Enterprise Technology Services

Service Level Agreement (SLA)

Name of document:

Enterprise Technology Services_ Service Level Agreement _Version 1.2

Approved by:

DAS Representative

Alex Pettit, State CIO	**Date**
	1/25/2017

ETS Customer Utility Board

Kurtis Danka, ETS CUB Chair	**Date**
	1/25/2017

Changes:

Date of approval	SLA Version	DAS Representative	ETS CUB Representative	Description of changes
12/2/2013	**1.0**	**Julie Bozzi,** ETS Administrator	**Clyde Saiki,** ETS CUB Chair	• First version of SLA document approved by the ETS CUB.
2/25/2015	**1.1**	**Alex Pettit,** State CIO and Interim ETS Manager	**Clyde Saiki,** ETS CUB Chair	• Edits to Service Catalog, Performance Measures and Definitions.
1/25/2017	**1.2**	**Alex Pettit,** State Chief Information Officer	**Kurtis Danka,** ETS CUB Chair	• Edits to Service Catalog, Performance Measures and Definitions.

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1. Introduction

1.1. Background

The Department of Administrative Services has four Service Enterprises, each governed by a Customer Utility Board (CUB). Each CUB acts as a governing board for the services provided by the associated Service Enterprise that have been designated as utility services.

The CUB's have four primary responsibilities:

a) Approving general service level agreements.

b) Approving rate-setting methodologies and resulting rates.

c) Reviewing business plans and annual financial statements.

d) Settling unresolved service complaints.

One of the key responsibilities assigned to CUB's is the approval of Service Level Agreement (SLA) documents. CUB's are responsible for reviewing and approving the content of these documents, ensuring the defined service levels are commensurate with the rates charged for each service.

CUB's are also responsible for approving the process to be followed for the development, approval and amendment of SLA documents. They assign members to specific workgroups created to conduct and oversee this work, and ensure participating representatives from customer agencies can clearly articulate the needs of the customers.

1.2. Objectives and purpose of SLA

The objective of this Service Level Agreement document is to ensure both parties understand and agree how the services will be performed and the responsibilities and expectations of each party.

The SLA will:

a) Describe the services provided by Enterprise Technology Services.

b) Identify service level objectives and performance targets for the services, agreed upon between Enterprise Technology Services and customers.

c) Identify responsibilities of each party.

d) Document the following service management processes agreed upon between DAS and customer representatives from all four CUB's:

    1. Performance tracking and reporting to customers.

    2. Review and amendment of the SLA document.

    3. Service-related dispute resolution.

This SLA document is not meant to be static, but a working document that will reflect the continuous change in

services delivered by DAS, service delivery operating processes, and service level expectations agreed between Enterprise Technology Services and customers.

1.3. Identification of Enterprise Technology Services

1.3.1. Short description of Enterprise Technology Services mission

To provide reliable, agile, and flexible IT service choices while optimizing the state's IT investments.

A link to the Enterprise Technology Services Strategic Plan can be found on the ETS web site:
http://www.oregon.gov/das/OSCIO/Pages/TechServ.aspx

1.3.2. Applicable statutes and legal underpinnings

Oregon Revised Statute 291.034 Providing technical services involving data processing. The Oregon Department of Administrative Services may provide technical services to state agencies for data processing systems development and the development of data processing methods and applications. The technical services may include consulting and programming services and assistance in locating electronic data processing installations. The cost of the technical services, or portions thereof, as determined by the department, shall be charged to the agency served and paid to the department in the same manner as other claims against the agency are paid.

Oregon Revised Statute 291.038 (4)(a) The policy of the State of Oregon is that state government telecommunications networks should be designed to provide state-of-the-art services where economically and technically feasible, using shared, rather than dedicated, lines and facilities.

(b) The department shall, when procuring telecommunications network services, consider achieving the economic development and quality of life outcomes set forth in the Oregon benchmarks.

2. Service Catalog

The following criteria were considered in order to identify and describe the services included in the Service Catalog of ETS:

- The intent of the Service Catalog is to identify and describe services **from the customer's point of view.** This helps to emphasize and explain the **benefits, outcomes and deliverables that the customers receive** when purchasing a service, as opposed to describing the whole set of internal support processes and activities executed by ETS staff in order to deliver these services. As a result, business support processes and functions, such as account management or help desk functions, are not meant to be systematically captured or thoroughly explained in this catalog.

