Operational Level Agreement (OLA) for Support of

<ITS Internal Service> by <ITS Department>

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1 Scope
This Operational Level Agreement (OLA) documents the information technology (IT) support services provided by <ITS Department> for support of <ITS Internal Service>. The ultimate objective of this Agreement is to document internal ITS support-group services and processes to ensure high-quality and timely delivery of services to ITS customers.

1.1 OLA Partners
List any additional ITS groups and/or departments required to support this OLA. Refer to the specific OLA offered by each ITS group and/or department for details regarding the respective support service if applicable.

- Sample 1: Telecommunications Services /Wide Area Network
- Sample 2: Computing Services / Platform Services

1.2 Agreement Period
This Agreement is valid from the effective date below and remains in effect throughout the life span of the services supported.

Effective date: <mm/dd/yyyy>

1.3 Services Provided
Document and describe all services provided.

- Describe the service as defined in the Service Catalog
- If this service is a sub-service that is not in the Service Catalog, describe the supporting service being provided. Include performance and capacity information if applicable
- An itemized list of hardware and/or software resources, if applicable, may be documented in Appendix A: Supported Hardware and Software

<ITS Department> agrees to provide technical support regarding technical questions or problems with all services documented.
2 Service Availability

2.1 Hours of Availability

Document the hours the service is available for use, including specific days and times. The service described in this OLA is available from 8:00 a.m. to 5:00 p.m. Monday through Friday, except on state holidays.

2.2 Hours of Support

Document the support provisions for this OLA. The support for this OLA is available as follows:
- Regular Staff Schedule
- On-Call Schedule/Hours
- Physical Access Parameters (Facility/Room/Authorization, etc.)

2.3 Constraints on Availability

Scheduled Maintenance Windows:
Document any scheduled period(s) the service is unavailable for use.

Emergency Maintenance Windows:
Emergency Maintenance windows will be handled through the urgent change process.

External Vendor Maintenance Windows:
The following periods are reserved for vendor maintenance and are outside the documented Scheduled and/or Emergency Maintenance Windows:

3 Service Delivery Responsibilities

Document your responsibilities for delivery of the services as described in Section 1.3, Services Provided. Describe how you provide the service, using action verbs such as provide, consult, perform, monitor, manage, use, etc. Any partner responsibilities must be documented in the associated partner OLA as listed in Section 1.1, OLA Partners.

The following bullet examples are only and should be modified accordingly.

- Example: Generate and distribute periodic reports to monitor compliance with OLA
- Example: Schedule maintenance in accordance with documented windows
- Example: Coordinate with customer and OLA partners in scheduling follow-up meetings
- Example: Install and test required hardware at customer location
- Example: Configure server for remote customer admin access

4 Incident Management

4.1 Incident Management Policies and Procedures

Incident Management Policies and Procedures will be followed as appropriate and are located on the ITS Intranet under the ITS Operational Excellence Program under Incident Management at the following link: https://intranet.its.state.nc.us/oep/management_incident.htm
4.2 Priority Chart

The Priority chart shows response time after initial Assessment/Assignment, creation of an iWise ticket by the Service Desk, and acknowledgement of the ticket to the customer, including the provision of a ticket number. Times are measured in clock hours and/or minutes unless otherwise specified. This OLA is subject to the OEP approved ITS Priority Chart. This chart is referenced on the ITS Intranet under the ITS Operational Excellence Program (OEP) under Service Level Management at the following link: https://intranet.its.state.nc.us/oep/management_serviceLevel.htm

4.3 Hierarchical Escalation Model

This OLA is subject to the OEP approved ITS Hierarchical Escalation Model. The ITS Escalation model covers the hierarchical escalation (up the management chain) and notification as it applies to Incident Management. The model is located on the ITS Intranet under the ITS Operational Excellence Program under Incident Management at the following link: https://intranet.its.state.nc.us/oep/management_incident.htm

5 Problem Management

Problem Management Policies and Procedures will be followed as appropriate and are located on the ITS Intranet under the ITS Operational Excellence Program under Problem Management at the following link: https://intranet.its.state.nc.us/oep/management_problem.htm

6 Change Management

Change Management Policies and Procedures will be followed as appropriate and are located on the ITS Intranet under the ITS Operational Excellence Program under Change Management at the following link: https://intranet.its.state.nc.us/oep/management_change.htm

7 Security Standards and Policies

This OLA is in compliance with ITS and State CIO Security Standards and Policies. List any additional policies or other items that are not covered by ITS & State CIO Security Standards & Policies.

