves of the access. Any requests for Internet monitoring should be made by the county agency Director directly to the ODJFS Chief Inspector's Office at 614/466-3015.

7.4   Email Administration

The email system also allows users to communicate to internal and external contacts, schedule meetings, and maintain personal calendars. To ensure that our email system remains functional, it is required that periodic maintenance be performed. This sub-section outlines those duties.

Email administration on the ODJFS network is primarily an ODJFS OIS responsibility. If *TPOC*s have email questions or requests, they should call the OIS Service Desk at (800) 686-1580.

7.4.01 Email Distribution Lists - Processes				
Description	L1	L2	L3	LN
Create and maintain processes for email Distribution Lists	S	S	S	C

ODJFS OIS creates and maintains the processes for developing statewide email distribution lists. These processes include instructions and standards for the creation and management of statewide distribution lists.

7.4.02 Local Email Distribution Lists				
Description	L1	L2	L3	LN
Create and manage local email Distribution Lists	S	S	B	C

ODJFS OIS creates and maintains the processes for developing statewide email distribution lists. These processes include instructions and standards for the creation and management of distribution lists. An SLA level 3 county agency may choose to create and manage its own county agency email distribution lists in accordance with these standards. The delivery of global email messages, such as the announcement of service outages, is contingent upon timely and accurate management of county agency distribution lists.

7.4.03 Global Email Distribution Lists				
Description	L1	L2	L3	LN
Create and manage global email Distribution Lists	S	S	S	C

ODJFS OIS creates and maintains the statewide email distribution lists. These lists involve multiple County Agencies and/or ODJFS Offices.

ODJFS, Office of Information Services

7.4.04 Create Email Resources

Description	L1	L2	L3	LN
Create email Resources	S	S	S	C

Email resources include items such as common mailboxes, conference rooms and state vehicles. ODJFS OIS is responsible for creating all email resources.

7.4.05 Manage Email Resources

Description	L1	L2	L3	LN
Manage email Resources	CO	CO	C	C

Email resources include items such as common mailboxes and conference rooms. ODJFS OIS is responsible for creating all email resources. ODJFS OIS will manage email resources for SLA level 1 and 2 County Agencies if the county agency chooses not to manage its own email resources. However, an SLA level 3 county agency manages its own email resources. If assistance is needed for SLA 3 County Agencies, OIS will offer support. Rights to manage these resources are given when the resources are created.

7.4.06 Email Post Offices

Description	L1	L2	L3	LN
Administer post offices	S	S	CO	C

Post offices are objects within the email system that contain groups of users and are organized geographically. An SLA level 3 county agency may administer its own email post offices that are subordinate to a single, dedicated email domain. A county agency may not administer post offices that are subordinate to an email domain that is shared by other County Agencies.

7.4.07 Email Internet Agents

Description	L1	L2	L3	LN
Administer email Internet agents and gateways	S	S	S	C

Internet agents and gateways allow users to communicate with users outside of the ODJFS email system. ODJFS OIS performs day-to-day administration of the statewide email Internet agents and gateways.

SLA.08 IT Performance Measures

ODJFS provides many services to its County Agency customers. Through the SLA Program ODJFS OIS measures performance to meet our commitments. ODJFS OIS selects key performance measures, determines success criteria for the measures, measures actual performance, and analyzes the results. These measurements are made a available to help OIS improve productivity and service while ensuring organizational and individual accountability.

Performance measurements will allow ODJFS OIS to set an initial performance baseline and then track performance over time. In addition, ODJFS OIS will be able to document progress and highlight any problem areas for corrective action. Through the reports generated by ODJFS OIS, County Agencies will be able to compare overall monthly performances against targeted goals.

8.1.01 Key Performance Measures				
Description	L1	L2	L3	LN
Select relevant performance measures (availability, response times)	S	S	S	S

ODJFS OIS uses many performance measures that describe the IT environment, including:

- OIS Ticket Resolution
- OIS Production System Availability
- *Mainframe* availability

8.1.02 Performance Measure Criteria				
Description	L1	L2	L3	LN
Set success criteria for selected performance measures	S	S	S	S

ODJFS OIS defines the success criteria for all ODJFS OIS services. For example, What is the acceptable level of performance for the ODJFS network? ODJFS OIS defines acceptable performance as a percentage for network availability or a number of seconds

for *response time.* ODJFS OIS defines the thresholds at which it is not meeting or exceeding expected performance. ODJFS OIS provides the measurement methodology and the performance criteria in its reports.

8.1.03 Measure Actuals				
Description	L1	L2	L3	LN
Measure actual performance	S	S	S	S

Through the use of automated tools, ODJFS OIS measures actual performance. For example, the voice response unit in the OIS Service Desk measures the time (in seconds) taken to answer calls, the overall number of calls, and the number of abandoned calls. *Response time* for *mainframe* applications is measured by the transaction monitor on the *mainframe.*

8.1.05 SLA Reporting				
Description	L1	L2	L3	LN
Report actual performance versus performance standard	S	S	S	S

For key performance measurement reporting, actual performance will be compared to the ODJFS OIS-defined performance standards. ODJFS OIS publishes reports electronically that document performance over time to highlight any trends. Monthly Key Performance Indicators are available on the ODJFS innerweb at http://innerweb/omis/KPI/index.shtml.

8.1.06 Cooperatively Resolve Problems				
Description	L1	L2	L3	LN
Cooperatively resolve problems	B	B	B	B

If the performance measurement reports identify any problems, ODJFS OIS and the County Agency will work cooperatively to resolve the problems.

SLA.09 Training: Functional and Office Automation

ODJFS recognizes that training is a local activity and primarily the responsibility of County Agencies. This chapter pertains to training for ODJFS provided applications and training for IT staff regarding the ODJFS technical environment.

9.1   General Information

9.1.01 Office Automation Training				
Description	L1	L2	L3	LN
Provide training to *TPOCs* or users on *office automation* suite	C	C	C	C

Limited CBT's and WBT's are available on the ODJFS Innerweb. ODJFS will make a best effort to offer guidance and resources on *Office Automation* tools.
The County Agency is expected to utilize products to train its own TPOC and users in the use of ODJFS provided *office automation* tools.

9.1.02 Familiarization Training of ODJFS Specifics				
Description	L1	L2	L3	LN
Provide familiarization about *ODJFS standards*, processes, procedures, and the *SLA* to the *County Agency TPOC, Network Administrator* and *LSC*	S	S	S	S

Upon Request, ODJFS OIS provides familiarization training to the County Agency TPOC, network administrator and LSC. The familiarization training provides specific information about the ODJFS network, hardware and software, as well as the SLA and other policies and procedures. Upon request, this training is supplied in the form of documentation, a walk-through of the documentation, or on-site discussions with the Client Partner. Familiarization training should be requested whenever there is a change in the County Agency TPOC, network administrator or LSC.   The objective of familiarization training is to provide ODJFS specific information and not to provide general technical training.

9.1.03 Knowledge of ODJFS Specifics				
Description	L1	L2	L3	LN
TPOC, network administrator or network engineer and *LSC* to become familiar with *ODJFS policies,* processes, *standards,* procedures and the *SLA.*	C	C	C	C

The TPOC, network administrator or network engineer and LSC shall be familiar and comply with ODJFS standards, policies, processes, procedures, and the SLA to ensure consistent service to end-users.

9.1.04 Training on IT Vendor Products				
Description	L1	L2	L3	LN
Obtain training on *IT vendor products* and releases in advance of *rollouts* of software in order to be prepared to support *rollouts*	C	C	C	C

Technical training on vendor products is not supplied by ODJFS OIS to County Agency staff. It is the responsibility of either the individual County Agency employee or the County Agency to keep employees appropriately trained to perform their job functions.

9.1.06 SLA Information Sessions				
Description	L1	L2	L3	LN
Attend *ODJFS OIS - County Agency* SLA information sessions	CO	C	CO	CO

In the event that ODJFS holds information sessions, the TPOC, network administrator and/or LSC should attend the sessions. The general purpose of these sessions is to share and transfer information, gather feedback, and build relationships to improve service to end-users. **TPOCs from County Agencies that elect an SLA level 2 who do not have current CNA 6.0 certification or equivalent must attend the TPOC Information Sessions in order to maintain the rights granted to a TPOC at SLA Level 2.**

SLA.10 Capacity Planning

Capacity planning is the science and art of estimating the space, computer hardware, software and connection infrastructure resources that will be needed over some future period of time. A typical capacity concern of many enterprises is whether resources will be in place to handle an increasing number of requests as the number of users or interactions increase. The aim of the capacity planner is to plan so well that new capacity is added just in time to meet the anticipated need but not so early that resources go unused for a long period. The successful capacity planner is one who makes the trade-offs between the present and the future that overall prove to be the most cost-efficient.

10.1.01 Capacity Planning				
Description	L1	L2	L3	LN
Establish and maintain *capacity planning* definitions, processes and *capacity standards*	S	S	B	B

Capacity planning is necessary to ensure that transactions are completed within standards set for response time. Capacity planning involves sizing computing and network components to provide the desired level of service. ODJFS OIS uses engineering calculations to size components based on expected numbers of users and transactions. Correct information at the outset will lead to adequately sized components that can deliver the required service

10.1.02 Capacity Requirements				
Description	L1	L2	L3	LN
Provide site-specific quantities of users and transactions, both current and planned, to determine capacity required	B	B	B	C

The County Agency provides base information for capacity calculations. ODJFS OIS provides assistance where possible.   Information required by site includes the number of *FTE* and number of over all users, number of transactions for each of the ODJFS provided applications, and any pertinent site expansion information. The County Agency shall provide updated information if a significant

change is planned.

10.1.03 Capacity Supply

Description	L1	L2	L3	LN
Provide required capacity for *ODJFS provided applications* in accordance with TSSP financial responsibilities	S	S	S	CO

ODJFS OIS sizes computing and network components to handle expected volumes of work, while keeping response times within standards. While ODJFS OIS bears the majority of the costs of supplying needed resources, the County Agency bears financial responsibility for computing and network components as defined in TSSP. The **TSSP** policy document can be found at http://jfs.ohio.gov/omis/sla/sla12-13/TSSP%20PolicyV4.pdf

10.1.04 County Agency to Remain Within Capacity Supply

Description	L1	L2	L3	LN
Remain within capacity required for *ODJFS provided applications*	C	C	C	C

The County Agency shall remain within the capacity requirements established above, which in turn will ensure that the capacity supply is not exceeded. ODJFS OIS provides room for limited growth in existing sites. Should business conditions change such that the County Agency anticipates that the capacity requirements will be exceeded (or significantly reduced), either temporarily or on a long-term basis, the TPOC initiates discussions with ODJFS OIS to decide on appropriate steps to be taken to ensure ongoing satisfactory and cost-effective service.

