![Ohio Department of Job and Family Services]

OIS Service Level Agreement
FY 2012-2013
Version 6.0

SLA.01 SLA Program: Introduction, Processes & General Conditions

Service Level Agreements (SLA) are documents of understanding between the Ohio Department of Job and Family Services (ODJFS) Office of Information Services (OIS) and the County Agency. The overall goal of the SLA Program is to define expectations between ODJFS OIS and the County Agency to determine the appropriate level of service relating to system response, system availability, quantity of work processed, delineation of duties, and service support. ODJFS OIS is committed to the SLA Program, and views its success as significant to deliver quality service and products to its customers.

This SLA (Version 6.0) documents the current scope of services provided by ODJFS OIS to the County Agency for the Information Technology (IT) environment.

This section provides an introduction to the SLA Program for levels 1, 2, 3 and N including the definition of those service levels, the *SLA process*, *compliance*, how to contribute to future IT initiatives, contacts, and key supporting documents. Also included in this section is a Reference Table (subsection 1.7) which defines, at a high level, the scope of responsibilities between ODJFS OIS and the County Agency.

For the remainder of the SLA, two references are important to note:

- *italicized words* in the Reference Table are referenced and further defined in the SLA.14 Glossary,
- The Service Level Agreement, between ODJFS and the County Agency, is referred to as the SLA or the Agreement. The County Agency and ODJFS OIS are collectively referred to as the parties or individually as a party.

1.1 General Responsibility

The following tables document some general responsibilities for the IT environment between ODJFS OIS and the County Agency.

1.1.01 Responsibilities

Description	L1	L2	L3	LN
Perform responsibilities defined in the SLA	B	B	B	B

Both the County Agency and ODJFS OIS agree to carry out the responsibilities for the IT environment assigned by the SLA in order to better serve end-users.

1.1.02 Clearance				
Description	L1	L2	L3	LN
Participate in the May 2011 *Ohio Revised Code (OAC)* clearance process	B	B	B	B

The SLA Program uses the Ohio Revised Code clearance process to solicit input from County Agencies and directors associations on the updated wording for rules and the SLA documents prior to finalization.

1.2 SLA Levels

The County Agency can elect to accept more responsibility for their county-based IT environment, providing that it has the necessary capability and qualifications. SLA Levels 1 through 3 describes the increase in levels of county-based responsibility.
ODJFS recognizes that a County Agency that elects and is eligible for a negotiated SLA (N) is substantially different from other County Agencies. This SLA N supporting documentation identifies the scope of services performed either by ODJFS or the County Agency as required to maintain the IT environment. Through SLA N, ODJFS and the County Agency will work together to negotiate the level of responsibility as to who will fund, supply, maintain, and administer the County Agency's IT environment.

1.2.01 Levels				
Description	L1	L2	L3	LN
Understand the difference between SLA levels	B	B	B	B

There are three SLA levels, as defined in this document, each with increasing levels of responsibility. They are:

Service Level One (L1)   A County Agency at a Service Level One (L1), has fewer responsibilities for their county-based IT environment, and a greater reliance on ODJFS OIS to assist in supporting this environment

Service Level Two (L2)   Accepts more responsibility for county-based IT environment. Is

	eligible to have some administrative rights and the use of remote desktop for trouble shooting. Requires a greater technical knowledge base and requires a *network administrator* or qualified equivalent to fulfill the responsibilities. A *network administrator* is defined as a person trained and certified as one or more of the following: Certified Novell Administrator (CNA) Version 6.x or higher, current versions of A+,N+, Microsoft Certified Professional (MCP), Cisco *Network Administrator* (CCNA). *TPOC*(s) whose agency elects an SLA level 2 but are not current CNAs or equivalent are required to attend the Annual *TPOC* Information Sessions in order to maintain their level 2 status.
Service Level Three (L3)	A County Agency at Service Level Three (L3) has more control over their county-based IT environment. The agency is required to have a Certified Novell Engineer (CNE) at 6.0 to fulfill the responsibilities.
Service Level Negotiated (LN)	Negotiated Service Level (SLA N) - A County Agency that elects a negotiated service level agreement (N) exercises considerable control of their county-based IT environment and the management of the County Agency network. A negotiated SLA is available to those County Agencies which have greater than 500 filled, verifiable FTEs (Full Time Employees). ODJFS benefits, i.e. combinations of hardware, software, infrastructure, services and network administration may be negotiated as agreed upon by ODJFS and the County Agency. **Note: Any state benefit is dependent on sufficient funding in the ODJFS OIS budget for the appropriate Fiscal Year**.

