



Department of Job and Family Services

OIS Service Level Agreement

FY 2012-2013

Version 6.0

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 Plans*
- 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