8 Business Continuity Plan

This OLA is supported by a Business Continuity Plan as specified in BCP document name.

9 Metrics and Reports

Metrics and reports will be discussed at the internal Service Level Reviews.

<table>
<thead>
<tr>
<th>Report Name</th>
<th>Reporting Metric</th>
<th>Reporting Interval</th>
<th>Reporting Source</th>
<th>Delivery Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>SLA Report for Incidents Resolved</td>
<td>Resolved incidents within and outside of the SLA, Service Request Resolution Times</td>
<td>Monthly</td>
<td>Remedy</td>
<td>Email</td>
</tr>
</tbody>
</table>
10 Service Level Reviews

Service level reviews will be conducted in regular, mutually agreed upon, intervals (at a minimum on a quarterly basis). A representative of each OLA partner (See Section 1, Scope) will participate in the reviews. ITS Business Relationship Management will facilitate Service Level Reviews.

This OLA will be reviewed at least once per year or as required. A review of this OLA may be requested at any time in writing to ITS Business Relationship Management, via appropriate management approval, by any OLA partner. The OLA will also require review under any of the following conditions:
1) Whenever there is a significant and/or sustained change requested to the <ITS Internal Service>
2) Whenever there is a significant and/or sustained change to the SLA that supports <ITS Internal Service>
3) Whenever an ITS organizational change results in a change of responsibility for supporting <ITS Internal Service> or a different Signature of Approval

11 ITS Signatures of Approval and Support

By signing this form, I acknowledge that I am responsible for the ITS <Internal Service> OLA and that I have identified the need for support from the following ITS partners as set forth in the specified partner OLA(s).

11.1 ITS <Internal Service> Signature

<ITS Internal Service> Service Owner / Product Manager:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Signature</th>
<th>Date</th>
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</table>

<ITS Internal Service> Director:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

11.2 ITS OLA Partners Signatures

By signing this form, I acknowledge that I have reviewed the terms and agree to support <Internal Service> as set forth in the OLA.

<OLA Partner 1 Supporting Service Name>
<ITS Division Director or Service Owner/Product Manager>:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Signature</th>
<th>Date</th>
</tr>
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</table>

<OLA Partner 2 Supporting Service Name>
<ITS Division Director or Service Owner/Product Manager>:

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<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>
Appendix A: Supported Hardware and Software

Sample verbiage:

Supported hardware
The following hardware is supported:
- Physical devices used for computing, such as desktop computers, portable computers
- Network equipment and wiring, such as network cables and temporary hubs/switches.
- Servers list, if any. For example:
  - Server X (OS only)
  - Server Y
  - Server Z (enterprise apps only)
  - Administrative Novell file and print server

Hardware services
The following hardware services are provided:
- Recommendations. <ITS Department> is responsible for specifying and recommending hardware for purchase or lease.
- Installation. <ITS Department> will install, configure and customize desktop system hardware and operating systems.
- Upgrades. <ITS Department> can typically upgrade memory RAM and disk drives and install peripheral cards.
- Diagnosis. <ITS Department> will diagnose hardware problems.
- Monitoring / Alerting. <Specify monitoring and alerting procedures>
- Repair. (Specify any repair work covered by the OLA.)
- Backup. <ITS Department> agrees to fully back up servers nightly every business day, as well as on a weekly and monthly basis. Nightly backups are retained for one week; weekly backups are retained for one month; monthly backups are retained for six months. Additional point-in-time backups are available upon request and retained as specified.
- Restore (Specify restore procedures)
- Disaster Recovery

Unsupported hardware
The following are representative, but not comprehensive, examples of hardware that is not supported:
- Copiers
- Facsimile devices
- Telephony equipment, except that directly connected to Service Provider-supported computing devices and part of a sponsored VOIP project
- Network equipment and wiring that is supported by other units

Software Services
<ITS Department> agrees to cover software support services, including software installations and upgrades for the software listed in “Supported Software.”

Supported software
The following software and applications are supported:
- Microsoft Windows 2003

Unsupported software
The following are representative, but not comprehensive, examples of software that is not supported:
- PCanymore