Government of Shelby County, Tennessee

ANNUAL INTERNAL SERVICE LEVEL AGREEMENT

[CUSTOMER]
AND
Information Technology Services

Service Period: From _____ To _____

Shelby County Government, Information Technology Services
Annual Internal Service Level Agreement

Purpose and Objectives
This agreement is between Information Technology Services (ITS) and [CUSTOMER] (Customer). This document outlines the service level roles, responsibilities, and objectives of Information Technology Services and the Customer in support of [CUSTOMER]'s Business Processes.

This document is intended to clarify and enhance the working relationship between ITS and the Customer, enhance awareness and drive common expectations. This document is to define a professional level of understanding and that both parties will make every effort to provide the necessary information and service at all times.

Both parties agree to hold their staffs accountable to the Customer Duties and Responsibilities (Appendix B) and the applicable IT written policies and guidelines as developed by the IT Steering Committee.

Both parties agree to share plans and anticipated changes for information systems, facilities, resources, internal processes and staffing.

Scope of Services
Information Technology Services supports the day-to-day operations of the Customer at all locations throughout the County as necessary through the maintenance and support in the areas found in Appendix A - IT Services & Service Levels. The Customer will circle Y(es) or N(o) for those services requested from ITS.

Standard services and support available from ITS are categorized as Desktop Support, Systems Operations, Infrastructure, Application Support, and Consulting and Procurement Services. Special or custom services to be delivered under this Agreement will be described in an attached Appendix C if required.

Service Priorities
All computer *problems* or service needs are prioritized based upon the **Level of Severity**, that is, the greatest impact to Shelby County business operations. Severity levels are categorized as follows:
- **Emergency** – Business is halted, critical component or operational system is down, affecting critical customer or multiple customers, no work-around exists, and is time critical.
- **High** – Business impacted, critical component or operational system is degraded, a significant loss of productivity, affecting multiple or single customer, no work-around exists.
- **Medium** – Non-critical components or operational systems are down or degraded, affecting multiple or single customers, a work-around exists.
- **Low** – Non-critical problem or requirement, little to no immediate impact to business or to customers.

At the time the incident or service request is reported to the ITS Help Desk, a severity level will be agreed upon between the Help Desk Technician and the Customer based on the problem description provided. Disagreements over severity should be immediately escalated to the Manager of Customer Support.

Service Availability
For all service or support needs or requests, the Help Desk line is available seven (7) days a week, twenty-four (24) hours a day at (901) **222-2700**. In addition, support through emails is also available at help_desk@shelbycountytn.gov.

During normal business hours 8:00 AM to 4:30 PM, Monday through Friday, the Help Desk Customer Support Technicians will provide regular services and support as defined in this Agreement.

After hours, Emergency services and support are provided seven (7) days a week, twenty-four (24) hours a day including holidays. During this period, ITS technicians are "on-call". The call to the Help

Desk (901) **222-2700** will be recorded and forwarded to the on-call staff for action. The on-call technician will then contact the caller to report resolution or to seek additional information. It is the responsibility of the on-call technician to provide regular status communication to the caller.

On Campus:
If a location is directly connected to the County network it is considered 'on-campus'. These comprise departments/offices in downtown locations at:

160 North Main	157 Poplar
201 Poplar & Jail	150 Washington
140 Adams	584 Adams (Support Services)
637 Poplar Ave (Forensic Center)	600 Adams (Support Services, Print Shop)
814 Jefferson (Health Department)	616 Adams (Juvenile Court)
Shelby Farms – all offices at 1075 Mullins Station, and remote buildings including Correction Center, Jail East, AOC, Sheriff Training Academy, DR Site, Election Commission, Codes Enforcement, Roads & Bridges, Engineering etc.	

Off Campus:
If a location is indirectly connected to the County network (i.e. via Metro-E, frame-relay, ISDN, DSL etc.), it is considered 'off-campus'. These locations are:

Lipscombe Pitts Building, Union Extended (CSA & Aging Commission)	1750 Madison (Family Safety Center, MSARC, Crime Victims etc.)
All Health Clinics, Vector Control & WIC warehouse	All air-quality monitoring stations (Health Department)
All County Clerk MVR offices (excluding 150 Washington & 1075 Mullins Station)	Orgill Golf Course (Public Works/Conservation Board)
Sheriff locations at Bellevue, Arlington & Bartlett	Agricenter (Walnut Grove Road)
Hickory Ridge Mall (CSA, General Sessions)	All fire stations
Shelby County Cemetery (Public Works)	Fleet Services (downtown only)
Election Commission polling sites (excluding 157 Poplar and East Campus)	All radio towers (except Shelby Farms)
591 Washington (General Sessions)	

Service Response
The ITS Technician will assess the problem, assign a Work Order to the appropriate technician/group, obtain confirmation of Work Order receipt, and respond back to the Customer with problem status. If there is a cost for the service or change request to the customer, the ITS Technician will provide an estimate of costs and seek customer approval prior to expenditures and work.