10.1.05 Non-Standard Applications

Description	L1	L2	L3	LN
For any non-standard applications (such as document imaging systems, video) that require significant network bandwidth, the County Agency assumes financial responsibility for the additional required capacity	C	C	C	C

Should the County Agency need to run applications that are not ODJFS provided applications, then the County Agency shall consult with ODJFS OIS in advance of the purchase to mitigate any impact of the application on the ODJFS network. Requested non-standard applications new to the ODJFS environment must be tested for compatibility. Generally, application vendors will provide evaluation copies of their software for testing free of charge. Requested non-standard

applications that do not conform to the existing ODJFS technical architecture, as defined in the IT Plan, will not be given further consideration.

Should additional capacity be required to run the non-standard application, the County Agency shall assume financial responsibility for any additional required capacity according to TSSP.
http://jfs.ohio.gov/omis/sla/sla12-13/TSSP%20PolicyV4.pdf

10.1.06 Site Plans

Description	L1	L2	L3	LN
For each site, create and maintain *site design*	S	S	B	C

Existing site plans provide information about installed computing and network components necessary for evaluating proposed changes.   If the site plans are not accurate, then the success of proposed changes could be jeopardized. ODJFS OIS or the County Agency, as applicable, shall keep site plans current.

10.1.07 Site Plans Submission

Description	L1	L2	L3	LN
Create and maintain *site design* documents for complete site, file documents with ODJFS OIS	S	S	B	C

If the County Agency is responsible for site plans, they shall supply a copy of the revised site plan to ODJFS OIS each time that there is a change at the site.   The site plan for each County Agency is necessary for security reasons and to determine overall computing and network component sizing and specifications. The County Agency is responsible for ensuring that all *County Agency owned* hardware on the ODJFS network is correctly shown on the site design.

SLA.11 Incident Reporting & Resolution

The resolution of problems often requires a collaborative effort among a number of organizations and the people in those organizations. This section defines the responsibilities of the County Agency and ODJFS for the management of problem resolution and describes how the two will interact, including communicating the status of problem resolution.

The first three subsections describe the County Agency's responsibilities for contacting ODJFS via the *OIS Service Desk*, escalating the issue if it is not resolved, and assisting the *OIS Service Desk* in the resolution of the problem. Communication standards and hardware repair time standards are also included in this subsection. Escalation of issues can be the responsibility of either the County Agency (for unsatisfactorily resolved issues) or ODJFS (for issues not resolved within documented time frames). By adhering to these problem handling standards, efficient problem resolution can be regularly achieved, allowing end-users to properly fulfill their job functions.

11.1   General Information

11.1.01 *OIS Service Desk* Service				
Description	L1	L2	L3	LN
Provide services in accordance with responsibilities of *the County Agency* and *ODJFS* as defined in this document	S	S	S	S

The *OIS Service Desk* provides a single point of entry for incident such as hardware, software, password, email, network, and application issues.   It is staffed 7:00 a.m. to 6:00 p.m. (Monday - Friday, including holidays), with voicemail available 24 hours a day. The TPOC/LSC can reach the *OIS Service Desk* by calling 1-800-686-1580 (toll-free) or (614) 466-0978 in the Columbus area. The *OIS Service Desk* is available via GroupWise at OIS_Service_Desk@jfs.ohio.gov .

11.1.02 Contacting the *OIS Service Desk*				
Description	L1	L2	L3	LN
TPOC & LSC only to call *OIS Service Desk*	C	C	C	C

End-users of computing services expect their problems to be resolved in an efficient and timely manner. Most problems are best handled at the local level. First level user support should be the end-user contacting their Technical Point of Contact (TPOC). If the TPOC is unable to resolve the problem, the TPOC then calls the *OIS Service Desk*. The TPOC is not to contact *OIS Service Desk* technicians directly; all issues need to be logged through 1-800-686-1580 or by email to OIS_Service_Desk@jfs.ohio.gov so they can be tracked appropriately.

In addition, users and TPOCs are asked not to respond to ODJFS OIS communications, often sent via GroupWise from **MIS_NETWORK_OPERATIONS**. All questions and issues regarding these email communications should be called into the *OIS Service Desk*.

Since the *OIS Service Desk* number has been made available to all users, it is the responsibility of the TPOC & LSC to enforce local procedures for incident handling. The TPOC/LSC is the County Agency's sole interface for initiating problem resolution with the *OIS Service Desk*. The TPOC/LSC should discourage other users from calling the *OIS Service Desk*.

11.2 User Support

User Support is how ODJFS OIS and County Agencies respond when users have problems using the ODJFS network. A county agency should not escalate problems to higher levels of support unless efforts at the lower levels have already been exhausted. ODJFS OIS provides support to users primarily for network issues. Specific program offices provide support for ODJFS-developed applications, such as CRIS-E, SETS, SACWIS and SCOTI. County owned imaging systems, time clocks, etc. must utilize county agency user support systems.

11.2.01 First Level User Support				
Description	L1	L2	L3	LN
TPOC to provide first level user support	C	C	C	C

First Level user support is typically resolution of common end-user requests for help on an application that is functioning normally or with widely known or simple problems. First level user support includes, NAL Verifications, configuration issues, and informal training or transfer of knowledge. For all problems, county agency users should first go to their TPOC for First Level support. If the TPOC is unable to resolve the problem, he or she should call the *OIS Service Desk* at (800) 686-1580 to initiate a trouble ticket request for support.

11.2.02 Second Level User Support

Description	L1	L2	L3	LN
Provide second level user support	S	C	C	C

Second Level user support is typically the identification and resolution of problems in an application or supporting data, i.e. crashes, configuration issues, reload of code. Second Level support issues include, but are not limited to, hardware and application problem verification and informal training. The responsible party provides Second Level support to county agency users.

Please note that SLA level 1 County Agencies are not prohibited from performing this function if they have obtained the skill set, experience, and have coordinated with ODJFS *OIS Service Desk*. However, as an SLA level 1, a county agency is not required to perform this function. If the TPOC is unable to resolve the problem, he or she should call the *OIS Service Desk* at (800) 686-1580 to initiate a trouble ticket request for support.

11.2.03 Third Level User Support

Description	L1	L2	L3	LN
Provide third Level user support.	S	S	C	C

Third Level user support is typically ODJFS network administration, database administration for ODJFS applications, or vendor support as required. Third Level support issues include, but are not limited to, deployment and maintenance of the PC image, PC installations, hardware and software problems, network administration, hardware and software upgrades, procurement, asset management, moves, network monitoring, IP administration, *infrastructure* problems, and mainframe issues. The responsible party provides Third Level support to users on the ODJFS network.

11.3 Response and Resolution

ODJFS OIS provides timely information on the steps being taken to resolve problems. As part of the problem resolution process, a problem severity level is assigned to each problem. Problems having a higher problem severity will be given higher priority than those with a lower problem severity. Thus, the acknowledgment time and initial update time durations vary based on the problem severity

11.3.01 Problem Resolution Communication

Description	L1	L2	L3	LN
Communicate actions being taken in responding and resolving requests	S	S	S	S

Problem Factors	Acknowledgment*	Initial Update*	Problem Severity
Workstations and peripherals	by end of next business day	end of 2nd business day	4
Access to ODJFS Required Applications or connectivity problem affecting single user or fewer than 10% of users at the affected site	within 4 hours	by end of next business day	3
Access to ODJFS Required Applications or connectivity problem affecting 10% to 30% of users at the affected site	within 1 hour	within 4 hours	2
Access to ODJFS Required Applications or connectivity problem affecting more than 30% of users at the affected site	30 minutes	1 hour	1

1=highest - 4=the lowest

· Time durations are based upon the business hours of Monday through Friday 8:00 a.m. to 5:00 p.m., (except holidays) starting at the time the IT Service Desk receives the trouble ticket. (Note: While the *OIS Service Desk* operates from 7:00 a.m. - 6:00 p.m., the acknowledged time frames are based upon the hours during which the majority of ODJFS OIS technicians are available.)

11.3.02 Hardware Problem Response Time Standards				
Description	L1	L2	L3	LN
Establish and maintain *workstation, printer, server, infrastructure* hardware problem *response time* standards	S	S	S	NA

For problems with ODJFS owned workstations or peripherals, the *response time* standard is the end of the next business day. The duration extends from the day the *OIS Service Desk* opens the repair ticket. The time standard for response to problems with ODJFS owned *infrastructure* is four business hours.

11.3.03 Respond to Hardware Problems Within Time Standards				
Description	L1	L2	L3	LN
Respond to *workstation, printer, server, infrastructure* hardware within time standards	S	S	S	NA

ODJFS OIS, using a distributed team of technicians, responds to problems with ODJFS owned workstations and peripherals within the time standard. Occasionally, resolution of problems with higher severity level prevents ODJFS OIS from responding within the standard. If the response standard is not achieved, it is reviewed by OIS management.

11.3.04 County Agency Owned Equipment and Software

Description	L1	L2	L3	LN
Maintain, troubleshoot, configure and manage all county owned equipment	C	C	C	C

The County Agency maintains, troubleshoots, configures and manages all county owned equipment and software. ODJFS OIS provides consultation on problems pertaining to county owned equipment and software. This consultation is limited to the extent that the county owned equipment or software affects or interfaces with ODJFS equipment, and is provided on a time-available basis.

11.3.05 Unsatisfactory Problem Resolution

Description	L1	L2	L3	LN
Escalate unsatisfactory problem resolution	C	C	C	C

If a problem is not resolved in accordance with the SLA, the TPOC contacts the *OIS Service Desk* supervisor at (800) 686-1580 to discuss the complaint. The TPOC needs to provide the *OIS Service Desk* ticket number when logging a complaint.

11.3.06 Unresolved Problems

Description	L1	L2	L3	LN
Escalate problems not resolved	S	S	S	S

ODJFS OIS internally escalates reported problems in accordance with internal procedures to ensure a timely follow-up to every problem.

SLA.12 ODJFS Specific Applications

ODJFS applications provide specialized functionality to the County Agency staff for the automated delivery of program services. In many cases the ODJFS specific applications involve create, read, update, and delete functions for substantial numbers of records. In addition to these functions, the applications produce reports, and in some cases files for transfer from or to other ODJFS partners.

These ODJFS applications provide the core business functionality to support ODJFS and its County Agency partners. ODJFS Standard Suite of applications are needed to provide the core business functionality to support ODJFS and its County Agency partners.

12.1   General Information

12.1.01 ODJFS Provided Applications - Overview				
Description	L1	L2	L3	LN
ODJFS Maintains a Standard Suite of applications needed to provide the core business functionality to support ODJFS and its County Agency partners.	S	S	S	S

For each of the ODJFS provided applications, ODJFS OIS provides an overview of the purpose of the application. The system overviews are contained in the ODJFS IT Investment Plan. The ODJFS IT Investment Plan can be found at
http://jfs.ohio.gov/omis/itplan/FY12-13InvestmentPlan.pdf

12.1.02 ODJFS Provided Applications - Software				
Description	L1	L2	L3	LN
Supply *ODJFS provided application* software for client-server and workstation environments	S	S	S	N

ODJFS OIS provides the application for each of the ODJFS Systems that operate in client-server, workstation, or web-enabled environments.