In addition to those who exceed 500 FTE's, the three freestanding Public Children Services Agencies (PCSA) who have never been on the ODJFS network and who have less than 500 FTEs are eligible for the SLA N. Those County PCSAs are Lucas, Summit and Lorain.

If a SLA-N agency should elect to join the ODJFS network, they will be required to elect a new SLA level based upon the current SLA designation criteria. Conversion from a SLA-N to a standard SLA level will typically require significant technical engineering, network hardware modifications and project management to comply with SLA 1-3 standards and structure. All costs and resource commitments borne from the SLA conversion project will be jointly shared and negotiated between county and state parties. Final terms of the conversion negotiation will require approval from the County Director and the ODJFS CIO. |

1.3   *SLA Process*

The SLA Program is an ongoing program to refine expectations between ODJFS OIS and the County Agency for responsibility of the IT environment. The SLA documentation establishes the general framework for the responsibilities. The *SLA process*, described in more detail below, refers to the *election* and *compliance* phases of responsibility.

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1.3.01 Phases				
Description	L1	L2	L3	LN
Understand the *election* and *compliance* phases	B	B	B	B

The SLA Program consists of two phases, *election* and compliance. *Election* is the acceptance of a responsibility for the IT environment and *compliance* is the ongoing performance of the responsibility.

1.3.02 *Election*				
Description	L1	L2	L3	LN
Elect a SLA level and comply with guidelines regarding a change in SLA level	B	B	B	B

Election occurs for the initiation or renewal of the SLA, as well as, each time there is a change in SLA level. In this phase, ODJFS OIS ensures the County Agency understands the SLA level, and possesses the necessary technical abilities and qualified personnel to uphold the requirements of the requested level.

The County Agency and ODJFS OIS work together to define the SLA level for the County Agency. The *election* phase consists of the following sequential steps:

Step 1   County Agency or ODJFS initiate contact to begin the process
Step 2   County Agency downloads the SLA supporting documentation from the Internet
Step 3   County Agency reviews the SLA supporting documentation and supplies specific information to support their elected level in the SLA.13 Signature Document and County Agency Specific Information

Step 4   County Agency & ODJFS-OIS communicate via phone, email, fax or in person to:
- resolve questions
- ensure that the necessary skills are available
- complete the county agency specific information and submit documentation such as copies of certificates and licenses,
- the county agency director signs and submits two original copies of the SLA.13 Signature Document and County Agency Specific Information ODJFS-OIS SLA Program.

Step 5   For SLA 1, 2 or 3 ODJFS OIS validates and confirms the SLA level elected by the County Agency

For SLA N's only
- County Agency and ODJFS OIS negotiate to determine the level of responsibility which will be assumed by each party, including: resolve questions, complete the County Agency documentation such as copies of

certificates and licenses, verifiable FTEs, etc.
- All negotiated items and the level of responsibility will be captured in writing and will be attached to the final signature document.

Step 6   ODJFS OIS schedules a site visit, if necessary
Step 7   ODJFS CIO signs both copies of the submitted SLA.13
Step 8   ODJFS OIS returns one copy of the signed SLA.13 to the County Agency

Election is also the process used to request a change in SLA level. At the request of either party, both parties meet to evaluate any proposed level change. The County Agency may apply for a change in level at any time. If applying for a lower SLA level, a County Agency must commit to the new level for a period of twelve months.

ODJFS OIS may, under certain circumstances, downgrade the SLA level of a County Agency. The cause for such action may include, but is not limited to, the following:

- Indication that the County Agency is unable to meet the responsibility of the SLA level, including non-performance and/or non-compliance;
- Loss of *network administrator* or *network engineer* personnel, or inability to meet current *network administrator* or *network engineer* certification requirements; or
- loss of filled, verifiable FTE or network node counts identified in the SLA N election criteria
- Breach of security enforcement rules.

In such cases, ODJFS OIS will provide written notification to the County Agency. Downgrading an SLA level by ODJFS OIS is not an appealable action under ORC section 5101.24.

In the event of a voluntary or involuntary change to a lower SLA level, the County Agency and ODJFS OIS will work together to determine if the County Agency will provide one year of notice before the change, or if the County Agency will change levels immediately while maintaining its existing *TSSP* financial responsibilities. The details of any such arrangement will be documented. A downgrade in SLA level is not an appealable action under Revised Code Section 5101.24.

1.3.03 *Compliance*				
Description	L1	L2	L3	LN
Continue to comply with SLA requirements throughout the term of the SLA	B	B	B	B

The *compliance* phase begins when the SLA goes into effect and continues throughout the duration of the SLA. The focus of the *compliance* phase is two-fold. First, the parties agree to comply with the responsibilities defined in the SLA on a day-to-day basis. ODJFS OIS will monitor performance on an exception basis (i.e. conditions not met) against the SLA requirements. Second, the parties agree to periodically review and analyze program results as a commitment to permanent problem resolution.