Based upon the severity of the problem and the length of time to be resolved, the ITS Technician will regularly update the Customer as to problem status via a phone call or email.

ITS will do its utmost to work with the customer to solve the issue in a timely manner.

Customers will be notified in as far advance as possible regarding all planned changes and updates. Customer acknowledgement should be obtained prior to any significant change to their working environment.

Problem Escalation
Unresolved issues and problems may be escalated to the ITS Manager, Administrator or CIO as appropriate:
- The Customer may escalate the problem or issue if the severity significantly worsens, if the expected resolution time is not being met or if additional resources are needed to resolve the problem or issue.
- Information Technology will automatically escalate the problem if additional resources are needed, if the problem is more complicated than originally thought or if the IT Technician

anticipates that the customer's expectations are not being met. In this event, ITS will immediately update the customer regarding escalation plan.

- For customer escalation of problems or requests, contact:
    Manager - Customer Support
    Office: 901-222-2675
    Cell: 901-601-0581
    Jeff.yallope@shelbycountytn.gov

Service Level Measurements

- The benchmarks, targets and metrics to be used in the measurement of performance levels are defined at the beginning of this Agreement under ITS Services & Service Levels. They will be used to measure critical client expectations such as availability, elapsed time, response time, capacity, and volume.
- Reports on actual service levels achieved will be provided to the Customer monthly and quarterly. This will cover each service component delivered and the performance achieved compared with the Agreement service objectives. Problem logs and change logs will also be shared as appropriate.
- On a quarterly basis or as requested by the Customer, a Service meeting will be held with ITS management and Customer management to review service levels, discuss overall ITS performance, review plans for needed changes and improvements.

Changes to Services

Either party may propose changes to the scope, nature, schedule or objectives of the Services being performed under this Internal Service Level Agreement, subject to agreement by both parties. The requesting party will call a formal meeting to review current service level measure reports and discuss requested changes prior to any formal changes in this document.

Term of Agreement

The signatures of this document indicate agreement to its content, that it is valid, has achievable objectives, and represents the intent of Information Technology Services to meet the system needs of Customer as they relate to the services noted in the ITS Services & Service Levels chart (Appendix A).

This document is controlled by the Chief Information Officer and the Customer. Any modifications to this agreement require the review and approval of both parties. Inputs relative to the content or distribution of this document should be forwarded to the CIO.

This document will remain in effect as noted on the first page of this document. One month prior to agreement end date, a formal review meeting will occur with both parties in attendance. Two weeks prior to this time ITS will notify the Customer and schedule a meeting. Any modifications will be noted and placed in an updated version.

Approval

Information Technology Services		[CUSTOMER]	
Signature	Date	Signature	Date
Print Name		Print Name	

IT Services & Service Levels

Service		Information Technology		Priority					
Request		Support & Service		**Emergency**		**High**		**Medium**	**Low**
				Business Hours	After Hours	Business Hours	After Hours	Business Hours	Business Hours
Desktop Support - Provides for standard desktop software applications, including installation and support of workstation hardware and software (OS, virus protection, etc.) required to perform the job, and providing local and remote access to electronic mail and groupware applications. Help Desk will be the first point of contact for notifying ITS of network, email, file storage, and server backup and restore issues.									
		Service Desk (Help Desk)							
D.1	Y / N	**Facility Access & Video Recording**							
		Activate / deactivate facility security cards		2h		3.5h		5h	7.5h
		Install video surveillance and recording Assumes network with PoE is available		3d		5d		20d	20d
D.2	Y / N	**System support**							
		Add/change/delete computer system access		2h	4h	4h	6h	8h	16h
		Respond to client calls and create work orders		10m	1h	10m	1h	10m	10m
		Dispatch technician		.5	1h	1.0h	3.0h	7.5h	22.5h
		Troubleshooting issue	On Campus	2.5h		7.5h		15h	37.5h
			Off Campus	7.5h		15h		37.5	45h
		Schedule preapproved changes		1.5h		3h		6h	7.5h
		Complete changes		7.5h		15h		30h	60h
		Email setup, change, and restore		2h	4h	4h	6h	8h	16h
		Email troubleshoot		1h	3h	2h	4h	4h	16h
		Reset network password		.5h	1h	1h	2h	2h	4h
		Answer questions or transfer to specialist		10m	1h	10m	1h	10m	10m
		Personal Computers							
D.3	Y / N	**Acquisition**							
		Standard PC bundle Assumes parts on hand		.5h		1h		2h	4h
D.4	Y / N	**Support**							
		Install, move, add or change		7.5h		15h		30h	60h
		Restore standard image (Productivity tools and operating system)		7.5h		15h		30h	60h
		Restore data if data is available		7.5h		15h		30h	60h
D.5	Y / N	**PC Software**							
		Acquisition							
		Purchase/Upgrade Desktop productivity software		45d		45d		60d	90d
		Support							
		Setup		7.5h		15h		22.5h	37.5h
		Restore, Troubleshoot		15h		22.5h		37.5h	45h
Notes:									