- The services included in this Service Catalog are those **available to ETS customers today**. Service descriptions reflect the different features and options currently available to ETS customers, enabling customers and ETS staff to know what to expect and not expect from a service. Clearly defined services inform customers about service offerings, including what each service does and does not include, service boundaries, how to request services, and how to get help, as well as other factors influencing the extent to which they can be currently enjoyed by ETS customers. Consequently, all narrative about future service features and offerings has been purposefully removed from the description of services included in this Catalog.

- In order to identify and describe services with the right level of detail, consideration has been given to describing **services or offerings that can be purchased in stand-alone mode**. If a given service needs to be purchased as part of a packaged offering, the package will be described in its own service sheet and the individual service will be described in the "What's included" section of the packaged offering service sheet.

- The purpose of the Service Catalog is to describe the **standard services and terms of service delivery**, not the exceptional services or service terms that can be offered to a given customer under special circumstances.

2.1. List of services provided by program

A brief description of each service is included in the section below. For detailed descriptions about the services available to ETS customers, consult the SLA performance measure data dictionary in appendix 8.2 of this SLA document.

Service	Summary
State Network Access	State network access services provide connectivity to state and agency resources (such as servers at the SDC), to other governmental offices that are connected to the state network, and to the Internet.
Local Area Network	Local area network services provide networking of computing devices within the customers' physical locations and to the state network, allowing: • Computing resources such as files, printers and applications to be shared. • Data and messages to be sent and received in a secure and reliable manner.
IT Professional Services	IT professional services provide general technical support and consulting to meet customer short-term technology needs.
Data Storage	Data storage services provide secure technology and capacity management to store customers' data in a manner that meets their performance and availability needs.
Backup	Backup services create reliable copies of data, related software and supporting configurations for the purpose of reproducing data from a specific point in time in the event the original is lost, erased, damaged, or changed in error.
Hosting	ETS engineers, builds and supports customized hosting solutions designed to help customers improve IT quality, efficiency and reliability. Depending on infrastructure needs, ETS can virtualize existing servers, build an entire custom hosted infrastructure, or simply provide a managed server. ETS' wide array of professional capabilities provides the right solution to meet the customers' needs.

Colocation	Colocation services provide a secure location in an access controlled facility for housing servers and related equipment that customers own and manage. This service can assist with disaster recovery, redundancy and backups or simply provide a physical space for proprietary equipment to be located with hosted applications.

Service	**Summary**
Phone	Phone services cover a broad range of capabilities that share the common characteristic of voice communications, from dial tone and handsets to meet the basic telephone communications needs of customers to capabilities such as voice mail and call center systems to the meet more advanced business needs.
Enterprise Email	Enterprise email services enable the sending, receiving and reviewing of emails from Outlook clients, web browsers or mobile devices. It incorporates calendaring and instant messaging within the email system and provides unlimited mailbox storage.

3. Service Level Expectations

This section identifies the metrics that will be used to track quality of service delivery along timeliness and other service quality attributes.

These metrics are agreed upon by ETS and customer representatives and approved by the Customer Utility Board.

3.1. Performance metrics

1) Server availability: Percent of time the server is actually available for use by the customers within the agreed service hours.

2) Router availability: Percent of time a router is actually available for use by the customers within the agreed service hours.

3) Backup job success: Percent of backup jobs that succeed without errors.

4) Backup file success: Percent of files that were marked for backup and not skipped.

5) On-time Server delivery: Percent of new servers delivered on or before the mutually agreed to Expected Delivery date.

6) Success of server patching: Percent of servers successfully patched after patching cycle occurs.

7) Time to respond: The time between when a Service Disruption tickets is created in the ETS Request Tracker (RT) and the time ETS staff acknowledges customer requests and provides initial contact to gather requirements.

8) Time to restore: The time between when a Service Disruption tickets is created in the ETS Request Tracker (RT) and the time the service is restored.

