



# Department of Job and Family Services

OIS Service Level Agreement

**FY 2012-2013**

**Version 6.0**

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## SLA.14 Glossary, Technical Documentation and OIS Contacts

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### 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
Maintain Glossary	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 does not 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 one 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](mailto: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://ifs.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
Maintain Detailed Technical Documentation	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](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://ifs.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](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](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
Maintain Contact List	S	S	S
<b>SLA Program</b> Phone: (614) 466-2303 Fax: (614) 752-6815	Submit Service Level Agreements Email: <a href="mailto:SLA_Program@jfs.ohio.gov">SLA_Program@jfs.ohio.gov</a> Mailing Address: ODJFS/OIS/ SLA Program 4200 East Fifth Avenue Columbus Ohio 43219		
<b>OIS Service Desk</b> Phone:(614) 466-0978 toll-free:(800) 686-1580	Email: <a href="mailto:OIS_Service_Desk@jfs.ohio.gov">OIS_Service_Desk@jfs.ohio.gov</a> 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		

14.3.01 Contact List Maintenance			
Description	L1	L2	L3
<b>Maintain Contact List</b>	S	S	S
	<p>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.</p>		
<p><b>Access Control Unit</b>  Phone:(614) 466-0978  toll-free:(800) 686-1580  (menu option 1 then 2)</p>	<p>Email: <a href="mailto:INFOSEC@jfs.ohio.gov">INFOSEC@jfs.ohio.gov</a>  Phones are managed Monday through Friday 7:30 am to 5:00 pm</p> <p>Mailing address:  ODJFS/OIS/Access Control  4200 E. Fifth Ave  Columbus Ohio 43219</p>		
<b>TSSP Coordinator</b>	<p><a href="mailto:TSSP@jfs.ohio.gov">TSSP@jfs.ohio.gov</a>  (614) 387-TSSP  Fax (614) 387-8127</p>		
<b>OIS County Client Partner</b>	<p>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.</p> <p>County Client Partner:  Larry Lynch  County Client Partner  ODJFS\Office of Information Services  614-387-8225  <a href="mailto:Larry.Lynch@jfs.ohio.gov">Larry.Lynch@jfs.ohio.gov</a></p>		