Service			Information Technology	Priority					
Request			Support & Service	Emergency		High		Medium	Low
				Business Hours	After Hours	Business Hours	After Hours	Business Hours	Business Hours
Systems Operations - Access to and operation of a data processing environment for the Customer's applications, including backup and recovery.									
			Servers (Physical and Virtual)						
S.1	Y / N		**Acquisition**						
			Design, recommend server	As required by project plan					
			Acquire	As required by project plan					
S.2	Y / N		**Support**						
			Install, move, add or change server environment Virtual Environment, Physical changes may require more time.	2h	4h	4h	6h	8h	16h
			Troubleshoot server failures & problems	1h	3h	2h	4h	4h	16h
			Install application software	As required by project plan					
			Change or add to file or data storage	As required by project plan					
			Improve server performance	As required by project plan					
			Restore server, software and/or file store ITS will provide data restoration services from County backup media, for County servers in accordance with the defined backup strategy.	4h	6h	8h	10h	8h	16h
			Provide Backup and Restore.	As required by project plan					
			Disaster Recovery Note that the planned framework must be established and tested before any recovery can be delivered.	As required by project plan					
S.3	Y / N		**Provide Floor Space and UPS**	As required by project plan					
Infrastructure - Provides connectivity to local and wide-area data and voice communication networks.									
			Networks						
I.1	Y / N		**Internet Access**	2h	4h	4h	6h	8h	16h
I.2	Y / N		**Wide Area Network**						
I.3	Y / N		**LAN (facility network)**						
			Design and Recommend	As required by project plan					
			Acquire ITS will provide assistance with product acquisition.	As required by project plan					
			Install new office drop or connection	As requested					
			Repair or remove office drop ITS will provide repair services for existing network cabling, in accordance with the provisions of existing County Low Voltage Cabling Contract.	As requested					
			Add, change or delete internet access	2h	4h	4h	6h	8h	16h
Notes:									

Service			Information Technology		Priority					
Request			Support & Service		**Emergency**		**High**		**Medium**	**Low**
					Business Hours	After Hours	Business Hours	After Hours	Business Hours	Business Hours
I.4	**Y / N**		**Wireless**							
			Design and Recommend		As required by project plan					
			Acquire		As required by project plan					
			Install wireless access Prerequisite of existing County wireless signal and existing County computer WiFi device at locations desired.		2h	4h	4h	6h	8h	16h
			Troubleshoot wireless access		1h	3h	2h	4h	4h	16h
I.5	**Y / N**		**VPN**							
			Implement VPN connection		As requested					
			Troubleshoot VPN connection		1h	3h	2h	4h	4h	16h
I.6	**Y / N**		**FTP**							
			Implement File Transfer (FTP) connection		As requested					
			Troubleshoot File Transfer (FTP) connection		1h	3h	2h	4h	4h	16h
			Communications							
I.7	**Y / N**		**Phones & Voice Mail**							
			Install new office phone May be dependent on the vendor.	On Campus	7.5h		15h		22.5h	37.5h
				Off Campus	15h		30h		37.5h	60h
			Remove office phone May be dependent on the vendor.	On Campus	1h		2h		3h	4h
				Off Campus	4h		7.5h		11h	15h
			Add to, delete from or change phone directory		.5h	1h	1h	2h	2h	4h
I.8	**Y / N**		**Cell phone/Pager/PDA**							
			Acquire or replace pager/PDA May be dependent on the vendor.	On Campus	4h		7.5h		11h	15h
				Off Campus	7.5h		11h		15h	20h
			Purchase/acquire cell phone May be dependent on the vendor.	On Campus	15h		22.5h		30h	37.5h
				Off Campus	20h		27.5h		35h	42.5h
			Troubleshoot cell phone May be dependent on the vendor.		1h		2.5h		4h	7.5h
			Synchronize email/calendar/contacts to Smart		2.5h		5h		7.5h	11h
Application Support - Provides operational support of application software, such as troubleshooting and correction of processing problems.										
A.1	**Y / N**	**Applications** (In-House Written Systems)			Provide ongoing maintenance as required by the system(s)					
			Trouble Shoot Problems		As required by the system					
			Application Monitoring		As required by the system					
			Act as Vendor Liaison		As required by the system					
			Assist with System Configuration		As required by the system					
			Installs, Upgrades, Changes		As required by the system					
			Design, Create and Schedule Reports		As required by the system					
			Provide User Documentation and Training		As required by the system					
			Provide Data Files		As required by the system					
			Provide Conversion Services		As required by the system					

