

SDC Service Level Agreement Criteria

Objective

Document common understandings for the availability, performance, operation and other attributes of SDC provided services. Service levels will establish appropriate expectations with SDC customers, inform the SDC of the priorities of the business units and ensure the proper allocation of resources by the SDC.

Supporting Documents

SDC Service Catalog – Establishes high-level roles and responsibilities for SDC services.

SDC Product List – Ties the services described in the Service Catalog to products which can be ordered and billed for. (To be created)

Service Level Creation Criteria

1. Must be measureable and meaningful (e.g. SQL server hardware is up, but the SQL service is down). Service levels will focus on a measurable outcome and in some cases the SDC may not be able to measure a specific service level at this time. The SDC will establish common hours of support for which availability will be measured within. (24x7x365, 12x7x365, business hours only, etc.)
2. Account for limitations established with vendors under contract, e.g. Qwest SLA for recovery of an out of service circuit or hardware vendor response time on replacement parts. SDC will address client SLA requirements at the time of vendor contract negotiations. Metrics will include unscheduled vendor downtime.
3. Recognize limits of the facility (99.982% uptime) and/or specific hardware platform.
4. Focus on “what” the service is, not “how” the service is delivered.
5. Based on the needs of average agency business units (single tier of service). Higher service levels would require a new product offering that would provide a higher level of service (i.e. clustered servers for higher availability) should be part of a later phase and allow for the development of a new products and tiers of service through the inclusion process.
6. Establish exclusions from SLA such as platforms which can be controlled by the agency or in situations where the agency prevents the SDC from completing a necessary upgrade or replacement.
7. Availability of devices and services based on assumption that the SDC has adequate maintenance windows to complete scheduled maintenance activities.
8. Availability of devices and services to be measured over a monthly period.
9. Be consistent from period to period. Customers will need Service Levels that account for their peak or busiest business cycles versus a variable service level offering.
10. Ensure technology currency such as including requirements for how many software release versions need to be supported. The SDC may support old versions of software or versions that are too new for the SDC to fully familiar with on a “best effort” basis. This software support criteria will need to be explained in the SLA.

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11. Service levels will be reviewed at least biennially. This will ensure that service levels are adjusted when there are changes to the technology refresh cycle.
12. Targets for and results in ongoing improvement.
13. Increase and improve the relationship, communications and trust between the SDC and its clients.
14. Service level measures will be selected with preference given to those that are used by similar external service providers.
15. Monthly dashboards on S3, summary quarterly review at the SDC CIO Advisory Board and an annual report with detail on all service levels and any exceptions when service levels were not met.
16. One base service level template for all. Need for alternative Service Levels will be added by going through the inclusion or exclusion process.
17. Recovery from disasters modifies the operational recovery objective and therefore service levels do not apply in disaster recovery situations.
18. The SLA should include expectations for SDC communication protocols (i.e. frequency, distribution, etc.).