3.2. Service levels/ performance targets

#	Measure name	Description	Target
1	Server availability	Percent of time the server is actually available for use by the customers within the agreed service hours.	ETS Sites - 99.9% Customer Sites - 99.0%
2	Router availability	Percent of time a router is actually available for use by the customers within the agreed service hours.	99.7%
3	Backup job success	Percent of backup jobs that succeed without errors.	98.5%
4	Backup file success	Percent of files that were marked for backup and not skipped.	99.9%
5	On-time Server delivery	Percent of new servers delivered on or before the mutually agreed to Expected Delivery date.	90%
6	Success of server patching	Percent of servers successfully patched after patching cycle occurs.	TBD

#	Measure name	Description	Target
7	Time to respond	Time to respond is the time between when a Service Disruption tickets is created in the ETS Request Tracker (RT) and the time ETS staff acknowledges customer requests and provides initial contact to gather requirements.	Sev. 1: 90% Sev. 2: 90% Sev. 3: 95% Sev. 4: 95%
8	Time to restore	Time to restore is the time between when a Service Disruption tickets is created in the ETS Request Tracker (RT) and the time the service is restored.	Sev. 1: 70% Sev. 2: 75% Sev. 3: 75% Sev. 4: 85%

Severity	Definition
1 - Critical	Major incident that is affecting a large group of users or critical business processes. Severity 1 incidents need to be agreed upon by ETS and Agency Management.
2 - High	Significant incident that is causing work to slow or stop.
3 - Medium	Incidents that may be impacting work.
4 - Low	Incidents with low impact.

For detailed description about these performance metrics, consult section 8.2 of this SLA document.

4. Financial Processes

4.1. Billing

Customers are billed monthly for services received from DAS ETS and any hardware or software pass through charges. The typical billing cycle is that invoices are electronically sent out near the 10th of each month for the preceding month's charges.

For general billing enquiries, customers can contact ETS the following email addresses:

- Network and voice services: ets-billing@oregon.gov
- All other services: sdc.servicedesk@oregon.gov

4.2. Billing disputes

Customers must submit in writing disputed charges. Written notice should be submitted through the standard request process. The disputed charges will be investigated and the customer notified of the outcome. If the disputed charge is found to be valid, a credit will be submitted on the customer's invoice for the next billing cycle. If the charge is found not valid, the customer has the right to appeal the decision to ETS administration.

4.3. Payment

Invoice payments are due and payable 30 days from receipt of invoice. DAS ETS follows the process outline in Oregon Account Manual Number 35.70.10 for Billing and Payment and resolution of issues.

5. Service Management Processes

5.1. Performance measurement and reporting

Enterprise Technology Services will be responsible for measuring service performance, as well as for reporting on compliance within the agreed SLE's or performance targets.

At a minimum, Enterprise Technology Services will develop and publish quarterly and annual performance reports as described below:

5.1.1. Quarterly reports

Quarterly reports will track the performance target and the actual performance for each measure identified in the SLA document. They will be posted electronically on Enterprise Technology Services website for all customers to review.

At a minimum, these reports will include the following information:

1. **A comparison of actual performance results versus performance targets for the current period and at least the two previous periods.**

   Quarterly reports can include other tables or graphs with additional views or analysis of performance along other dimensions relevant to Enterprise Technology Services. This may include a breakdown of performance results per geographic area, per customer group or per type or subtype of triggering event.

2. **A proposed action plan for each measure not in compliance with the agreed service level expectations or performance targets.**

   An action plan will include:

   a. An analysis/statement of the **root causes/reasons** for not meeting the service level target(s).

   b. A description of **corrective actions identified and recommended** by the service provider in order to meet the agreed service level(s).

   c. A **timeframe** for the implementation of the corrective actions.

3. **A measure will be considered not in compliance with the agreed performance target if either one of the following scenarios applies:**

   a. If the SLE is measured monthly, when the performance is below target level for two consecutive months.

   b. If the SLE is measured quarterly, when the performance below target level in any given quarter.

4. **A report on customer-specific formal performance complaints received by** Enterprise Technology Services **over the previous quarter.** This report will:

a. Identify number of complaints received by type.

b. Describe each complaint/performance incident and the affected customer(s).

In addition to being posted on Enterprise Technology Services website, quarterly performance reports will be delivered to the members of the CUB governing the program. Enterprise Technology Services will be present at the Customer Utility Board meeting every quarter to present the report for CUB members to review the last quarter's performance report and to present and receive feedback on the corrective action plans for the measures where performance is not in compliance with the agreed targets.

5.1.2. Annual performance reports

Enterprise Technology Services will develop and deliver a draft annual performance report, analyzing actual performance results achieved and corrective actions implemented during the previous year for each measure identified in the SLA document.

Based on the information shown on the draft annual performance report, members of the CUB governing the program/ Service Enterprise will have an option to review and provide feedback on any corrective actions recommended by Enterprise Technology Services to address non-compliance with performance targets, as well as to **monitor the implementation of the action plans agreed upon** with Enterprise Technology Services throughout the previous twelve months for the measures that did not show compliance with the established performance targets.