12.1.03 ODJFS Provided Applications - Source Code				
Description	L1	L2	L3	LN
Maintain *ODJFS provided applications* (CRIS-E, SACWIS, SETS, etc.) source code	S	S	S	S

ODJFS OIS maintains the source code for the ODJFS provided *mainframe*, client-server, Internet- enabled, and workstation based applications.   Source code maintenance includes bug fixes and minor and major enhancements. As part of maintenance, ODJFS OIS tests all changes before moving the source code into production.

12.1.04 ODJFS Provided Applications – Maintenance				
Description	L1	L2	L3	LN
Maintain *ODJFS provided applications* for all environments: *mainframe*, client-server, web-enabled, and workstation	S	S	S	S

For each of the ODJFS provided applications, ODJFS OIS maintains and is responsible for the configuration management of the component parts that make an application function, whether in the *mainframe*, client-server, Internet enabled, or workstation computing environment. ODJFS OIS also provides database maintenance, application tuning, and other operations to keep applications running.

12.1.05 *Mainframe* ODJFS Provided Applications				
Description	L1	L2	L3	LN
Make *mainframe ODJFS provided applications* available	S	S	S	S

ODJFS OIS ensures that County Agency users have access to ODJFS provided applications that run on the *mainframe* through their workstations, terminal emulation software, user IDs, and passwords.

12.1.06 ODJFS Provided Applications in Client-Server Environment				
Description	L1	L2	L3	LN
Install *ODJFS provided applications* in client- server environments	S	S	S	N

ODJFS OIS installs ODJFS provided applications on workstations and servers to make them available to authorized users. The actual installation is usually automated and is covered in SLA.07 Operations and Management.

SLA.13 Signature Document and County Agency Specifics for level 1, 2 and 3.

This is a **Service Level Agreement**, hereinafter known as the **Agreement** or **SLA**, between the Ohio Department of Job and Family Services (ODJFS) Office of Information Services, hereinafter known as **ODJFS OIS** and *<insert County Agency Name>* hereinafter known as the **County Agency**. The **County Agency** and **ODJFS OIS** are hereinafter collectively known as the **Parties** or individually as a **Party**.

Please indicate whether your agency functions administratively as a Stand-Alone, Double-Combined, Triple-Combined or Quad combined agency. Please indicate which agencies are administratively combined *<insert combined agency names>*. Example: PCSA and JFS.

The County Agency and ODJFS OIS each agree that they have individually read and understand the terms of this SLA and agree that the County Agency shall be a SLA Level *<insert elected level>* Agency.

13.1   General Information

13.1.01 Objective				
Responsibility	L1	L2	L3	LN
The SLA was developed for the benefit of ODJFS and the County Agency; both agree to discuss issues	B	B	B	B

The objective of the SLA is to specify the expectations of the Parties with regard to, but not limited to, system response, quantity of work processed, system availability, equipment and IT services. This agreement is for the benefit of both Parties. The Parties agree to discuss issues concerning or relating to this agreement to reach a mutually satisfactory resolution of issues.

Administrative Procedure Manual Ohio Revised Code Rule 5101:9-9-15				
Responsibility	L1	L2	L3	LN
Comply with APM OAC Rule 5101:9-9-15	B	B	B	B

ODJFS OIS requires that County Agencies enter into an SLA to determine the level of service that is necessary for the County Agency and to delineate responsibilities for day-to-day information technology (IT) operations for both entities in accordance with the *APM* OAC Rule 5101:9-9-15.

13.1.03 If County Agency is unable to provide services, ODJFS OIS will do so				
Responsibility	L1	L2	L3	LN
County Agency agrees that if *the County Agency* is unable, at any time, to provide *OIS* services for Federally mandated programs, then *ODJFS OIS* shall provide those services to protect ODJFS from Federal non-compliance	B	B	B	B

The Parties agree that if the County Agency is unable, at any time, to provide the services required under this SLA for Federally mandated programs, ODJFS OIS will provide those IT services to protect ODJFS from Federal non-compliance.

13.1.04 Supporting Documentation				
Responsibility	L1	L2	L3	LN
Understand that *supporting documentation* is incorporated into the Agreement by reference. County Agencies agree to understand *supporting documentation.* ODJFS agrees to maintain the *supporting documentation*	B	B	B	B

The supporting documentation is a series of documents that will change to reflect the evolving nature of the supported technology and applications. Where possible, an ongoing review and update process will solicit comments and information from County Agency representatives and ODJFS OIS to ensure, as technology and operating procedures change, the supporting documentation remains current. The Parties agree to act in accordance with the requirements as set out in the SLA supporting documentation. ODJFS OIS agrees to maintain the supporting documentation.

The supporting documentation is listed and provided in printable format on the ODJFS InnerWeb page http://jfs.ohio.gov/omis/sla/.The supporting documentation is incorporated into the SLA by reference.

13.2 County Agency contact and Site Specific Information

As part of the SLA *election* process, the County Agency will supply detailed information about County agency Technical Point of Contact (TPOC), Local Security Coordinator (LSC), emergency network contact and detailed information on each county site (site name, address, number of *FTE*'s). The purpose for this information is to facilitate effective communication and ensure that the best services will be delivered to end users**.**

13.2.01 Technical Point of Contact (TPOC) Nomination				
Description	L1	L2	L3	LN
Provide name, contact information of proposed *TPOC* and secondary *TPOC*	C	C	C	C

The County Agency shall nominate a primary TPOC and at least one secondary TPOC. The primary TPOC or secondary TPOC shall be the only point of contact with the ODJFS OIS Service Desk. A TPOC should have experience with the ODJFS IT environment.   ODJFS recommends that the County Agency nominated TPOC be an exempt employee. Only the Director or currently name Primary/Secondary TPOCs can change this list after it is named. Notification of change can be done by emailing *Access Control*, your Client Partner or SLA Coordinator.

Primary TPOC (name): _____*Phone:*_____

Secondary TPOC (name): _____*Phone:*_____

13.2.02 TPOC Approval				
Description	L1	L2	L3	LN
Review qualifications and accept/reject proposed *TPOCs*	S	S	S	S

ODJFS OIS will approve the TPOC nomination unless prior history shows that the individual is not suitable. ODJFS OIS will provide a justification letter to the County Agency in the event that the nomination is rejected.

ODJFS OIS Approval: _____

13.2.03 Local Security Coordinator (LSC) Nomination				
Description	L1	L2	L3	LN
Provide name, contact information of proposed *LSC* and secondary *LSC*	C	C	C	C

The County Agency shall nominate a primary LSC and at least one secondary LSC. Agencies also have the option to name additional staff that will be considered tertiary contacts. The primary LSC or secondary LSC shall be the only point of contact with the ODJFS OIS *Access Control* Unit for **all security related issues**. The LSC should be familiar with all IT related policies and procedures. ODJFS recommends that the County Agency nominated LSC be an exempt employee. Only the Director or currently name Primary/Secondary LSC can change this list after it is named. Only the Director or currently name Primary/Secondary LSC can add or remove names from the tertiary list kept by *Access Control*. Notification of change can be done by emailing *Access Control*, your Client Partner or SLA Coordinator.

Primary LSC (name): _____*Phone #*_____

Secondary LSC (name): _____*Phone #*_____

13.2.04 Local Security Coordinator (LSC) Approval				
Description	L1	L2	L3	LN
Review qualifications and accept/reject proposed *LSC(s)*	S	S	S	S

ODJFS OIS will approve the LSC nomination unless prior history shows that the individual is not suitable. ODJFS OIS will provide a justification letter to the County Agency in the event that the nomination is rejected.

ODJFS OIS Approval: _____

13.2.05 Qualifying Certificates				
Description	L1	L2	L3	LN
Provide name(s) and photocopies of *network administrator*(s) and CNE(s) certificates if applicable.	NA	C	C	C*

The County Agency shall provide the names of *network administrator*(s) and/or Certified *Network Engineer*(s), and copies of the qualifying certificates.

Please provide the name of your primary network administrator (or equivalent) or Certified Network Engineer (SLA L3) at Version 6.x.

(Name): _____*Phone #*_____

Copies of certificates attached? **Yes ☐   /   No ☐**

Secondary network administrator or equivalent (for SLA L2) or Certified Network Engineer at Version 6.x (for SLA L3), if available.

(Name):_____Phone #_____

Copies of certificates attached? Yes ☐   /   No ☐

Note: In lieu of CNA certification at 6.x or equivalent for SLA level 2 County Agencies, ODJFS OIS requires that SLA level 2 County Agency TPOCs attend the annual TPOC Information Sessions in order to maintain the SLA Level 2 designation.

13.2.06 Network Emergency Contact				
Description	L1	L2	L3	LN
Provide County Agency contact in the event of an after business hours network emergency	C	C	C	C

On rare occasions, ODJFS OIS needs a County Agency contact after regular business hours to provide information in the event of a network emergency or power outage. The contact person should be able to escalate the information, if the situation warrants it, to appropriate County Agency personnel so as to limit any possible disruption in service.

Name:_____ After hours phone:_____

13.2.07 *County Agency Owned* Software on ODJFS Owned Hardware				
Description	L1	L2	L3	LN
Provide a list of *County Agency owned* software on *ODJFS OIS owned* hardware	C	C	C	C

The County Agency shall supply photocopies of licenses, install discs, CDs, or other evidence to show that sufficient software licenses for County Agency software have been acquired. This requirement ensures that both the County Agency and ODJFS OIS will have licenses for all software installed on the network.

Photocopies of licenses attached?   Yes ☐   /   No ☐

13.2.08 *County Agency Owned* **Hardware on ODJFS Owned Network**

Description	L1	L2	L3	LN
Provide list of *County Agency owned* hardware on *ODJFS Network*	C	C	C	C

To assist in problem resolution, the County Agency will provide details on all *County Agency owned* hardware.   This knowledge enables ODJFS technicians to better troubleshoot problems with the ODJFS OIS owned equipment.   County Agencies are responsible for resolving problems with their hardware.

Hardware list attached?   **Yes ☐   /   No ☐**

13.2.09 Non-Standard ODJFS Supplied Services

Description	L1	L2	L3	LN
Provide description of any non-standard ODJFS services or equipment <u>currently</u> NOT supplied by ODJFS OIS	C	C	C	C

The County Agency shall describe any non-standard equipment, software, or services currently NOT supplied to the County Agency by ODJFS OIS. Non-standard refers to any equipment, software, or services not referenced in another SLA section or in TSSP such as document imaging systems. All such requests should have obtained TSSP approval prior to purchase.