As the *compliance* phase is governed by managing exceptions, it is essential for a County Agency to notify ODJFS OIS when there are significant changes in:

- SLA.13 (Signature Document and County Agency Specific Information), such as Technical Point of Contact (*TPOC*), Local Security Coordinator (*LSC*), or *Network Administrator*/CNE. For *TPOC* and *Network Administrator* or equivalent/CNE changes, please contact the SLA Coordinator. For *LSC* changes, please contact SLA Coordinator & *Access Control* (INFOSEC@jfs.ohio.gov) via GroupWise.
- Key personnel who meet the *network administrator* requirement or equivalent for SLA level 2, or the CNE requirements for SLA level 3.

1.4 Future IT Initiatives

Future IT initiatives are out of scope of the SLA since the focus of the SLA is day-to-day operations. However, ODJFS OIS realizes that day-to-day operations are a valuable source of suggestions for improvement.

1.4.01 Communication				
Description	L1	L2	L3	LN
Communicate and coordinate	B	B	B	B

ODJFS OIS communicates and coordinates with County Agencies regarding any future network changes. ODJFS OIS publishes the IT Investment Plan, which outlines the ODJFS Information Technology plans for the next several years. ODJFS OIS updates the plan annually. It is available to County Agencies for their review at http://jfs.ohio.gov/omis/itplan/FY12-13InvestmentPlan.pdf

In addition, when ODJFS OIS plans a specific change that affects the network, it communicates and coordinates with County Agencies regarding the change. If a County Agency plans network changes, it communicates and coordinates with ODJFS OIS regarding the changes. ODJFS OIS and the County Agencies must communicate and coordinate with each other in order to ensure that the network operates without interruption

1.4.02 Contributing Items				
Description	L1	L2	L3	LN
Contribute items for future IT initiatives	C	C	C	CO

Suggestions relevant to existing major projects will be forwarded to the appropriate ODJFS OIS area. Suggestions for future IT projects will be consolidated and considered in setting overall ODJFS OIS priorities and establishing new initiatives. These suggestions should be presented at the ODJFS County Agency Technical Strategy (OCATS) Committee or to your OIS Client Partner. Suggestions regarding day-to-day operations will be forwarded to the appropriate

ODJFS OIS area for consideration.

1.5 General Information

1.5.01 Contact Points

Description	L1	L2	L3	LN
Have awareness of how to contact SLA Program Coordinator	B	B	B	B

The ODJFS OIS contact for the SLA Program, including SLA supporting documentation, is:

- GroupWise email to: SLA _Program;
- Internet pages accessible from: http://jfs.ohio.gov/omis/sla/
- **ODJFS-OIS / SLA Program**
  4200 E. Fifth Ave.
  Columbus, Ohio 43219
  Phone: 614-466-2303
  Fax to: 614-752-6815

1.6 Documents

In establishing the responsibilities for the County Agencies and ODJFS OIS, there are numerous documents that establish the details (why, who, how, what, and when) of the responsibilities. The SLA documents rely on policy, procedure, and detailed documents in other document frameworks. The SLA documents are not a complete description of the SLA responsibilities. Where possible, references are provided to guide the County Agency to the other detailed technical documents.

1.6.01 Supporting Documentation

Description	L1	L2	L3	LN
Possess and have understanding of the supporting documentation	B	B	B	B

The IT environment continues to change and evolve at a rapid pace. ODJFS OIS maintains and revises the SLA supporting documentation on a regular basis and posts the current versions to the Internet. Significant changes are communicated as appropriate, with major changes being circulated for review and approval prior to incorporation. Most changes will be focused on technology, process improvements, and general improvements to the documentation.
With the exception of the SLA.13 Signature Document and County Agency Specific Information, documents are not distributed in hardcopy. Both County Agency and ODJFS OIS staff are encouraged to print, read, understand, and provide constructive feedback to ODJFS OIS on the SLA Program.

The SLA documentation and detailed technical documents are intended for four separate

audiences at the County level: County Agency Directors, all County Agency staff with network access, Security Coordinators, and IT technical staff.