The annual performance report will include:

1. The same information as the quarterly performance reports for the performance of each measure identified in the SLA document over the last quarter of the year.

2. An additional section with follow up information about the corrective actions implemented and the results achieved for the measures where performance was not in compliance with the agreed SLE's in any given quarter within the year.

CUB members will use this Annual Report to conduct a yearly performance review, which will be deeper and broader than the regular performance reviews conducted every quarter between the CUB and Enterprise Technology Services. The recommendations and feedback provided by the CUB will be incorporated by Enterprise Technology Services into a final version of the annual performance report. The annual performance review process could lead to a review and/or amendment of the SLA document agreed between Enterprise Technology Services and its customers. The final report will be posted electronically on Enterprise Technology Services website.

5.2. SLA review and amendment

This Service Level Agreement is a living document, capable of being updated and amended over time with the agreement of both parties.

5.2.1. Ongoing SLA review

SLA document reviews or amendments will be considered as a result of any of the following:

1. A new service or a service enhancement is incorporated into Enterprise Technology Services catalog, allowing for new associated SLE´s to be developed and added to the SLA document.

2. Changes in Enterprise Technology Services' ability to perform as a result of:

    a. Significant and sustained change in workload demands.

    b. A significant and sustained increase or reduction in Enterprise Technology Services resources.

    c. A need to conform to other unforeseen organizational constraints within DAS or within state government.
3. When customer's expectations and/or performance service level needs have changed.
4. Evolution in Enterprise Technology Services tools and processes, which allow for better metrics and/or evolved performance level targets.

5. Missing performance targets by 15% (whether actual performance is over or under the target) in more than 2 consecutive quarters.

6. When Enterprise Technology Services' corrective action recommends a reassessment in the performance targets agreed for a service.

The **SLA amendment process** will be as follows:

1. The request to review and modify the SLA document can be initiated by Enterprise Technology Services or any customer represented at the CUB.

2. Based on the nature or scope of the SLA modification request, the CUB and Enterprise Technology Services may undertake the modification and approval of the amended SLA document in the course of a regular CUB meeting or choose to create a SLA review team/workgroup for this purpose.

3. If an SLA review team is created, the workgroup will review and draft the recommended changes/updates to the content of the SLA document.

4. The draft amended SLA document will be submitted to the CUB for review and approval.

5.2.2. Biennial SLA review

The Service Level Agreement will be reviewed at least **once per biennium** to ensure service levels are adjusted and remain both appropriate for the services Enterprise Technology Services delivers and commensurate with the rates charged for each service.

The **biennial SLA review** will be as follows:

1. The CUB and Enterprise Technology Services will designate a SLA review team consisting of customer and Enterprise Technology Services representatives. Customer representation will include at a minimum a member from the CUB.

2. The SLA review team will conduct an analysis and evaluation of the SLA agreement and identify any potential amendments to the SLA document. To do so, the SLA review team will:

    a. Conduct an analysis of the SLE´s against the actual performance results achieved in the last two years, identifying opportunities and/or needs to readjust service level expectations or performance targets.

    b. Conduct a review of previous and potential performance issues that may affect services.

    c. Conduct an evaluation of the success in the adoption, acceptance and commitment to the SLA by both parties:

i. How successful has the SLA been - has it made a difference?

ii. Has it been used by Enterprise Technology Services staff, and if not, why?

iii. Have customers used it or adhered to it, and if not, why?

iv. Has it helped manage customers' expectations?

v. What barriers/problems have there been and what other feedback has the service provider received?

3. The SLA team will review and make recommended changes/updates to the content of the SLA document.

4. The draft amended SLA document will be submitted to the CUB for review and approval.

5.3. Incident management.

An incident is any event which is not part of the standard operation of a service and which causes, or may cause an interruption to, or a reduction in the quality of that service.

Customer agencies can report a service disruption by calling (503) 373-1000 for all issues. Email may be used for Severity Level 3 and 4 issues.

If the SDC monitoring system notifies that a system is unavailable, the SDC will respond without action from the customer. The customer will be informed about outages through the SDC Incident Management process (which can be found on the ETS customer support site S3), and the incident ticket owner will alert customers as soon as it is known if agreed to service levels cannot be met.