Service			Information Technology	Priority
Request			Support & Service	Description
A.2	**Y / N**		**Applications** (Purchased Systems)	Provide ongoing maintenance as required by the system(s)
			Trouble Shoot Problems	As required by the system
			Application Monitoring	As required by the system
			Act as Vendor Liaison	As required by the system
			Assist with System Configuration	As required by the system
			Installs, Upgrades, Changes	As required by the system
			Design, Create and Schedule Reports	As required by the system
			Provide User Documentation and Training	As required by the system
			Provide Data Files	As required by the system
			Provide Conversion Services	As required by the system
A.3	**Y / N**		**Database Support**	Provide ongoing database support as required by the system(s)
			Database Design	As required by project plan
			Database Maintenance	As required by the system
			Monitor Database	As required by the system
A.4	**Y / N**		**Database Tools Support**	
			Query Tools Support	As requested
			Query Tools Training	As requested
A.5	**Y / N**		**Document Management**	Provide support for document management
			E-Form Creation	As required by project plan
			Work Flow Routing	As required by project plan
			Document Scanning Services	As required by project plan
			Document Storage and Access	As required by project plan
			Integration with other Applications	As required by project plan
A.6	**Y / N**		**Web Site Services**	Provide Web Services
			Web Site Creation and Maintenance	As required by project plan
			Page Design	As required by project plan
			Custom Web Applications Development	As required by project plan
			Page Design	As required by project plan
A.7	**Y / N**		**Web Content Services**	Provide Web Site Content Management Services
			Web Content Management	As requested
			Web Content for Application Portals	As requested

Notes:

Service			*Information Technology*	*Priority*
Request			**Support & Service**	**Description**
Consulting and Procurement Services- Provides support for designing, and acquiring systems and or applications.				
C.1	**Y / N**		**Procurement Services**	Project Initiation and Planning
			Requirements Gathering	
			Research	
			RFP Development Assistance	
			Assistance with RFP Evaluation	
			Assist with Contract Negotiations	
C.2	**Y / N**		**Consulting Services**	Project Executing, Monitoring, Controlling and Closing
			Contract Management	
			Project Management	
			Training	
			System Design	
Notes:				

CUSTOMER DUTIES AND RESPONSIBILITIES

The Customer will:

- Perform a minimal level of problem "triage", if possible, before contacting ITS and be able to provide a basic description of the problem or need.

- Ensure ITS has timely access to appropriate Customer personnel, facilities and resources including keys/combinations/passwords if needed to resolve problems or implement changes.

- Provide direction, information, approvals, authorizations or decisions that are reasonably necessary for ITS to perform the services.

- Report all problems or requests for services or equipment in a timely manner to the Information Technology Help Desk by phone (901-222-2700), FAX (901-222-2705), or email help_desk@shelbycountytn.gov.

- Provide a primary and secondary point-of contact for the department, participate in resolving the issue and support the problem or change resolution process as needed.

- If the Customer has opted to purchase and maintain software for their agency it is their responsibility to maintain proper software licensing on or near the most recent version of any software purchased and not turned over to ITS to support.

- The Customer will respect intellectual property rights and not infringe on third party copyrights, patents or trade secrets.

- Ensure that Customer's employees are made aware of Shelby County ITS policies and guidelines, and any applicable Human Resources policies and enforce internal compliance with those policies, restrict unauthorized access, and assist in protecting Shelby County information resources.

- Participate on the ITS Steering Committee and various sub-committees as appropriate.

Primary Customer Contact: Name _____

Phone _____

Cell _____

Email _____

Secondary Customer Contact: Name _____

Phone _____

Cell _____

Email _____