13.2.10   Capacity Planning

Description	L1	L2	L3	LN
Establish and maintain *capacity planning* definitions, processes and *capacity standards*	S	S	B	C

Capacity planning is necessary to ensure that transactions are completed within standards set for response time. Capacity planning involves sizing computing and network components to provide the desired level of service. ODJFS OIS uses engineering calculations to size components based on expected numbers of users and transactions. Correct information at the outset will lead to adequately sized components that can deliver the required service.

*SITE 1 NAME:*_____

Site address: _____

Number of users currently at this site: _____   *Number of FTEs*_____

Planned maximum number of users between now and June 2013: _____

SITE 2 NAME: _____

Site address: _____

Number of users currently at this site: _____ *Number of FTEs* _____

Planned maximum number of users between now and June 2013: _____

List of additional sites attached?   Yes ☐   /   No ☐

13.2.11 Site Plans Submission				
Description	L1	L2	L3	LN
Create and maintain *site design* documents for complete site, file documents with *ODJFS OIS*	NA	NA	B	C*

If the County Agency is responsible for site plans, they shall supply a copy of the revised site plan to ODJFS OIS each time that there is a change at the site. The site plan for each County Agency is necessary for security reasons and to determine overall computing and network
component sizing and specifications. The County Agency is responsible for ensuring that all *County Agency owned* hardware on the ODJFS OIS network is correctly shown on the *site design*.

Site plan attached for SLA L3 only?   Yes ☐   /   No ☐

13.3 Terms and Conditions

13.3.01 Term				
Responsibility	L1	L2	L3	LN
Term of Agreement: July 1, 2011 - June 30, 2013	B	B	B	B

Any pre-existing or expired SLA becomes null and void on June 30, 2011.
This agreement becomes effective: when both party's signatures are affixed to the sign-off page and is retroactive to July 1, 2011.

This agreement expires the earlier of:
- June 30, 2013 or
- after 60 days written notice to the other Party, or
- if there are serious violations of this Agreement that remain at issue after the ODJFS CIO and the County Agency Director (or their designees) have determined are not resolvable.

Subsequent SLAs shall have a term of July 1 to June 30 and shall cover the biennium period (24 months).

13.3.02 Financial Responsibility				
Responsibility	L1	L2	L3	LN
Parties agree to the financial responsibilities as defined in TSSP	B	B	B	B

The Parties agree to the financial responsibilities as defined in SLA.04 Technology and Service Support Policy (*TSSP*).

13.3.03 Amendment Process				
Responsibility	L1	L2	L3	LN
Amendment by mutual agreement. Change to supporting documentation not to be considered amendment	B	B	B	B

This SLA may be amended by mutual agreement of the Parties. Any amendment must be recorded in writing and signed by the Parties. Changes to the SLA supporting documentation are not to be considered an amendment to this agreement.

13.3.04 Signatures for SLA 1, 2, 3 elections				
Responsibilities	L1	L2	L3	LN
Signatures of County Agency Director and ODJFS CIO Office of Information Services.	B	B	B	B

For SLA-N, see appendix

By affixing their signatures below, the Parties agree to be bound by the terms of this Agreement and the supporting documentation as previously described. **County Agency to submit two (2) signed originals of this <u>SLA.13 Signature Document and County Agency Specific Information</u> to ODJFS OIS, SLA Program, 4200 E. Fifth Avenue, Columbus, OH 43219**.   The ODJFS CIO will affix their signature to both documents, one of which will be returned to the County Agency and one will be retained by OIS.

For the County Agency:　　*<insert County Agency name>*　　Date: *<insert date>*

Approved by:　　　　　　*<insert name and position>*

　　　　　　　　　　　　<insert address>

　　　　　　　　　　　_____

　　　　　　　　　　　　<insert telephone number>

Signature: _____

For ODJFS OIS:　　　　　　　　Date:　*<insert date>*

Approved by: ODJFS CIO, Office of Information Services

Signature: _____

Please mail two (2) original documents to:

ODJFS OIS
SLA Program
4200 E. Fifth Avenue
Columbus, OH 43219

SLA.14 Glossary, Technical Documentation and OIS Contacts

14.1   Glossary

Several words and phrases have unique meanings in the SLA that differ from, or are more precise than, the common usage of the terms. This glossary serves to define these terms. The *italicized* words in the Quick Reference Table have the meaning given to them in the glossary. The phrases and words from the **TSSP Glossary** have been included here. Not all of the TSSP phrases and words are used in SLA documentation.

14.1.01 Glossary Maintenance				
Description	L1	L2	L3	LN
Maintain Glossary	S	S	S	S

Access Control: The Access Control Unit within ODJFS OIS responsible for overseeing the implementation of the **Information Security Policy** as well as all the provisioning and deprovisioning of access

Additional Equipment: network hardware and software in excess of ODJFS defined user provisioning ratios.

Additional Site: a new County Agency physical location that <u>does not</u> replace an existing County Agency physical location.

Additional Workstation: a workstation (PC) in excess of the ODJFS-provided allocation according to TSSP.

Administrative Procedure Manual (APM): the official ODJFS guide that contains administrative and financial policies.

Capacity Management: the operation and oversight of IT equipment to meet customer transaction volume and response time requirements.

Capacity Standards: the industry accepted practices that translate site-specific

requirements into the capability of the IT components that must be used to support the site.

Communications Network: the infrastructure platform used to access and transmit computerized ODJFS or County Agency information (LAN, WAN, data lines).

Compliance: the phase of the SLA process that begins once the SLA becomes effective, including fulfilling SLA responsibilities.

Configuration (software): defining settings in software applications to make it functional on the ODJFS network.

Construction: physical modifications to a building.

Consulting services: the determination of requirements and testing to ensure equipment and software work appropriately on the existing ODJFS network.

COTS: Commercial off-the-shelf software, such as Microsoft Office or Adobe Acrobat Reader.

County Agency: a county social services agency as defined by APM.1000.

County Agency Owned: equipment under County Agency life-cycle control, whether owned, leased or other form of ownership.

Customer support: both phone-based and on-site assistance, trouble shooting and repair of IT equipment.

Data Line: the leased telecommunications connection that allows information to flow between IT equipment situated at physically separate facilities.

Data and Systems Recovery Plan: the plan that provides for planning and response to significant loss of physical IT assets, data, or communications caused by human error, physical disaster, or other cause.

Desktop PC or Workstation: ODJFS standard workstation including the standard desktop PC, monitor, keyboard, and mouse.

Directory Services: a database for network operating system software that includes information about network users, services, and equipment.

Drive: a place to store computer files, whether included in a workstation or network server.

Election: the choice and validation of the SLA level chosen by a County Agency that occurs for the initial choice or renewal of the SLA; also any time there is a change in SLA level.

Filled Full Time Equivalent (FTE): a permanent county employee or combination of county employees providing a full-time work week of services

Image: the standard computer files that once installed on a workstation or server allows the workstation or server to perform required functions; also, the process of installing those files.

Infrastructure: network communications hardware and software including, but not limited to

hubs, routers, and switches required to connect a site to the ODJFS WAN.

Information Security Policy: a policy to protect confidential information, as defined by APM.9720 to APM.9721 and IPP.3001 **Information Security Policy.**

Installation (software): the process of placing software on a server or workstation hard drive**.**

Insurance: the financial responsibility of replacing and reinstalling equipment due to reasons other than malfunction or obsolescence (i.e., theft, fire, natural disaster).

IT: abbreviation for information technology.

Labor: the installation and configuration of IT equipment.

Licensing: the acquisition and maintenance of sufficient software licenses.

Local Security Coordinator (LSC): the County Agency staff member (preferably exempt) who provides the security functions for staff at the County Agency and coordinates with the Access Control Unit on security issues, provisioning and deprovisioning functions.

Mainframe (Hardware and Software): the operating environment, including operating systems and attached physical devices, for applications such as CRIS-E, SETS & MMIS.

Maintenance: the upkeep and repair of IT equipment and software, including configuration changes and software upgrades.

Moving services: the physical movement of IT equipment from one location to another.

Network: an interconnected group of IT components including infrastructure, servers, workstations, printers, wiring, and data lines.

Network Administrator: a person trained and currently certified as <u>one</u> of the following: a Certified Novell Administrator (CNA), A+, N+, Microsoft Certified Professional (MCP), or Cisco Network Administrator (CCNA), or a person who attended ODJFS-sponsored CNA training offered by Babbage-Simmel.

Network Engineer: a person trained and currently certified as a Certified Novell Engineer (CNE).

Network Operating System (NOS): software that interacts with directory services and allows administration, controlled access, and management of network servers, services, and users.

New Staff: Full Time Employee (FTE) hired to fill a newly created County Agency position; this does not include FTEs hired to fill (backfill) a vacant position.

Office Automation (OA): Office automation software such as e-mail, word processor, and

spreadsheet applications.

ODJFS-Minimum-Standard: the set of ODJFS OIS maintained specifications for software or hardware below which the software or hardware must be replaced in order to function correctly on the ODJFS network.

ODJFS-Owned: under ODJFS life-cycle control, whether owned, leased, or other form of ownership.

ODJFS Provided Applications: Applications developed and maintained in support of Federal and/or State required or optional programs.

ODJFS Provided COTS: Commercial off-the-shelf software, such as Microsoft Office, provided to end-users for their use, or provided as supporting components necessary to enable ODJFS provided applications to function.

ODJFS Required Applications: Applications developed and maintained in support of Federal and/or State required programs, such as SETS and CRIS-E.

ODJFS-Standard: the set of ODJFS OIS maintained specifications for software or hardware to function correctly on the ODJFS network.

OIS Service Desk: the entry point via phone or email for operational problems needing resolution including hardware, software, passwords, email, network, and ODJFS provided application issues. Phone: 614-466-0978 or 1-800-686-1580. GroupWise: OIS_SERVICE_DESK@jfs.ohio.gov

On-site service: troubleshooting and repair of IT equipment (parts and labor) at a County Agency site.

Operating System (OS): The software layer between the hardware and the applications, such as Windows 98.

Password: the private combination of letters and/or numbers that an individual uses with their user ID to access their workstation and ODJFS provided applications.

Public Access: *OIS supported internet only access for partners and customers (at the discretion of OIS) on a restricted VLAN with restricted capabilities for security purposes.*

Replacement Site: a new County Agency physical location which completely replaces an existing County Agency physical location.

Response Time: the time from when a user presses the enter key or clicks the mouse to presentation of output at the workstation.

Rollout: the process of adding, replacing, or removing software or hardware on the network to a

set of workstations.

Scheduled Availability: the calendar of dates and times that a system or application is scheduled to be operational for users.

Service Interruption: extensive damage to the computers, servers, network infrastructure or the physical facilities housing the computing component; or inability to access the facilities, which requires restorative effort and/or equipment beyond normal maintenance service.

Service Level Agreement (SLA): a document of understanding between ODJFS OIS and a County Agency that defines responsibilities for the management and operation of the IT environment.

Service Unit: a package of equipment and services (including hardware, software, installation, and technical support) that County Agencies must purchase from ODJFS for TSSP request aspects that are deemed their financial responsibility unless otherwise specified in the County Agency's SLA.

