Information Technology Division
Service Level Agreement (SLA)
Description and Process

Purpose
It is the goal of the Information Technology Division to provide quality services that are timely, effective, and professional. One step in accomplishing this goal is to establish an agreement between IT and each Client Group that delineates the responsibilities of both parties regarding the services provided by IT. Such an agreement is called a Service Level Agreement (SLA). The SLA is used to assure quality and timely performance by assuring that both parties understand their responsibilities to each other. Once in place, the SLA may be modified as agreed upon by IT and the Client Group.

Developing and Managing SLAs
The SLA is developed and managed by representatives from the IT and the Client Group. The Client Group will designate a Manager who will be responsible for defining the Service Elements and Service Element Groups. IT will designate a contact person who is responsible for delivering the services according to the SLA.

Service Element Definition. The Client's contact person will coordinate within their department to determine the required services, and the availability and priorities required for each service element. As a starting point, a listing of service elements and proposed priorities is attached. Once the service elements have been determined, the Client contact person will forward them to IT.

Service Element Analysis. The IT Managers will combine the requirements from all of the Client groups. An analysis will be performed to determine the service levels that can be accommodated with existing resources, and what service levels, if any, will require additional IT resources to be obtained. IT will produce an SLA that lists the services to be provided, and the costs of these services. The costs are defined as follows:

- Normal Scope. These are services that can be provided within the current IT budget.

- Additional Equipment or Infrastructure Costs. This is a dollar cost to acquire and maintain redundant equipment. The cost detail will include both the Capital and Annual Expense costs.

- Additional Personnel Costs. This will be shown as a FTE or FTE fraction.

Final Service Level Agreement. The Client and IT will meet and determine the final Service Level Agreement. The output of this meeting will be a Service Level Agreement that defines the Service Levels, Priorities, and Cost Allocations.

SLA Review. As a minimum, the SLA should be reviewed annually. The review process includes the Client's review of the elements, an analysis by the IT Managers, and a meeting to resolve any differences or issues. The output of this meeting is a modified SLA.

Information Technology - Definition of Services
In order to develop an SLA, it is necessary to define the services provided by Information Technology. In general terms, IT provides the below listed services. The SLA will describe these services, the elements that make them up, and the responsibilities for IT and the Client Group to ensure the service levels are maintained. Exceptions to the standard SLA that are agreed upon by IT and the Client Group will be noted in the SLA for each DART Division.

Availability. Refer to Exhibit 1. Availability is a service that defines when systems and applications are available for use by the client group. Availability refers to whether or not an end user can access and use an application. Availability is usually dependent upon several systems operation correctly. Availability maybe defined as the number of hours per day or the percentage of time per day that a service is available to the Client. It also may include the actual hour spread and days of the week of availability, e.g. 4:00AM till Midnight, 7-days per week. Availability is the major driving force for infrastructure and data center equipment purchases.

Service Restoration. Refer to Exhibit 2. When there is a hardware or software failure, IT is responsible to restore the failed device or system to its full capabilities. This includes the insuring that all DART standard

software and hardware is functioning correctly. Service Restoration is a priority-based service of IT that defines the Mean Time To Repair (MTTR) for hardware and software systems. The priorities are assigned depending on how the system affects DART's mission. The MTTR, normally measured in hours, is the elapsed time from the initial contact with IT, to when the system is made serviceable. Service Restoration priorities are used to determine how assets are deployed under normal conditions and during service outages.

- **Priority 1 - Mission Critical.** The failure or disruption has an immediate, direct impact on DART's customers. DART's ability to provide one or more services to its customers is directly affected during the period of service interruption.
    Response Time. Within 1 hour of notification.
    MTTR. Within 6 hours of response.
    Service Window. 7 x 24. Continuous effort until the problem is resolved.
    Notification Method. Contact the Network/Operations Center x3030.

- **Priority 2 - Critical.** The failure or disruption has an impact on DART's ability to maintain services to our customers that while not immediate, will cause services to degrade if not quickly restored. Priority 2 is also assigned to systems or hardware that are used to perform time-sensitive functions, or as otherwise negotiated during the SLA process.
    Response Time. Within 1 hour of notification.
    MTTR. Within 12 hours of response.
    Service Window. 7 x 24. Continuous effort until the problem is resolved.
    Notification Method. Contact the Network/Operations Center x3030.

- **Priority 3 - Normal.** A single client cannot access an IT provided service needed perform normal business functions. This work or function can be performed by others or by the subject client using another person's system.
    Response Time. Within 4 hours of notification.
    MTTR. Within three working days of response.
    Service Window. 8 x 5. Effort will be during regular working hours.
    Notification Method. A completed and correct Help Desk *On-line* service request.

- **Priority 4 - Low.** The problem with the provided service will not affect the agency's mission. In many cases, a workaround is available. It is a nuisance until fixed.
    Response Time. Within 4 hours of notification.
    MTTR. Within five working days of response.
    Service Window. 8 x 5. Effort will be on a workday basis.
    Notification Method. A completed and correct Help Desk *On-line* service request.

- **Priority 5a - Pager Issue or Replacement.** The provided service will not affect the agency's mission. The client is required to bring an item to the IT area for parts or replacement.

- **Priority 5b - Cell Phone Issue or Replacement.** The service will not affect the agency's mission. The client is required to bring an item to the IT area for parts or replacement.

