OIS Service Level Agreement
FY 2012-2013
Version 6.0

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.).