Severity, Definition, and Incident Management Targets

Severity	Definition	Response Time	Resolution
Sev. 1 - Critical	Major incident that is affecting a large group of users or critical business processes. Severity 1 incidents need to be agreed upon by ETS and Agency Management.	Notice of the issue to relevant customers and communication of the expected downtime must occur within 15 minutes.	< 6 hours - Type 1 < 24 hours - Type 2
Sev. 2 - High	Significant incident that is causing work to slow or stop.	Response to the customer must take place within 1 hour.	< 6 hours - Type 1 < 24 hours - Type 2
Sev. 3 - Medium	Incidents that may be impacting work.	Response to the customer must take place within 1 business day.	< 1 business day

Sev. 4 - Low	Incidents with low impact.	Response to the customer must take place within 2 business days.	< 3 business days

Severity Type	Reason for Severity
Type 1	Unknown and Unplanned. SDC Change. Vendor Change. Agency Change. Password Reset. Tested & Operating.
Type 2	Out of SDC/Vendor Control. Equipment Failure. Remote Site Power Outage.

Escalations:

Service disruptions will escalate to the next higher severity level on mutual agreement of agency management and ETS management.

Customer Sites:

For incidents involving equipment at customer locations, once a decision is made to dispatch ETS staff to the site, expected arrival time is typical travel time from Salem plus 1 hour for any equipment preparation. One extra hour should be added for weekend or afterhours dispatch.

5.4. Complaint Resolution and Remediation

5.4.1. Principles

Performance complaints should be addressed and resolved at the lowest common level, collaboratively between the customer and representatives of Enterprise Technology Services.

If performance is below customer's expectations, an informal approach often offers the quickest solution. If circumstances permit, DAS customers should talk with the DAS employee or unit involved in the situation to seek resolution to any performance dispute—explain the problem and ask for assistance. If this informal approach does not resolve the issue, or if at any given time DAS customers are not satisfied with the levels of utility services received, they may submit a formal performance complaint to Enterprise Technology Services via the formal complaint intake process described below.

Resolution of formal performance complaints raised by individual customers will be done in accordance with the following principles:

1. All complaints submitted using the process outlined below in 5.4.2 will be considered formal, and they will be logged, documented and published by the service provider.

2. Formal performance complaints shall only be considered resolved when:

    a. Enterprise Technology Services and the affected customer (s) **have agreed on an action plan to solve/correct the problem;** and

    b. **Applicable remedies** to compensate and/or exact reparation to the affected customer(s) **have been agreed** to the satisfaction of both parties.

3. In the event a customer is not satisfied with either the action plan or the remedies offered by Enterprise Technology Services, complaints can be escalated by the customer to the next level in the escalation path within DAS for resolution.

5.4.2. Raising and recording formal complaints

Performance complaints will be submitted to Enterprise Technology Services via a complaint intake email inbox (mailto://ets.info@state.or.us). All complaints submitted via this process will be considered formal complaints.

Formal complaints should include:

1. A summary description of the complaint. This description may include a customer's desired resolution of the matter.
2. Identification of affected customer(s).
3. If applicable, a description of aggravating circumstances (incident severity, repeated problems, estimated financial loss incurred or savings not materialized by the customer as a result of the performance incident, etc.).

All formal complaints received will be documented in an Enterprise Technology Services' complaints log file, and responsibility will be assigned to staff within Enterprise Technology Services to follow up and seek resolution.

The information in the complaints log file will be used to develop the customer-specific formal performance complaints report that will be published as part of Enterprise Technology Services' quarterly performance report.

5.4.3. Complaint escalation process

In the first instance complaints will be assigned to a supervisor of the functional unit affected by the complaint. After investigation and consultation with the staff involved, the supervisor will seek resolution by offering to the complainant both:

1. **An action plan to solve/ correct the problem,** which at a minimum will consist of:
    a. A description of corrective actions identified and recommended by the service provider to solve/correct the problem.
    b. A timeframe for the implementation of the corrective actions.
2. **Applicable remedies** to compensate and/ or exact reparation to the affected customer.

A customer who has not obtained satisfactory resolution to their formal complaint can escalate the dispute to the next level in the escalation path within DAS, until an action plan and appropriate remedial measures to solve the performance issue are agreed to the satisfaction of both customer and DAS representatives. At each step in the escalation process, the customer needs to describe why the prior proposal by DAS was not satisfactory. The steps in the escalation path after seeking resolution with the unit directly involved in the problem are the following:

- The Account Manager. If unresolved, escalate to
- Enterprise Technology Services Administrator. If unresolved, escalate to

- Deputy Director of DAS. If unresolved, escalate to
- Enterprise Technology Services CUB.

