OIS Service Level Agreement
FY 2012-2013
Version 6.0

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*.

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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 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.

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.