Moves Adds Changes. Refer to Exhibit 3. IT is responsible to accommodate the continuous changes in the DART environment. Changes may be the result of the addition of one person, a new group of persons, a new facility, remote construction sites, and management decisions that cause the client's IT needs to change. Many Moves Adds Changes, e.g. Adding a New Client, or Moving a single PC from one cube to another in the same location are routine, however in some cases the change requires a significant effort by IT to order new equipment, install infrastructure, e.g. cabling, and provide personnel to implement the change. To ensure that these major changes are correctly managed, a Move Add Change agreement between IT and the Client that describes the intended changes in detail, and delineates the responsibilities of IT and the Client with regards to the project will be in place at the beginning of the effort. As a prerequisite IT must be informed as listed in Exhibit 3 regarding Moves Adds or Changes that are beyond routine levels of service. In these cases, after notification, IT will meet with the Client's representative and prepare a joint MAC agreement.

System Maintenance and Upgrades. Refer to Exhibit 4. IT is responsible to ensure that hardware and software systems, including applications, operating systems, servers, desktop systems, etc. are properly maintained, and revision levels are kept current. System Maintenance and Upgrades is the IT service that is

used to manage this effort.

New Projects.   Refer to Exhibit 5. A new project is defined as the development of major new applications or systems, or modifications to existing applications or systems that is beyond the scope of system maintenance and upgrades.   This service describes the requirements and schedules for developing a new application, the purchase and integration of new applications, or a major modification to an existing system or application. Additionally, it describes the project in detail, and delineates the responsibilities of IT and the Client with regards to the project. New projects are initiated by the Client using a Help Desk *On-Line* Service Request.

Data Stewardship.   IT is not the *owner*, but is the *steward* of data stored and manipulated in IT systems. As the steward, IT is responsible to make sure that data is accessible, is backed up, and that only authorized changes are made to the data.   The Data Stewardship SLA assigns attributes to the data that defines the line between IT and Client responsibilities regarding how data is stored and otherwise maintained.   These attributes include ownership, location, size allocations, security, report generation responsibilities, and routine backups and archives.

Disaster Recovery.   A Disaster Recovery plan defines the steps required to restore systems and applications that have been lost or damaged due to a disaster of some type. IT is responsible to develop, maintain, and implement Disaster Recovery plans.   The plans include agreements between IT and Client Groups regarding how systems and applications will be recovered.   Recovery is defined as the time it takes to restore an application to an acceptable level of service.

Client Level of Satisfaction.   IT will survey Clients to determine the level of satisfaction regarding applications, systems, and other services provided by IT.   These surveys will be used to focus IT's efforts and to improve areas where the client level of satisfaction is low.   The surveys will be conducted annually as a minimum, and the results compared to previous surveys to monitor performance.

Other Definitions
The following terms are used in the process of development and implementation of Service Level Agreements.

Information Technology - IT.   The entity that produces the services. Internal to IT, the services provided are further defined to specific sections, e.g. Enterprise Delivery, Desktop Services.

IT Manager. A manager in the IT organization who is ultimately responsible for delivering the services defined in the SLA.

Client Groups. The various entities within DART that use the services provided by the Supplier. SLAs are between IT and Client Groups.

Client Group Contact.   The point of contact in the client group who is responsible for negotiation and management of the SLA for the Client Group. The Client Group Contact is responsible for insuring that the Client Group performs in accordance with the provisions in the SLA.

Notification Method. The method used to request services from IT.   The notification method varies depending on the type of service and service element group.

Response.   The call back or other notification by the proper IT person, to the Client that IT is aware of, and is working on the request.

Response Time. This is the elapsed time between the initial Client's contacting IT regarding a problem and the response.

Service Windows.   A statement that is used to define when IT will provide services.

• Seven days a week, 24-hours per day - 7 x 24.

• Five days a week, 8-hours per day - 8 x 5.

Service Element. The lowest item in a SLA. The service element provides a complete description of the service and contains the following:

• What is delivered.   This may be a global service, e.g. e-mail, or a specific service, e.g. Paratransit database uptime.

- Where it is delivered. In many cases this is at the client's desktop, however this also may be a local file server, printer, etc.

- When it is delivered. This must be stated in terms of measurable units. For example, *availability* is stated in terms of hours per day, days per week, or a percentage. *Mean Time To Repair* (MTTR) is stated in terms of hours after problem notification.

- Negotiated Exceptions. These are normally system maintenance tasks, e.g. upgrades, which will be scheduled with the Client Group. They are not counted toward IT's measured expectations.

Service Element Group. A group of Service Elements that has common attributes. The Service Elements are grouped by the type of service provided, and criticality of the service to DART's mission, and each group is assigned a priority. The priorities will be used by IT when dispatching resources to correct a problem with a provided service.

Escalation. A lower priority service element may need to be escalated to a higher priority if the outage may cause a critical deadline to be missed, or other similar issue. Escalation is on a case-by-case basis and is initiated through an IT manager.

Critical Business Hours.   Critical business hours are Monday through Friday, 7:00 AM to 7:00 PM. During these times, actions can move to Priority 1 if resources are available.

Information Technology Services
Service Level Agreement
Signature Sheet

The Client Department and Information Technologies agree to abide by the Service Levels as described in this SLA Document.

Client Department: _____

System and Application Uptime and Availability

Date: _____

_____   _____
Client Department Representative   Information Technology   Representative

Service Restoration

Date: _____

_____   _____
Client Department Representative   Information Technology   Representative

Moves - Adds - Changes

Date: _____

_____   _____
Client Department Representative   Information Technology   Representative

System Maintenance and Upgrades

Date: _____

_____   _____
Client Department Representative   Information Technology   Representative

New Projects

Date: _____

_____   _____
Client Department Representative   Information Technology   Representative

Data Stewardship

Date: _____

_____   _____
Client Department Representative   Information Technology   Representative

Disaster Recovery

Date: _____

_____   _____
Client Department Representative   Information Technology   Representative

Level of Satisfaction

Date: _____

_____   _____
Client Department Representative   Information Technology   Representative