Ohio | Department of Job and Family Services

OIS Service Level Agreement
FY 2012-2013
Version 6.0

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* <u>technicians</u> 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

<div align="right">1=highest - 4=the lowest</div>

· 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.

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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.

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