Site(s): the office(s) physically occupied by a County Agency, usually thought of as a building or part thereof.

Site Design(s): the engineering drawings and specifications that define the network components and configurations required to support the workstations installed at a physical location.

SLA Process: the process by which ODJFS OIS and the County Agency arrive at a mutual understanding of the responsibilities taken on by each of the parties, resulting in a signed SLA.

Supporting Documentation: the set of evolving documents that provide details on operational processes, procedures, responsibilities, and authorities that support the end-user and the TPOC in the ongoing operation of the IT environment.

System Availability Measurement: the percentage of time over a month that an application system was actually available to users on a base of scheduled time available.

Technical Point of Contact (TPOC): a person nominated by the County Agency Director and accepted by ODJFS OIS who agrees to be the initial point of contact for the County Agency IT environment. This person may optionally also be the LSC, network administrator, or network engineer or after hours emergency contact as required.

Technology and Service Support Policy (TSSP): A policy governing the supply of hardware, software, moves, associated services, and fiscal arrangements between the County Agency and ODJFS.

Telecommunications: the installation and recurring costs associated with the leased data lines required for connection to the ODJFS WAN.

User ID: the unique identifier assigned to an individual in order to use the ODJFS Network.

Vendor Products: software or hardware other than ODJFS custom applications that are used, with or without custom configuration, on the ODJFS network.

Wiring: installation of infrastructure wiring inside a County Agency building that conforms to applicable standards.

14.2 Detailed Technical Documentation

The Detailed Technical Documentation referenced in SLA Documentation is listed here for convenience. (Please note that exact InnerWeb addresses are subject to change over time. The general SLA InnerWeb page is available at http://jfs.ohio.gov/omis/sla/. Where no InnerWeb reference is given, the documentation is available on request via email to SLA Compliance Program unless otherwise noted.

14.2.01 Detailed Technical Documentation Maintenance				
Description	L1	L2	L3	LN
Maintain Detailed Technical Documentation	S	S	S	S

Administrative Procedure Manual (APM) OHIO Administrative Code (OAC) (including the rules 5101:9-9-15, 5101:9-9-16, and 5101:9-9-17 governing SLA, SLA N and TSSP.
http://codes.ohio.gov/oac/5101%3A9-9-15

Information Security Policy can be found at
http://emanualsstaging:8080/eManualsStaging/GetDocument.do?doc=Document%28storage%3DREPOSITORY%2CdocID%3D%23Ref_IPP3001%29&locSource=input&docLoc=%24REP_ROOT%24%23Ref_IPP3001&username=guest&password=guest&publicationName=emanuals

IT Strategic Plan can be found at
http://jfs.ohio.gov/omis/itplan/FY12-13InvestmentPlan.pdf

IT Data and Systems Recovery Plan can be found at
http://innerweb.odjfs.state.oh.us/omis/Biss/bcam/index.shtml

Network Downtime Schedule can be found at
http://innerweb.odjfs.state.oh.us/omis/

ODJFS Code of Responsibility (JFS 7078)
http://innerapp.odjfs.state.oh.us/forms/results2.asp?stype=FORM_NUM&searchPar=JFS%2007078

ODJFS NetWare Standards Guide is available at
http://innerweb/omis/PSP/tableOfContents.shtml

SLA Documents can be found at
http://jfs.ohio.gov/omis/sla/

Technology and Service Support Policy (TSSP) can be found at
http://jfs.ohio.gov/omis/sla/sla12-13/TSSP%20PolicyV4.pdf

TSSP County Request Form can be found at
http://innerapp.odjfs.state.oh.us/forms/results2.asp?stype=FORM_NUM&searchPar=JFS%2001321

14.3   Contact List

While most communications will go to the OIS Service Desk, contact names for specific services are provided here for convenience.

14.3.01 Contact List Maintenance						
Description			L1	L2	L3	LN
Maintain Contact List			S	S	S	S
SLA Program *Phone: (614) 466-2303* *Fax: (614) 752-6815*		Submit Service Level Agreements Email: SLA_Program@jfs.ohio.gov Mailing Address: ODJFS/OIS/ SLA Program 4200 East Fifth Avenue *Columbus Ohio 43219*				
OIS Service Desk Phone:(614) 466-0978 toll-free:(800) 686-1580		Email: OIS_Service_Desk@jfs.ohio.gov Hours: staffed 7:00 a.m. to 6:00 p.m. 7 days a week, including limited coverage on holidays. Emergency escalation services available 24 hrs/day. Voicemail service: 24 hrs/day · OIS Service desk provides a single point of entry for IT Service requests, ID incident resolution, escalation and communication. The OIS Service Desk supports ODJFSIT systems including IT hardware, software, passwords, email, network and mainframe application.				
Access Control Unit *Phone:(614) 466-0978* *toll-free:(800) 686-1580* *(menu option 1 then 2)*		Email: INFOSEC@jfs.ohio.gov Phones are managed Monday through Friday 7:30 am to 5:00 pm *Mailing address*: ODJFS/OIS/Access Control 4200 E. Fifth Ave Columbus Ohio 43219				

14.3.01 Contact List Maintenance					
Description		L1	L2	L3	LN
Maintain Contact List		S	S	S	S

TSSP Coordinator		TSSP@jfs.ohio.gov (614) 387-TSSP Fax (614) 387-8127

OIS County Client Partner		Communicates and promotes continuous improvement in IT service operations to counties. Operates as an OIS liaison to ODJFS County customers to understand and ensure that overall technology needs of the represented customer(s) are met.
		
		County Client Partner:
		      Larry Lynch
		      County Client Partner
		      ODJFS\Office of Information Services
		      614-387-8225
		      Larry.Lynch@jfs.ohio.gov

Office of Information Services

Technology and Service Support Policy

Version 4.0

FY 2012-2013

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Ohio | Department of Job and Family Services

Office of Information Services
Technology and Service Support Policy

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TSSP.00 Executive Summary

The Ohio Department of Job and Family Services (ODJFS), in a continuing effort to improve the level of customer service and responsiveness to County Agencies, is pleased to continue the Technology and Service Support Policy (TSSP) for FY 2012-2013.

New to TSSP in FY 2012-2013:

1. An updated list of equipment service units available for purchase by the County Agencies,
2. Updated list of standard equipment specifications.

This policy represents a commitment by ODJFS to provide quality, cost-effective networking products, services, and solutions to County Agencies throughout the state. The driving principle behind 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 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 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

TSSP continues to operate within the larger Service Level Agreement (SLA) framework. Specifically, information about TSSP can be found in **SLA.04 Technology and Service Support**.

Equipment Options

Prior to 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**, County Agencies are able to purchase upgrades to ODJFS-supplied service units. By purchasing service units through 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** displays the networking products and services ODJFS offers to County Agencies. In addition, the catalog details the estimated cost County Agencies will incur when they purchase service units for products and services specified to be their financial responsibility under TSSP. All TSSP prices are determined by State Term Schedule. Costs outlined in the Catalog of Network Services are estimates only. Final cost is determined at TSSP approval process.

Delivery Time

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** includes the delivery time for the most commonly requested products and services. Additionally, ODJFS will strive to meet the published timeframes for every request received by the County Agency. Service times can be effected by current inventories and purchasing processes from external vendors.

Request Management

ODJFS' Office of OIS has TSSP Coordinators who oversee the TSSP request process. The TSSP Coordinators are responsible for working with County Agencies to facilitate their requests, determine financial responsibilities and costs, track the progress of requests, relay status information to County Agencies upon request, 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 once again provide an additional allowance of workstations for up to 10% of a County Agency's filled fulltime equivalents (FTEs). This allowance is meant to provide County Agencies with the flexibility to meet additional needs. As a County Agency FTE roster fluctuates equipment requirements may change.

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 service 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.

TSSP.01 Catalog of Network Services

The following tables present a list of the most common service units offered by ODJFS to County Agencies. Service units are bundles of equipment and services, which upon purchase fulfill the financial responsibility requirements of a County Agency. Each table indicates both the delivery time in which the County Agencies can expect the fulfillment of their requests and the costs estimates that the County Agency will incur if the item is determined to be the financial responsibility of the County Agency. As new networking services are identified, they will be added to this list along with the associated timeframes and applicable costs. The most up-to-date list of available service units, specifications, timeframes, and costs can be found on the ODJFS Innerweb.

Please note that equipment or software acquisitions which may affect the ODJFS network (regardless of the cost or financial responsibility) must be approved by ODJFS prior to purchase. Approval can be obtained through the TSSP request process.

Service Unit Pricing

The costs associated with TSSP equipment service units for County Agencies are determined by the cost ODJFS pays for the equipment service units Ongoing services, such as moves, customer support, and software upgrades, are included as part of a service unit at ODJFS' expense. ODJFS incurs a significant portion of the total cost of ownership of all equipment regardless of initial TSSP financial responsibility requirements.

End of Life (EOL) / End of Service (EOS)

Service units in the end of its product lifetime (EOL) will no longer be serviced by OIS (EOS); product may be transferred to county by request or initiated by OIS. Once the product has been transferred to the county it will be maintained and serviced by the county. Restrictions may be placed on the product (workstation, PC, etc.) in regards to network connectivity.

Stocked Equipment Service Units

ODJFS maintains a limited supply of stocked equipment service units to fulfill routine requests. If a County Agency requests a large number of service units, ODJFS may have to procure service units to fulfill all or part of the request. In these cases, the TSSP Coordinator will notify the County Agency within 15 business days with an anticipated delivery time. Equipment purchased or provided through TSSP must be utilized on the ODJFS network. Stocked Service Units that are procured from TSSP may be returned to ODJFS within 60 days if equipment does not meet expectation.

Service Units	Description (Specifications can vary)	Delivery Time** (business days)	Cost Estimates
Desktop PC Service Unit	Standard PC workstation- HP 8000 or equivalent Intel® Core™2 Duo E4600 processor (2.40 GHz, 2 MB L2 cache, 800 MHz FSB) 2 GB 800 MHz DDR2 SDRAM 80 GB 7200 rpm SATA 3.0 Gb/s NCQ, Smart IV Integrated Intel Graphics Media Accelerator 3100 48X SATA DVD/CD-RW combo 19" flat panel monitor, standard software, and technical support Windows XP, Rumba, Symantec, GroupWise, IE, Adobe reader, MS Office 2007 *EOL/EOS*[†]	35 days	$ 850.00
Desktop Printer Service Unit	Desktop printer connected to a single workstation (Laser Printer 15 pages per minutes), standard software, and technical support. *EOL/EOS*[†]	40 days	$350.00
Network Printer Service Unit (30 ppm)	Network/Local printer, standard software, and technical support (Laser Printer 30 pages per minutes) *EOL/EOS*[†]	40 days	$ 400.00
Network Printer Service Unit (60 ppm)	Network printer, standard software, and technical support (Laser Printer 60 pages per minutes) *EOL/EOS*[†]	40 days	$1,500.00
Laptop Service Unit	Laptop PC, standard software, and technical support. (DAS Standard or equivalent) ; HP NC8430 notebook 1,8GHz 2MB L2 Cache, RAM 1024M , Hard Drive 80GB, 15.4 " WXGA, 4 year onsite support Batteries and power supply units have a one (1) year warranty *EOL/EOS*[†]	40 days	$1,500.00
Tokens	Double encryption remote access *EOL/EOS*[†]		$ 179.00 for up to 4 years
Color Printers	Network Color *EOL/EOS*[†]	40 days	$1,300.00

* All TSSP prices are determined by State Term Schedule. Costs outlined in TSSP are **estimates** only. Final cost determined at TSSP approval process.