At the end of the escalation process, the CUB will provide a last resort resolution forum to discuss and settle unresolved performance complaints.

5.4.4. Remedies

As part of resolving performance complaints, the following remedial actions can be offered to the complainant by Enterprise Technology Services:

1. A clear explanation for the performance incident will be offered in all instances to any customer raising a complaint.
2. A credit/discount on the service charges corresponding to the period when the performance incident occurred may be awarded in appropriate circumstances (based on aggravating factors such as incident severity, financial losses incurred by the customer as a result of the performance issue, etc.).
3. A customer may be granted the ability to change providers for a specific service. This remedial measure will be reserved for exceptional circumstances in which resolution of a customer-specific performance issue has proved historically elusive, combining severe incompliance with agreed SLE's or performance targets and repeated failure to implement corrective actions agreed between Enterprise Technology Services and customer to fix the underlying performance problem.

6. Glossary: Acronyms & Definitions

6.1. Acronyms

- **CUB:** Customer Utility Board.
- **DAS:** Department of Administrative Services.
- **FAQ:** Frequently Asked Questions.
- **FTE:** Full-Time Equivalent. This is the number of working hours that represents one full-time employee during a fixed time period, such as one month or one year.
- **EM:** Entrepreneurial Management.
- **ETS:** Enterprise Technology Services.
- **SA**: Service Agreement.
- **SLA:** Service Level Agreement.
- **SLE:** Service Level Expectation.

6.2. Definitions

- **Billing Dispute:** A customer billing dispute is any alleged inaccuracy, omission or error in relation to a service charge or reflected on a service bill.

- **Business Day:** Considered every official working day of the week. Another common term is **working day**. Typically, these are the days between and including Monday to Friday from 8am to 5pm and do not include public holidays, weekends, or other closure dates observed by the state.

- **Complaint (a.k.a. Performance or Service Complaint)**: A formal expression of dissatisfaction with the quality of service received by a customer. A formal complaint can be motivated by one or many unresolved service incidents, an unresolved billing dispute or, generally speaking, by any perceived lack in the quality of operations or in the quality of services received by a customer.
- **Entrepreneurial Management:** Innovative public management model that uses customer choice, competition, and policy/service separation to increase service satisfaction.
- **Incident (a.k.a. Performance or Service incident):** Any event which is not part of the standard operation of a service which causes, or may cause, an interruption to, or a reduction in, the quality of that service. A service incident can be communicated by a customer or can be detected by the service provider.

- **Incident Management:** Process for dealing with service incidents and restoring normal service operation as quickly as possible, minimizing the adverse impact on business operations.

- **Rate (Service rate)**: A price that incorporates the costs of delivering the service at the service levels agreed to by both parties.

- **Remediation (a.k.a. Remedies or Remedial actions/ measures):** In the event of a formal complaint raised by a customer**,** remediation refers to the list of actions/ measures DAS or any of its service delivery units can take or offer to compensate and/or exact reparation to the affected customer(s) above and beyond agreeing on an action plan to correct the underlying service problem.

- **Service**: A bundle of activities and resources (processes, people and IT resources) combined to provide a clear business outcome or output/ deliverable received by the customer.

- **Service Agreement:** A document, signed by service provider and a single customer, reflecting customer-specific information such as choice of services from service catalog, specific operational procedures between the parties, or contact information for critical information systems or processes, etc.

- **Service Catalog:** A description of the services and service offerings provided by a service provider. This can be a multi-level set of information with linked and discrete hierarchies of services, child services and specific 'offerings' (specific tasks) available for these services, and will typically describe service terms, standards, packages (if available), exclusions (if applicable), etc.

- **Server Instance:** Separate instances of server operating systems. May be physical standalone servers or individual virtual systems logically partitioned and hosted in a virtual environment.

- **Service Level Agreement (SLA):** A document, specific per service provider, which includes the

following core elements: (1) A service catalog; (2) A set of agreed SLE's (performance targets); (3) A statement of responsibilities of service provider and customers; and (4) A description of key service management processes. All of these elements help improve service delivery, manage expectations, clarify responsibilities and facilitate communication between the service provider and its customer base.

- **Service Level Expectation (SLE):** Written, measureable target for a service or a process performance agreed between service provider and customers.