The suggested documents for the County Agency Director are:
- SLA.00 Executive Summary
- SLA.01 SLA Program: Introduction, *SLA Process*es, and General Conditions
- SLA.13 Signature Document and County Agency Specific Information

The applicable documents for all County Agency staff are:
- SLA.02 User Rights and Responsibilities - intended for *new staff*
- SLA.03 Information Security (Applicable parts)
- SLA.11 Incident Reporting

The applicable documents for all County Agency *TPOC* staff are:
- It is strongly recommended that the *TPOC* read <u>all</u> documentation. The Reference Table will allow the *TPOC* at a glance understand the scope and responsibility for the county-based IT environment.

The applicable documents for all County Agency *LSC* staff are:
- SLA.2 User Rights and Responsibilities
- SLA.3 Information Security
- SLA.10 County Agency SLA Profile
- SLA.11 Incident Reporting

1.7   Reference Table

The Reference Table is a summary of the documentation that forms the SLA Program.   The Reference Table is synchronized with the SLA documentation. Some of the SLA documentation references another layer, the detailed technical documentation. Comments on the initial publication of the SLA Reference Table and the SLA documentation are solicited through the *APM* Clearance process.

1.7.01 Reference Table				
Description	L1	L2	L3	LN
Possess and have understanding of the Reference Table	B	B	B	B

The Reference Table is the summary of the SLA responsibilities. It is intended to provide ODJFS and County Agency personnel the ability to quickly determine responsibility to better serve customers.

1.7.02 Reference Table Legend

Description	L1	L2	L3	LN
Understand how County Agency responsibilities, both mandatory and optional, are represented in the table	B	B	B	B

The Reference Table defines each item or activity for day-to-day operations. For each row in the table and for each SLA level, responsibility for the IT environment is defined as follows:

C   County Agency mandatory responsibility

C*   County Agency mandatory responsibility, if applicable

CO   County Agency optional responsibility. If the County Agency chooses not to accept the responsibility the State (ODJFS OIS) will take the responsibility

S   State (ODJFS OIS) responsibility

SO   State (ODJFS OIS) optional responsibility. ODJFS OIS may choose to allow County Agencies certain responsibilities based on County Agency *TPOC*'s ability to perform certain functions and the County Agency's desire have the *TPOC* perform the function

B   Both County Agency and State(ODJFS OIS) responsibility;

NA   Not applicable (due to SLA level or other reasons)

N   Negotiated; the item will be negotiated between the County Agency and ODJFS as to the level of responsibility which will be assumed by each entity (see appendix for additional details and signature document)

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
SLA.01 SLA Program: Introduction, Processes, and General Conditions					
1.1 General Responsibility					
1.1.01	Perform responsibilities defined in the SLA	B	B	B	B
1.1.02	Participate in the May 2011 *Administrative Procedure Manual* clearance process	B	B	B	B
1.2 SLA Levels					
1.2.01	Understand the difference between SLA levels	B	B	B	B
1.3 *SLA Process*					
1.3.01	Understand the *election* and *compliance* phases	B	B	B	B
1.3.02	Elect a SLA level and comply with guidelines regarding a change in SLA level	B	B	B	B
1.3.03	Continue to comply with SLA requirements throughout the term of the SLA	B	B	B	B

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DOC REF	SLA Reference Table Description	L1	L2	L3	LN
1.4 Future IT Initiatives					
1.4.01	Communicate and Coordinate future network changes	B	B	B	B
1.4.02	Contribute items to the Future IT Initiatives	C	C	C	CO
1.5 General Information					
1.5.01	Have awareness of how to contact SLA Program Coordinator	B	B	B	B
1.6 Documents					
1.6.01	Possess and have understanding of the supporting documentation	B	B	B	B
1.7 Reference Table					
1.7.01	Possess and have understanding of the Reference Table	B	B	B	B
1.7.02	Understand how County Agency responsibilities, both mandatory and optional, are represented in the table	B	B	B	B
SLA.02 User Rights and Responsibilities					
2.1 General Information					
2.1.01	Comply with ODJFS IPP.3001 Information Security Policy	C	C	C	C
2.1.02	Comply with login/logout procedures	C	C	C	C*
2.1.03	Comply with no sharing of User IDs and *Password*s	C	C	C	C
2.1.04	Notify *LSC* of user name changes, *LSC* to contact Access Control	C	C	C	C
2.1.05	Comply with Internet Use Policy	C	C	C	C
2.1.06	Comply with compulsory use of anti-virus software	C	C	C	CO
2.1.07	Purchase sufficient *licensing* for all non-ODJFS standard software on County Agency or ODJFS owned equipment	C	C	C	C
2.1.08	Comply with network drive space usage	C	C	C	NA
2.1.09	Refrain from storing non-business related materials on any drive	C	C	C	C
2.1.10	Comply with restricted use of streaming audio and video unless authorized as official business.	C	C	C	C*
SLA.03 Information Security					
3.1 General Information					
3.1.01	Create and maintain *Information Security Policy* (IPP.3001)	S	S	S	S
3.1.02	Comply with *Information Security Policy* (IPP.3001)	B	B	B	B
3.1.03	Knowledge transfer to *LSC* and *TPOC*	S	S	S	S