** In the event a service unit is out of stock; the delivery time may be extended.

[†] **End of Life (EOL) / End of Service (EOS):** Product is in the end of its product lifetime and therefore ending support for the product. Transferring of the product (asset) may occur by request or initiated by OIS.

Non-Stocked Equipment Service Units

Non-stocked equipment service units are not kept on-hand by ODJFS. When a request for non-stocked units is requested, ODJFS must procure the requested service units. The TSSP Coordinator will notify the County Agency within 30 business days with an anticipated delivery time and current cost to ODJFS.

Service Units	Description	Cost Estimate*
Multi-function printers	HP M4345 or equivalent with copy, print, fax and scan features -Additional cost for Extended Warranties *EOL/EOS*[†] For a complete list of tested and approved MFP's for the ODJFS network: http://innerwebtest/omis/ois/ArchEng/Testlab/MFP_Quick_List.pdf	$4,500.00
Laptop Service Unit	Laptop PC, standard software, and technical support -Additional cost for Extended Warranties *EOL/EOS*[†] Batteries and power supply units have a one (1) year warranty	$1,500.00
Video Conferencing Equipment	Quote available upon request thru TSSP .	**TBD** plus $150.00 monthly reoccurring cost for eTech/Ohio Administration Fee (*Fee may vary)

* Cost estimate, if determined to be a County Agency financial responsibility. All TSSP prices are determined by State Term Schedule. Costs outlined in TSSP are **estimates** only. Final cost determined at TSSP approval process. NON - Stocked Service Units that are procured from TSSP *may NOT be returned.*

[†] **End of Life (EOL) / End of Service (EOS):** Product is in the end of its product lifetime and therefore ending support for the product. Transferring of the product (asset) may occur by request or initiated by OIS.

Blackberry Requests

Blackberry devices are approved to be used by County Agencies and connected to the State's Blackberry Enterprise Server (BES). These devices cannot be procured through TSSP. TSSP request is required to begin process of adding a user to the BES server.

Service Unit	Description	Delivery Time (business days)	Cost
Blackberry Devices	County Agencies are responsible to procure Blackberry's on their own.	N/A	County Agency responsibility
Administration and Support of Blackberry Devices	ODJFS OIS creates an account of the Blackberry enterprise server. Trouble shooting and upgrades to handhelds and the Blackberry enterprise server.	30	$20 per month reoccurring Billed Quarterly

Software Services

Software purchased or provided through TSSP must be loaded on State-owned PCs.

Please note that equipment or software acquisitions which may affect the ODJFS network (regardless of the cost or financial responsibility) must be approved by ODJFS prior to purchase. Approval can be obtained through the TSSP request process.

Service	Description	Delivery Time (business days)	Cost
Locally-Loaded Software	Software installed, configured, and maintained by County Agency	20 days	Service provided at no charge.
Network-Distributed Software	Software loaded onto a server and distributed via the ODJFS network	50 days	Service provided at no charge.

Software Available for Purchase through TSSP

Software	Description	Delivery Time (business days)	Cost
Crystal Reports Pro XI	Crystal Reports Pro XI* Maintenance included	20 days	$468.00
Adobe Acrobat	Adobe Acrobat 7.0 Pro *	20 days	$161.85

Software	Description	Delivery Time (business days)	Cost
	Maintenance included		
MS Visio Std	MS Visio Std. * Maintenance included	20 days	$82.29

*Most current version of the software available by ODJFS
If the user requires the software on both their PC and laptop, two licenses are required and must be purchased.

ODJFS periodically audits for software compliance.

Connectivity Services for Public Access
For Any County Agency or One stop Partner

ODJFS supplies connectivity and all devices necessary to provide full network services to ODJFS and County Agency DJFS staff connected to the ODJFS network.   In an effort to provide cost effective connectivity services for the County Agency or partner Resource Rooms, ODJFS offers the following Connectivity Services at minimal cost. All privately operated One Stops must be sponsored through the county's DJFS office and will require the CDJFS TPOC and Director's authorizing signature of approval.

Service	Description	Delivery Time (business days)	Cost
Public Access, Internet only access	Web-based traffic only via proxy server. Firewall protection, LAN w/capability of IP printer sharing and peer to peer networking. Devices may be purchased through TSSP or Third Party Vendors.	30 days	$40.00 per site and the first device per month, $10.00 for each additional device up to a maximum of $400.00 per mo.

· One Stops administered by a County DJFS are eligible to fully utilize TSSP for the purchase of service units (equipment) and services.

· One Stops that are privately operated using any of the connectivity options above are also eligible to utilize TSSP for devices to be connected to the ODJFS network.

Voice over Internet Protocol (VoIP) Services

Service	Description	Delivery Time (business days)	Cost Estimates (Varies)
VoIP	Local Telephony Services on the ODJFS Network	Varies due to the complexity of services	Cost determined by complexity of services

The service includes complete state support and VoIP PBX with shared cost models that leverage the state's current *Infrastructure*.   Utilizing the TSSP process, County Agencies who are interested submit a request for a Site Survey at which point the state and the County Agency prepare a Joint Application Design. Each VoIP solution and the associated costs will be unique to the County Agency based on their needs.

Move Services

Since ODJFS strives to meet County Agency time lines for individual and site moves, move services are treated differently in TSSP. Instead of publishing delivery times for moves, ODJFS publishes the amount of time before a move that ODJFS must be notified by the County Agency in order to ensure the move's successful and timely completion.

Move Service	Description	Notice (business days)	Cost Estimates
Move of an Existing User to an Existing Site	Logical move of an existing county user to an existing County Agency site, where the County Agency handles all aspects of physical move.	15 days	Service provided at no charge.
Move of Existing Users to an Existing Site	Physical and logical move of existing users to an existing County Agency site.	60 days	Costs will be determined by move circumstances and relevant ODJFS policies
Move of Existing Users to a New Site	Physical and logical move of existing users to a new County Agency site.	60 days	Costs will be determined by move circumstances and relevant ODJFS policies

New Site Services

Network *Infrastructure* Service	Description	Delivery Time (business days)	Cost Estimates *
Small New Site (*Example for a 7-user site*)	Network *Infrastructure* equipment, services, and technical support necessary to establish a new site for fewer than 10 users. Standard small sites contain 1 MDF (Main Distribution Frame). 1 - Cisco Series Router Monthly charge for Network Connectivity (Subject to Quote)	100 days	Costs will vary according to site requirements. Initial cost will likely exceed $12,000 and recurring costs will be at least $400 per month.
Medium New Site Service Unit (*Example for a 40-user site)*	Network *Infrastructure* equipment, services, and technical support necessary to establish a new site for between 10 and 100 users. Standard medium sites contain 1 MDF and up to 2 *IDF*s (Intermediate Distribution Frame). 1 - Compaq ML370 Server 1 - Cisco Series Router 2 - Cisco – 48 port Series Switches Monthly charge for Network Connectivity (Subject to Quote)	100 days	Costs will vary according to site requirements. Initial cost will likely exceed $32,000 and recurring costs will be at least $400 per month.
Large New Site Service Unit (Example for 110-user site)	Network *Infrastructure* equipment, services and technical support necessary to establish a new site for more than 100 users. Standard large sites contain 1 MDF and up to 3 *IDF*s. 2 - Compaq ML370 Server 1 - Cisco Series Router 4 - Cisco – 48 port Series Switches Monthly charge for Network Connectivity (Subject to Quote)	100 days	Costs will vary according to site requirements. Initial cost will likely exceed $55,000 and recurring costs will be at least $400 per month.

* Cost estimate, if determined to be a County Agency financial responsibility. All TSSP prices are determined by State Term Schedule. Costs outlined in TSSP are estimates only. Final cost determined at TSSP approval process
<u>Note</u>: Site and user requirements will be used to determine specific equipment necessary for each site.

Non-Standard Services

Upon special request, ODJFS can provide unique or non-standard services. Examples of non-standard software services are listed in the table below. When a County Agency makes a request for non-standard services, ODJFS will evaluate the request and negotiate with the County Agency for cost and delivery timeframe. ODFJS will consider such factors as man-hour requirements for configuration, integration, and ongoing administration requirements as part of the negotiation. The TSSP Coordinator will contact the County Agency within 15 business days to begin the negotiation process.

Service	Description	Cost
Non-standard services	County Agency-specific systems installed, configured, deployed, maintained, and/or administered by ODJFS via the ODJFS network; examples include imaging systems, County data center integrations, adding firewalls for VoIP systems and network-based video conferencing systems	Negotiated

Invoicing Process

Upon completion of a request, ODJFS will invoice each County Agency for products and services which are defined as the County Agency's financial responsibility. All TSSP invoices will be billed directly to the county agency, not to an individual user. The invoicing process will typically operate as follows:

1. County Agencies will estimate the financial responsibilities associated with their requests as part of completing the TSSP County Request Form. County Agencies will submit completed TSSP request forms to the ODJFS TSSP Coordinator at TSSP@jfs.ohio.gov or fax to 614.387.8127.

2. The TSSP Coordinator will review each request and verify financial responsibilities. Whenever financial responsibilities are determined to be different from those submitted in the original county request, the TSSP Coordinator will notify the County Agency and obtain their consent before continuing the fulfillment process.

3. Once a request has been fulfilled, OIS will forward a list of equipment and services rendered to ODJFS' Office of Fiscal and Monitoring Services. Where appropriate, the list will indicate county financial responsibilities.

4. Based upon the information received from OIS, Fiscal and Monitoring Services will generate an invoice and mail it to the County Agency.

5. One Stops who receive any of the connectivity options through ODJFS will be billed quarterly for those services. Based upon the information received from OIS, Fiscal and Monitoring Services will generate an invoice and mail it to the requestor's agency.

6. County Agencies and One Stops will pay an invoice by sending a check, made payable to the Treasurer, State of Ohio, along with a copy of the invoice to the following address:

> Ohio Department of Job and Family Services
> P.O. Box 714834
> Columbus, OH 43271-4834

7. If a County Agency fails to submit payment, Fiscal and Monitoring Services will notify the County Agency of the outstanding invoice via memo at 60 days.