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DOC REF	SLA Reference Table Description	L1	L2	L3	LN
3.1.04	Complete the Code of Responsibility form to apply for Network User ids	C	C	C	C
3.1.05	Ensure users login/logout correctly	C	C	C	C
3.1.06	Understand *password* re-set responsibilities and policy	C	C	C	C
3.1.06.a	Perform *mainframe password* re-sets	CO	C	C	C
3.1.06.b	Perform Novell *password*s and Clear intruder lockouts	CO	C	C	C*
3.1.07	Granting, Modifying and terminating of User Ids & name changes	S	S	S	S
3.1.08	Process for Granting and Terminating user accounts	S	S	S	S
3.1.09	Disable *Mainframe* (RACF) and Novell User ids.	B	B	B	B
3.1.10	Request for a Name and User id Change	S	S	S	S
3.1.11	Change user information including address, title, phone and fax number in *directory services*	CO	C	C	C
3.1.12	User Move/Position change	S	S	S	C
3.1.13	New or Modified File share folders and Group rights assignment	S	S	C	C
3.1.14	Group Membership Modifications	S	CO	C	C
3.1.15	ODJFS creates reports for *LSC*s to review	S	S	S	S
3.1.16	Review reconciliation reports and communicate changes to Access Control Unit	C	C	C	C
SLA.04 Technology and Service Support					
4.1 Equipment – Defined as Workstations, Printers, Servers, *Infrastructure* and VoIP					
4.1.01	ODJFS defines sizes of a county sites	S	S	S	S
4.1.02	Provide 1.1 *workstations* per *filled FTE* in accordance with *TSSP*	S	S	S	N
4.1.03	ODJFS provides 1 Network Printer for every workgroup of 10	S	S	S	N
4.1.03.a	Provide Manufacturer Toner cartridges for ODJFS-owned printers still under manufacture warranty or ODJFS maintenance warranty contract	C	C	C	C
4.1.04	Provide and maintain ODJFS-owned servers and *infrastructure* to support performance of ODJFS-provided applications	S	S	S	S
4.1.05	Requests for *Additional Equipment* in excess of standard allocation	C	C	C	N
4.1.05.a	Acquiring *Additional workstations*	C	C	CO	N
4.1.05.b	Acquiring Additional Printers (MFP *Service unit*s)	CO	CO	CO	N

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
4.1.06	ODJFS OIS manages county agency *service unit* requests and will work within timeframes indicated in *TSSP*	S	S	S	S
4.1.07	Notify ODJFS of move requests in accordance with *TSSP*	C	C	C	C*
4.1.07.a	Disassemble/Reassemble ODJFS-owned hardware and *infrastructure* for all moves	S	S	CO	CO
4.1.07.b	Provide physical movement of ODJFS-owned hardware for all moves	C	C	C	C
4.1.08	Fund replacement equipment in accordance with *TSSP*	B	B	B	C
4.2 Software					
4.2.01	Obtain written approval from ODJFS/OIS before purchasing or adding software to ODJFS owned equipment	C	C	C	C
4.2.02	Support County Agency acquired software on ODJFS-Owned equipment	C	C	C	C
4.2.03	Obtain written approval from ODJFS/OIS before installing county agency acquired software to ODJFS owned equipment or network	S	S	CO	C
4.2.04	Provided funding and purchase sufficient software licenses for non standard software to be installed on ODJFS-owned equipment	C	C	C	C
4.3 Telecommunications					
4.3.01	For existing sites, provide *data lines* according to the *TSSP* financial responsibilities and *site design*s	S	S	S	C
4.3.02	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
4.3.03	County Agency to assume financial responsibility for installing its own network and phone cabling	C	C	C	C
4.3.04	County Agency to require cabling vendors to supply a unique drop number to identify both ends of the cable.	C	C	C	C
4.3.05	Electrical Requirements - Server Room / Main Data Facility(MDF) and/or Wiring Closets Intermediate Data Facility (IDF)	C	C	C	C
4.3.06	Environmental Requirements - Server Room / Main Data Facility (MDF) and/or Wiring Closets Intermediate Data Facility (IDF)	C	C	C	C
4.4 *Consulting Services*					
4.4.01	Provide *consulting services* and testing before a county agency acquisitions software or hardware to be added to ODJFS-owned equipment	S	S	B	B
4.4.02	Provide consultation services for VoIP	S	S	S	NA
4.4.03	Provide *consulting services* for agency's considering advancements in technology that would require modification to standard ODJFS	S	S	S	S