8. If a County Agency fails to submit payment within 90 days, Fiscal and Monitoring Services will recover the funds via an adjustment to the County Agency's advance. Fiscal and Monitoring Services will notify an affected County Agency via a memo when the 90 day period has expired.

9. To contact TSSP Team Members please call (614)387-TSSP(8777), fax (614)387-8127 or by email at TSSP@jfs.ohio.gov

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TSSP.02 Financial Responsibilities

For County Agencies with an SLA level 1-3, ODJFS will maintain financial responsibility for providing 1.1 standard workstations for each filled full-time equivalent (FTE) less the number of workstations that exceeds the Agency's filled FTE count. This additional allowance is meant to provide County Agencies with the flexibility to meet additional needs such as the creation of training facilities for their staff. Each County Agency shall ensure that workstations remain intact and must attach to the ODJFS network to maintain the manufacturer warranties and to validate annual inventories.

In addition to workstations, for County Agencies with an SLA level 1-3, ODJFS will maintain financial responsibility for network *Infrastructure* equipment in existing and replacement County Agency sites. Standard small sites house 10 or fewer staff and have one main distribution facility (MDF). Standard medium sites house between 10 and 100 staff and have one MDF and up to two intermediate distribution facilities (*IDF*s). Standard large sites house more than 100 staff and have one MDF and up to three *IDF*s. Network *Infrastructure* equipment required at new (e.g., additional) sites and in individual *IDF*s in excess of the standard number specified based on the number of housed staff remain the County Agency's financial responsibility.

Network printers are allocated based upon filled FTE workgroup sizes. ODJFS will provide workgroups of eight or more users with a standard network printer. For any agency with 99 or fewer PC's ODJFS will provide one desktop printer, if a desktop printer has not been previously supplied to the agency director. For agencies with more than 100 PCs, ODJFS will provide one desktop printer for every 100 ODJFS supplied PCs. A County Agency may be required to provide a current functional table of organization or other supporting documentation to assist with the determination of financial responsibilities. OIS reserves the right to make decisions on the number of printers and printer services based on available funding, environmental and agency usage in consultation with the county TPOC.

County owned equipment approved by OIS for use on the ODJFS network is solely the responsibility of the county agency for the purposes of accountability and inventory control. (See Example-6) Equipment Purchased by a County Agency from an Outside Vendor (SLA 1-3)

In cases where the County Agency is financially responsible for equipment on the network (workstations, printers, and *Infrastructure*), the County Agency must purchase service units from ODJFS unless

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otherwise specified in the County Agency's SLA. As part of the purchase of service units, County Agencies will continue to receive technical support and software services from ODJFS however, replacement of the service units is the financial responsibility of the County Agency. A requesting County Agency is responsible for ensuring that it has sufficient funds available before submitting a request.

All State owned devices not in use on the ODJFS network may be removed at the discretion of OIS.

The responsibilities outlined in the following tables are not all-inclusive but instead capture the major types of requests made by ODJFS OIS' County Agency customers. Please see the TSSP glossary for definitions of the terms that appear on the table.

Financial Responsibility (SLA 1-3)

SLA levels 1 through 3s are treated the same under TSSP for financial responsibility. County Agencies may purchase printers/MFPs 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.

	Category of Service	ODJFS Financial Responsibility	COUNTY Financial Responsibility
	Financial Responsibility Matrix		
SVC-001	Move – existing staff to *existing* site	• *Infrastructure* • Telecommunications • PCs • Printers • Labor • Maintenance • Customer support • On-site service • ODJFS standard software • Consulting services • Insurance • Replacement PCs • Replacement printers • Replacement *Infrastructure*	• Wiring • Construction • Upgrades to ODFJS standard desktop equipment • Substantial modifications to original site design • additional PCs • additional Printers • additional Replacement PCs • additional Replacement printers • additional Replacement *Infrastructure* • HVAC • Power conditioning
SVC-002	Move – existing staff to an *additional* site	• Labor • Maintenance • Customer support • On-site service • ODJFS standard software • Consulting services • Insurance • PCs • Printers • Replacement PCs • Replacement printers	• Wiring • Construction • *Infrastructure* • Telecommunications • Moving services • Upgrades to ODFJS standard desktop equipment • Replacement *Infrastructure* • HVAC • Power conditioning

	Category of Service	ODJFS Financial Responsibility	COUNTY Financial Responsibility
		Financial Responsibility Matrix	
SVC-003	Move – Existing staff to a *replacement* site	• Labor • Maintenance • Customer support • On-site service • ODJFS standard software • Consulting services • Telecommunications • Insurance • *Infrastructure* • PCs • Printers • Replacement PCs • Replacement printers • Replacement *Infrastructure*	• Wiring • Construction • *Infrastructure* (additional) • Substantial modifications to original site design • Moving Services • Upgrades to ODFJS standard desktop equipment • HVAC • Power conditioning
SVC-004	Move –ODJFS Printer	• Consulting services • Installation • Configuration	• Moving Services • Wiring • Power
SVC-005	New Desktop PC for NEW County (FTE)	• Installation • Configuration • Maintenance • Insurance	• Wiring • Power
SVC-006	Additional Workstation / Desktop PC/Printer (above standard allocation)	• Configuration • Installation • Maintenance	• PC • Wiring • Power
SVC-007	Software – ODJFS supplied & distributed over the network	• Consulting services • Installation • Configuration • Licensing • Maintenance	• Training & Instruction
SVC-008	Software – County agency supplied and locally loaded by ODJFS / OIS or County staff	• Consulting Services	• Licensing • Installation • Configuration • Maintenance • Training & Instruction
SVC-009	Software – County Agency supplied and distributed over the ODJFS network via ZEN Object	• Consulting services • Installation • Configuration	• Licensing • Maintenance • Training & Instruction
SVC-010	Laptop PCs	• Labor • Maintenance • Std. Configuration • Installation	• Wiring • Telecommunication (remote) • Non-Std Configuration • Substantial modification to

ODJFS, Office of Information Services

	Category of Service	ODJFS Financial Responsibility	COUNTY Financial Responsibility
	Financial Responsibility Matrix		
		• Customer Support • On-(network) SiteService • ODJFS Standard software • Consulting services • Insurance • Safeboot	original site design
SVC-011	Multi-Function Printers	• Consulting Services • Installation • Configuration	• Purchasing of MFP

	Sample Requests		
	Detailing Financial Obligation		
	Financial Obligation Scenarios	**ODJFS Responsibility**	**County Responsibility**
Example-01	Replacement PCs – needed A workstation has become obsolete as defined by ODJFS technology upgrade standards. The county site has a combination of FTE workstations and "additional" workstations purchased by the county (for training purposes). Who is responsible for the Replacements?	• Replacing 1.1 PCs per filled FTEs	• Replacing all "additional" PCs • Any alterations to the standard configuration (i.e. larger monitors)
Example-02	Staff Moves – to an existing site. County does not require a new pc, but will be moving PC with user to their new location.	• Perform network move	• Physically moving PC to users new work location
Example-03	New (FTE) to existing site	• PC and a connection to the ODJFS network	• Non-standard equipment (i.e. larger monitor or printer)
Example-03	Existing staff moving to NEW Site	• Disassembling and reassembling PC at new site	• Construction, network *Infrastructure*, and telecommunications cost for the site • Data line connection • Physically moving the equipment between sites • Any additional PC that may be needed(SLA 4.1.5)
Example-04	New Staff to a NEW site	• 1.1 PCs for every new filled FTEs	• Construction, network *Infrastructure*, and telecommunications cost for the site • Data line connection • Physically moving the equipment between sites • Any additional PCs, printers or Network *Infrastructure* that may be needed(SLA 4.1.5)
Example-05	Replacement site- County is relocating from their current site to a new location (i.e. upsizing or downsizing)	• Consulting services • Labor for new network *Infrastructure* • Assume the recurring charges for the new site's data line connection (upon completion of the move and the old connection is shut down) • Network administration move of accounts • Disassembling and reassembling PC at new site	• Construction of new server room • Construction, network *Infrastructure*, and telecommunications cost for the site • Data line connection • Any additional PCs that exceed the 1.1 allocation • Physical move of PCs
Example-06	County Equipment purchase (i.e. scanner)	• Pre-purchase consulting services (Compatibility testing)	• Must consult with ODJFS prior to purchase to ensure

	Sample Requests Detailing Financial Obligation		
	Financial Obligation Scenarios	**ODJFS Responsibility**	**County Responsibility**
	This item is not available from ODJFS. County can purchase equipment from and outside vendor.		equipment is compatible • Purchasing equipment • Installing and maintaining the equipment • Purchasing any necessary *Infrastructure* to support the additional equipment
Example-07	Site Modifications (i.e. Document imaging system)	• Pre-purchase consulting services (Compatibility testing)	• Must consult with ODJFS prior to purchase to ensure equipment is compatible • Purchasing equipment • Installing and maintaining the equipment • Purchasing any necessary *Infrastructure* to support the additional equipment
Example-08	New Software - Locally Loaded onto County workstations	• Pre-purchase consulting services (Compatibility testing) • ODJFS technical support to perform local loads onto County Agency workstations	• Purchasing sufficient software licenses for the application • Maintain and configuring the locally loaded software
Example-09	New Software – Distributed over the Network (i.e. Visio to be distributed to 18 pc's)	• Pre-purchase consulting services	• Purchasing sufficient software licenses for the application
Example-10	Software that is ODJFS supplied & distributed via ZEN object	• Installation, configuration, licensing, maintenance and upgrades	
Example-11	OneStop connectivity- Resource room has PCs to be made available for Public access with Internet		• $40/month for first PC connection and $10/month for each PC thereafter. (Total monthly bill will never exceed $400.00 regardless of # of PC connected.

TSSP.03 Glossary of Terms

Additional PCs: PCs in excess of the 1.1 PC per filled FTE ratio

Additional Site: a new County Agency site which does not replace an existing county site

Configuration: the responsibility of setting up software in order to make it functional on an ODJFS workstation

Construction: physical modifications to a building

Consulting Services: the determination of networking requirements and testing to ensure equipment and software will work with the existing ODJFS network

Contractor: an employee of an organization who provides significant functions for a County Agency and requires access privileges to program area automated systems including CRIS-E, SETS, SACWIS or MMIS/MITS; whether a specific contractor qualifies for state-provided services will be determined on a case-by-case basis and subject to approval by state program managers

County Agency: a county social services agency.

Customer Support: both phone-based support, onsite assistance, trouble shooting, and repair of IT equipment

Desktop PC or Workstation: ODJFS standard workstations including the standard desktop PC, monitor, keyboard, and mouse; refer to the **Standard Equipment Specifications** section for a detailed description of the ODJFS standard workstation

End of Life (EOL)/End of Service (EOS): indicating that the product is in the end of its product lifetime and therefore ending support for the product. Transferring of the product (asset) may occur by request.