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
	infrastructure				
4.4.04	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
4.4.05	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
4.4.06	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
4.4.07	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
4.5 Blackberry Administration and Support					
4.5.01	Procure Blackberry device from local vendor	C	C	C	C
4.5.02	Utilize *TSSP* to request initial Blackberry setup and monthly service fees	C	C	C	NA
4.5.03	Create Account or Modify and account Blackberry Enterprise Server (BES)	S	S	S	NA
4.5.04	Utilize *TSSP* to remove a Blackberry from the (BES)	C	C	C	NA
4.6	Determine financial responsibility in accordance with the *TSSP*	C	C	C	NA
4.7	County agency required to report on ODJFS owned equipment annually	C	C	C	NA
SLA.05 Data and Systems Backup and Restore					
5.1 General Information					
5.1.01	Backup data from *ODJFS mainframe* to tape	S	S	S	S
5.1.02	Backup data from *ODJFS* centrally located (campus) servers	S	S	S	S
5.1.03	Backup all *ODJFS owned* remote (County Agency) file servers to tape	S	S	C	C*
5.1.04	Replace backup tapes in tape *drives* for *ODJFS owned* servers at *County Agency sites* according to tape rotation schedule	NA	NA	C	NA
5.1.05	Check tape backup log for *ODJFS owned* servers at County Agency sites	S	S	CO	C*
5.1.06	Store separate copies of backup tapes in each ODJFS data center	NA	NA	CO	C*
5.1.07	Perform and assist both a) file restore to *ODJFS owned* server from tape, and b) full *ODJFS owned* server restore from tape	B	B	B	B

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
SLA.06 IT *Data and Systems Recovery Plan*s					
6.1 Planning					
6.1.01	Create and maintain *IT Data and Systems Recovery Plan*	S	S	S	C
6.1.02	Have a high level awareness of the *IT Data and Systems Recovery Plan*	C	C	C	C
6.1.03	Provide limited assistance to create *Data and Systems Recovery Plan* for *County Agencies*	S	S	S	C
6.1.04	Develop a *Data and Systems Recovery Plan* for *County Agency*	C	C	C	C
6.1.05	Contact the ODJFS OIS staff responsible for questions or assistance with County Agency plan	C	C	C	C
6.2 Response					
6.2.01	Supply alternate facilities - space, electricity, wiring	C	C	C	C
6.2.02	Supply *workstations*, printers, software, and services in accordance with *TSSP*	S	S	S	N
6.2.03	Supply servers and *infrastructure* hardware, software and services in accordance with *TSSP*	S	S	S	N
SLA.07 Operations and Management					
7.1 Workstation *Image*					
7.1.01	Create and maintain the ODJFS Standard Workstation *Image* Install Guide	S	S	S	S
7.1.02	Follow the ODJFS Standard Workstation *Image* Install Guide	SO	C	C	C*
7.1.03	Maintain login script / startup	S	S	C	C
7.1.04	Perform standard drive mapping	S	S	C	C
7.1.05	Configure, modify and manage the *ODJFS standard workstation image*	S	S	S	CO
7.1.06	Supply *ODJFS standard workstation image*	NA	NA	S	S
7.1.07	Re-*image ODJFS -owned workstation* with *ODJFS standard workstation image*	CO	C	C	C
7.1.08	Configure, modify and manage the *County Agency standard workstation image*	NA	NA	C	C
7.1.09	Re-*image county agency workstation* with *County Agency standard workstation image*	NA	NA	CO	C
7.1.10	Perform *ODJFS* supplied software install and configure (rollouts) to *workstations*	S	S	CO	C
7.2 Server *Image*					
7.2.01	Configure, modify and manage the *ODJFS standard* server *image*	S	S	CO	CO

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
7.2.02	Re-*image ODJFS -owned* server with *ODJFS standard server image*	S	S	CO	CO
7.2.03	Configure, modify and manage the *County Agency server image*	NA	NA	C	C
7.2.04	Re-*image County Agency owned* server with *County Agency image*	NA	NA	C	C
7.2.05	Install and configure ODJFS supplied software on ODJFS servers	S	S	B	CO
7.3 Network Administration					
7.3.01	Create and maintain ODJFS NetWare Standards Guide document for the current version of NetWare	S	S	S	S
7.3.02	Follow ODJFS NetWare Standards Guide document	S	S	C	CO
7.3.03	Monitor *ODJFS-owned network infrastructure* using tools, proactively report indicators of poor network health	S	S	B	B
7.3.04	Have *network administrator(s) or* equivalent on staff. Required to provide evidence of certification or training.	NA	C	NA	NA
7.3.05	Have *network engineers(s)* on staff, provide evidence of certification.	NA	NA	C	NA
7.3.06	Follow equipment power-down procedures	C	C	C	C
7.3.07	Coordinate with ODJFS OIS scheduled network maintenance	B	B	B	CO
7.3.08	Follow the process for notifying and scheduling in advance when network changes or scheduled outage occurs	S	S	B	B
7.3.08.a	Follow the process for notifying concerned parties in advance of Network changes, outages or modification plans	C	C	C	CO
7.3.08.b	Follow the process for notifying and scheduling in advance when network changes or a scheduled outage occurs	S	S	S	S
7.3.09	The process of assigning user rights to users for access to resources	S	CO	C	C
7.3.10	Administer the *Directory Services* administrative rights within the appropriate container	S	S	C	C
7.3.11	Administer on a day-to-day basis user accounts for consistent and secure access to the network	S	S	C	C
7.3.12	Administer servers in the appropriate container	S	S	C	C
7.3.13	Administer of ODJFS owned Cisco enterprise network infrastructure and ownership of administrative privileges.	S	S	S	NA
7.3.14	Manage printers within the appropriate container	S	CO	C	C
7.3.15	Install, configure, maintain and manage applications that are not part of the *ODJFS -provided applications*	C	C	C	C
7.3.16	Create, configure and manage standard *ODJFS* NAL delivered applications	S	S	CO	CO
7.3.17	Create deployment policy and procedure for ODJFS method of deploying NAL delivered applications	S	S	S	S
7.3.18	Supply *ODJFS* standard software rollout to agency *TPOC*	NA	NA	S	N

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
7.3.19	Provide anti-virus tools, including updates	S	S	S	N
7.3.20	Know the process to follow when a virus is detected	B	B	B	C
7.3.21	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	B	C
7.4 Email Administration					
7.4.01	Create and maintain processes for email Distribution Lists	S	S	S	C
7.4.02	Create and manage local email Distribution Lists,	S	S	B	C
7.4.03	Create and manage global email Distribution Lists	S	S	S	C
7.4.04	Create email Resources	S	S	S	C
7.4.05	Manage email Resources	CO	CO	C	C
7.4.06	Administer post offices	S	S	CO	C
7.4.07	Administer email Internet Agents and Gateways	S	S	S	C
SLA.08 Performance Measurements					
8.1 General Information					
8.1.01	Select relevant performance measures (availability, *response time*s)	S	S	S	S
8.1.02	Set success criteria for selected performance measures	S	S	S	S
8.1.03	Measure actual performance	S	S	S	S
8.1.05	Report actual performance versus performance standard	S	S	S	S
8.1.06	Cooperatively resolve problems	B	B	B	B
SLA.09 Training - Functional and *Office Automation*					
9.1 General Information					
9.1.01	Provide training to *TPOCs* or users on *office automation* suite	C	C	C	C
9.1.02	Provide familiarization about *ODJFS standards*, processes, procedures and the *SLA* to the *County Agency TPOC, network administrator,* and *LSC*	S	S	S	S
9.1.03	*TPOC, network administrator or network engineer* and *LSC* to become familiar with *ODJFS standards*, processes, procedures, and the *SLA*	C	C	C	C
9.1.04	Obtain training on *IT vendor products* and releases in advance of *rollouts* of software in order to be prepared to support *rollouts*	C	C	C	C
9.1.06	Attend *ODJFS OIS - County Agency* SLA information sessions	CO	C	CO	CO
SLA.10 Capacity Planning					

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
10.1 General Information					
10.1.01	Establish and maintain capacity planning definitions, processes and standards	S	S	S	B
10.1.02	Provide site-specific quantities of users and transactions, both current and planned to determine capacity required	B	B	B	C
10.1.03	Provide required capacity for ODJFS provided applications in accordance with *TSSP* financial responsibilities	S	S	S	CO
10.1.04	Remain within capacity required for ODJFS provided applications	C	C	C	C
10.1.05	For any non-standard application (such as document imaging systems, video) that require significant network bandwidth, the County Agency assumes financial responsibility for the additional required capacity	C	C	C	C
10.1.06	For each site, create and maintain *site design*	S	S	B	C
10.1.07	Create and maintain *site design* documents for completed site, files documents with ODJFS-OIS	S	S	B	C
SLA.11 Incident Reporting & Resolution					
11.1 General Information					
11.1.01	Provide services in accordance with responsibilities of *the County Agency* and *ODJFS* as defined in this document	S	S	S	S
11.1.02	*TPOC & LSC* only to call *OIS Service Desk*	C	C	C	C
11.2 User Support					
11.2.01	*TPOC* to provide first level user support	C	C	C	C
11.2.02	Provide second level user support	S	C	C	C
11.2.03	Provide third level user support	S	S	C	C
11.3 Response and Resolution					
11.3.01	Communicate actions being taken in responding and resolving requests	S	S	S	S
11.3.02	Establish and maintain *workstation, printer, server, infrastructure* hardware problem *response time* standards	S	S	S	NA
11.3.03	Respond to *workstation, printer, server, infrastructure* hardware within time standards	S	S	S	NA
11.3.04	Maintain, troubleshoot, configure and manage all county owned equipment	C	C	C	C
11.3.05	Escalate unsatisfactory problem resolution	C	C	C	C