Filled Full Time Equivalent (FTE): a permanent county employee, contractor, or combination of county employees and/or contractors providing a full-time work week of services

Intermediate Distribution Facility (*IDF*): a secondary communications room for a building where network *Infrastructure* equipment is located; *IDF*s are dependent upon an MDF

***Infrastructure*:** network hardware including hubs, routers, switches, and servers required to connect a site to the ODJFS WAN

Installation: the process of placing software on a server or workstation hard drive

Insurance: the financial responsibility of replacing and reinstalling equipment due to reasons other than malfunction or obsolescence (i.e., theft, fire, natural disaster)

Labor: the installation and configuration of IT equipment

Large (Existing or New) Site: a site which houses more than 100 staff and includes one MDF and up to 3 *IDF*s

Licensing: the acquisition and maintenance of sufficient software licenses

Main Distribution Facility (MDF): the primary communications room for a building where network *Infrastructure* equipment is located

Maintenance: the upkeep and repair of IT equipment and software

Medium (Existing or New) Site: a site which houses between 10 and 100 staff and includes one MDF

and up to 2 *IDF*s

Moving Services: the physical movement of IT equipment from one location to another

New Staff: an FTE employee hired to fill a newly created County Agency position; this does not include FTE employees hired to fill ("backfill") a vacant position

On-Site Service: trouble shooting and repair of IT equipment (parts and labor) at the County Agency site

Printers: ODJFS standard network or desktop printers

Public Access: OIS supported internet only access for partners and customers at the discretion of OIS on a restricted VLAN with restricted capabilities for security purposes.

Replacement PCs: the financial responsibility of replacing user workstations due to obsolescence as defined by ODJFS technology upgrade standards

Replacement Printers: the financial responsibility of replacing printers due to obsolescence as defined by ODJFS technology upgrade standards

Replacement *Infrastructure*: the financial responsibility of replacing networking *Infrastructure* due to obsolescence as defined by the ODJFS technology upgrade standards

Replacement Site: a new County Agency site which completely replaces an existing county site

Service Level Agreement (SLA): a document of understanding between ODJFS and a County Agency that defines responsibilities for the management and operation of the IT environment.

Service Unit: a package of equipment and services (including hardware, software, installation, and technical support) that County Agencies must purchase from ODJFS for request aspects that are deemed their financial responsibility unless otherwise specified in the County Agency's SLA. Warranty on Service Units vary based on purchased request.

Small (Existing or New) Site: a site which houses fewer than 10 staff and includes one MDF

Standard Software: software provided by ODJFS with an ODJFS standard workstation; refer to the **Standard Workstation Software Specifications** section for a detailed list of ODJFS standard workstation software

Substantial Modifications: site changes which require the addition of network *Infrastructure* equipment beyond the ODJFS standards for small, medium, and large sites

Telecommunications: the installation and recurring costs associated with the leased data lines required for connection to the ODJFS WAN

Upgrades to ODFJS standard equipment: any additional improvements to a workstation or printer over and above the Standard Desktop Hardware Specifications

Workstation or Desktop PC: ODJFS standard workstations including the standard desktop PC, monitor, keyboard, and mouse; refer to the **Standard Equipment Specifications** section for a detailed description of the ODJFS standard workstation

Wiring: installation of category 5 certified *Infrastructure* wiring inside a County Agency building

".1" PCs: workstations provided by ODJFS equal to 10% of the County Agency's filled Full Time Equivalent (FTE) countless the number of PCs that exceeds the County Agency's filled FTE count.

SLA N Overview and Requirements

Service Level Agreements (SLA) are documents of understanding between the Ohio Department of Job and Family Services (ODJFS) Office of Information Services (OIS) and _____. The overall goal of the SLA Program is to define Information Technology (IT) expectations between ODJFS and the County Agency and to determine the appropriate level of service relating to system response, system availability, quantity of work processed, delineation of duties, and service support. ODJFS is committed to the SLA Program and views its success as significant to delivering quality service and products to its customers.

SLA N (FY 2012-2013) is intended to address the flexibility required by County Agencies while maintaining the integrity of the SLA Program. ODJFS recognizes that a County Agency that elects and is eligible for a negotiated SLA (N) is substantially different from other County Agencies. This SLA N supporting documentation identifies the scope of services performed either by ODJFS or the County Agency as required to maintain the IT environment. Through SLA N, ODJFS and the County Agency will work together to negotiate the level of responsibility as to who will fund, supply, maintain, and administer the County Agency's IT environment.

While SLA N allows for a high degree of flexibility, universal provisions included in SLA V6.0 still apply to an SLA level N County Agency. These provisions include but are not limited to agreement by the County Agency to abide by ODJFS security policies and ODJFS' retention of ownership of ODJFS hardware, software, and network equipment should ODJFS provide such items. All ODJFS commitments are subject to the availability of federal funds and appropriations from the General Assembly.

Election of an SLA N is available to those County Agencies who have greater than 500 filled, verifiable Full Time Employees (FTE). In addition, the three freestanding Public Children Services Agencies (PCSAs) who have never been on the ODJFS network and who have under 500 FTEs. Those PCSAs are Lucas, Summit and Lorain. These three agencies may negotiate for goods and services under the SLA N.

If a SLA-N agency should elect to join the ODJFS network, they will be required to elect a new

SLA level based upon the current SLA designation criteria. Conversion from a SLA-N to a standard SLA level will typically require significant technical engineering, network hardware modifications and project management to comply with SLA 1-3 standards and structure. All costs and resource commitments borne from the SLA conversion project will be jointly shared and negotiated between county and state parties. Final terms of the conversion negotiation will require approval from the County Director and the ODJFS CIO.

This document covers the items in SLA V6.0 that are <u>N</u>egotiable by the county agencies that elect to be an SLA-N.

> **N** = Negotiated; the item will be negotiated between the County Agency and ODJFS as to the level of responsibility which will be assumed by each entity.

SLA N Requirements and Negotiation Framework

The following table details **only** negotiable responsibilities for the SLA N as outlined in SLA FY 2012-2013 V6.0. Where a responsibility is indicated as an "**N**", ODJFS and the County Agency will work together with the County to determine whether and to what extent the responsibility belongs to ODJFS or the County Agency or is shared by both parties.

Details in this table are only applicable to an SLA-N. See SLA FY 2012-2013 V6.0 for the complete agreement, expectations and definitions.

Table of Negotiated Service Level Agreement (SLA N) Responsibilities

this table is comprised of only items that are identified as negotiable (N)

REF	Description	LN
SLA.04 Technology and Service Support		
4.1 Equipment – Defined as Workstations, Printers, Servers, *Infrastructure* and VoIP		
4.1.02	Provide 1.1 *workstations* per *filled FTE* in accordance with *TSSP*	N
4.1.03	ODJFS provides 1 Network Printer for every workgroup of 10	N
4.1.05	Requests for *Additional Equipment* in excess of standard allocation	N
4.1.05.a	Acquiring *Additional workstations*	N
4.1.05.b	Acquiring Additional Printers (MFP *Service unit*s)	
SLA.06 IT *Data and Systems Recovery Plan*s		
6.1 Planning		
6.2.02	Supply *workstations*, printers, software, and services in accordance with *TSSP*	N

REF	Description	LN
6.2.03	Supply servers and *infrastructure* hardware, software and services in accordance with *TSSP*	N
SLA.07 Operations and Management		
7.3 Network Administration		
7.3.17	Supply *ODJFS* standard software rollout to agency *TPOC*	N
7.3.18	Provide anti-virus tools, including updates	N
SLA.12 ODJFS Specific Applications		
12.1 General Information		
12.1.02	Supply *ODJFS provided application* software for client-server and workstation environments	N
12.1.06	Install *ODJFS provided applications* in client- server environments	N

SLA N Additional Negotiated Responsibilities

Negotiation is the process by which a County Agency and ODJFS OIS negotiate and agree upon the level and assignment of responsibility for items not otherwise ascribed in the **Table of Negotiated Service Level Agreement (SLA N) Responsibilities**. Results of the negotiation should be recorded, including any supporting detail as necessary to the satisfaction of both Parties, using the format template provided in the **Table of SLA N Responsibility Negotiation Decisions** below. When possible, similar negotiated items should be grouped together in sections for ease of future reference.

As in the **Table of Negotiated Service Level Agreement (SLA N) Responsibilities** in the section above, responsibility for each negotiated item should be indicated by one of the following alpha characters:

C   =   County Agency mandatory responsibility;

S   =   ODJFS (OIS) responsibility; and

B   =   Both County Agency and OIS responsibility;

Table of SLA N Responsibility Negotiation Decisions
(EXAMPLE)

REF	Description	LN
1.0 Section Heading		
1.A	Description and/or brief definition of negotiated responsibility, including any relevant supporting detail or level of responsibility for the negotiated item provided in writing below. The RE (Responsible Entity) column indicates the agreed upon responsible entity.	X

REF	Description	LN
1.B	Description and/or brief definition of negotiated responsibility, including any relevant supporting detail or level of responsibility for the negotiated item provided in writing below. The RE (Responsible Entity) column indicates the agreed upon responsible entity.	X

Ohio | Department of Job and Family Services

OIS Negotiated Service Level Agreement
FY 2012-2013
Version 2.0

This is a **Service Level Agreement**, hereinafter known as the **Agreement** or **SLA**, between the Ohio Department of Job and Family Services (ODJFS) Office of Management Information Services, hereinafter known as **ODJFS OIS** and *<insert County Agency Name>* hereinafter known as the **County Agency**. The **County Agency** and **ODJFS OIS** are hereinafter collectively known as the **Parties** or individually as a **Party**.

1.2.8 Provide name and contact information of Technical Point of Contact (TPOC) and secondary TPOC. The TPOC serves as the single point of contact between ODJFS and the County Agency regarding technical issues.

Primary TPOC (name): _____*Phone:*_____

Secondary TPOC (name): _____*Phone:*_____

1.2.9 Provide name and contact information of Local Security Coordinator (LSC) and secondary LSC. The LSC serves as the single point of contact between ODJFS' Access Control unit and the County Agency.

Primary LSC (name): _____*Phone:*_____

Secondary LSC (name): _____*Phone:*_____

1.2.10 Provide name and contact information of ODJFS point of contact. The ODJFS point of

contact serves as a primary point of contact between the County Agency and ODJFS.

ODJFS POC: *Larry Lynch, County Partner* **Phone:** 641.387.8225

The County Agency and ODJFS OIS each agree that they have individually read, understand, and agree to the negotiated and non-negotiable terms of this SLA as defined in the **SLA N Requirements and Negotiation Framework** and **SLA N Additional Negotiated Responsibilities** sections as recorded in this document.

Signatures

By affixing their signatures below, the Parties agree to be bound by the terms of this Agreement and the supporting documentation as described above.

For **<insert County Agency name>**:

Approved by:	*<insert name >*	Date:	**<insert date>**
	<insert title >		

Signature: _____

For **ODJFS OIS**:

Approved by:		Date:	**<insert date>**
	ODJFS CIO		

Signature: _____