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
11.3.06	Escalate problems not resolved	S	S	S	S
SLA.12 ODJFS Specific Applications					
12.1 General Information					
12.1.01	ODJFS maintains a standard suite of applications needed to provide the core business functionality to support ODJFS and its county agency partners.	S	S	S	S
12.1.02	Supply *ODJFS provided application* software for client-server and workstation environments	S	S	S	N
12.1.03	Maintain *ODJFS provided applications* (CRIS-E, SACWIS, SETS, etc.) source code	S	S	S	S
12.1.04	Maintain *ODJFS provided applications* for all environments: *mainframe*, client-server, web-enabled, and workstation	S	S	S	S
12.1.05	Make *mainframe ODJFS provided applications* available	S	S	S	S
12.1.06	Install *ODJFS provided applications* in client- server environments	S	S	S	N
SLA.13 Signature Document and County Agency Specific Information					
13.1 General Information					
13.1.01	The SLA was developed for the benefit of ODJFS and the County Agency: both agree to discuss issues	B	B	B	B
13.1.02	Comply with Administrative Procedure OAC Rule 5101:9-9-15	B	B	B	B
13.1.03	County Agency agrees that if the County Agency is unable, at any time, to provide OIS services for Federally mandated programs, then ODJFS OIS shall provide those services to protect ODJFS from Federal non-compliance	B	B	B	B
13.1.04	Understand that *supporting documentation* is incorporated into the Agreement by reference. County Agencies agree to understand supporting documentation. ODJFS agrees to maintain the supporting documentation.	B	B	B	B
13.2 County Agency contact & Site Specific Information					
13.2.01	Provide name, contact information of proposed *TPOC* and secondary *TPOC*	C	C	C	C
13.2.02	Review qualifications and accept/reject proposed *TPOC*s	S	S	S	S
13.2.03	Provide name, contact information of proposed *LSC* and secondary *LSC*	C	C	C	C
13.2.04	Review qualifications and accept/reject proposed *LSC*	S	S	S	S

ODJFS, Office of Information Services

DOC REF	SLA Reference Table Description	L1	L2	L3	LN
13.2.05	Provide name(s) and photocopies of *network administrator*(s) and CNE(s) certificates if applicable	NA	C	C	C*
13.2.06	Provide county agency contact in the event of an after business hours network emergency	C	C	C	C
13.2.07	Provide a list of *County Agency owned* software on ODJFS owned hardware	C	C	C	C
13.2.08	Provide list of *County Agency owned* hardware on the ODJFS network	C	C	C	C
13.2.09	Provide description of any non-standard ODJFS services or equipment currently supplied by ODJFS	C	C	C	C
13.2.10	Establish and maintain capacity planning definitions, processes and *capacity standards*	S	S	B	C
13.2.11	Create and maintain *site design* documents for complete site, file documents with ODJFS OIS	NA	a	B	C*
13.3 Terms and Conditions					
13.3.01	Term of Agreement: July 1, 2011 – June 30, 2013	B	B	B	B
13.3.02	Parties agree to the financial responsibilities as defined in *TSSP*	B	B	B	B
13.3.03	Amendment by mutual agreement. Change to supporting documentation not to be considered an amendment	B	B	B	B
13.3.04	Signatures of County Agency Director and ODJFS CIO, Office of Information Services	B	B	B	B
SLA.14 Reference					
14.1 Glossary					
14.1.01	Maintain Glossary	S	S	S	S
14.2 Detailed Technical Documentation					
14.2.01	Maintain Detailed Technical Documentation	S	S	S	S
14.3 Contact List					
14.3.01	Maintain Contact List Documentation	S	S	S	S
Appendix					
TSSP: Technology and Service Support Policy					
SLA N: Negotiated Service Level Agreement					

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