    - For any given service with an SLE, service performance targets will be common to all customers (concept of utility services).

    - If a service offering includes different packages/ levels of service, different packages of the same service can have different performance targets but these will be common to all customers of the same package/ level of service.

- **Utility Service**: DAS Utility services are those most efficiently provided through DAS in order to maximize efficiency or capture economies of scale—where it makes economic sense to have a single supplier for all users for any of the following reasons: economies of scale; policy reasons; the need for one integrated system; or a strong need for uniformity.

Customers of utility services are local government entities, individual state agencies and other public entities that may choose how much to purchase, but for any of the reasons cited above the choice of supplier is limited to a single designated source.

7. Contact Data

Enterprise Technology Services:

ets.info@state.or.us
Phone: 503-378-2176
Service Desk: 503-373-1000
Fax: 503-378-2736

8. Appendixes

8.1. Service Catalog sheets

Service Catalog

This service catalog highlights the benefit of ETS services to government organizations. It is not intended as an ordering catalog for technology professionals and staff. It is intended as a business services catalog to explain the services that ETS provides from the perspective of potential value to the customer, not at the technical detail of what product is used or how services are delivered.

Why take this approach? Most organizations need standard services such as network or email, but the specifics of how those services are delivered are unique to that organization. Solutions, not just services, are needed. ETS services are designed with the flexibility to craft the service to ensure that it can accommodate the organization's unique needs before ETS actually delivers the service. That means working with the organization's staff before the first engagement of a new service to ensure it is designed with all the elements and options needed.

How to get started with a new service? For most services, the customer's first request to goes to the ETS Solutions Team. The Solutions Team then works with the customer's business and technical staff to identify business needs, technical requirements and costs to provide a service designed to meets the customer's specific needs.

New customers of ETS, will be assigned an account manager to ensure they have everything needed to work with ETS, from creating customer accounts on the online portal, through the billing process, to how to make changes to services.

ETS Services

Data Network Services

Service	Summary	Page
Local Area Network	Local area network services provide networking of computing devices within the customers' physical locations and to the state network, allowing: □ Computing resources such as files, printers and applications to be shared. □ Data and messages to be sent and received in a secure and reliable manner.	22
State Network Access	State network access services provide connectivity to state and agency resources (such as servers at the SDC), to other governmental offices that are connected to the state network, and to the Internet.	25

Data Storage Services

Service	Summary	Page
Backup	Backup services create reliable copies of data, related software and supporting configurations for the purpose of reproducing data from a specific point in time in the event the original is lost, erased, damaged, or changed in error.	28
Data Storage	Data storage services provide secure technology and capacity management to store customers' data in a manner that meets their performance and availability needs.	31

IT Professional Services

Service	Summary	Page
IT Professional Services	IT professional services provide general technical support and consulting to meet customer short-term technology needs.	34

Managed Computing Services

Service	Summary	Page
Colocation	Colocation services provide a secure location in an access controlled facility for housing servers and related equipment that customers own and manage. This service can assist with disaster recovery, redundancy and backups or simply provide a physical space for proprietary equipment to be located with hosted applications.	36
Hosting	ETS engineers, builds and supports customized hosting solutions designed to help customers improve IT quality, efficiency and reliability. Depending on infrastructure needs, ETS can virtualize existing servers, build an entire custom hosted infrastructure, or simply provide a managed server. ETS' wide array of professional capabilities to provide the right solution to meet customers' needs.	39
Enterprise Email	Enterprise email services enable the sending, receiving and reviewing of emails from Outlook clients, web browsers or mobile devices. It incorporates calendaring and instant messaging within the email system and provides unlimited mailbox storage.	44
Phone	Phone services cover a broad range of capabilities that share the common characteristic of voice communications, from dial tone and handsets to meet the basic telephone communications needs of customers to capabilities such as voice mail and call center systems to the meet more advanced business needs.	47

Local Area Network

1. What is the service?

a. Service Summary	Local area network services provide networking of computing devices within the customers' physical locations and to the state network, allowing: □ Computing resources such as files, printers and applications to be shared. □ Data and messages to be sent and received in a secure and reliable manner.
b. What is included/detailed description of the features and benefits of the service	LAN services provide the staff and expertise to manage the customer's internal network, networking equipment such as switches and wireless access points required to provision the LAN, and all the communications protocols needed for the exchange of data and messages.
c. Offerings and options	This service can be provided in two different ways: 1. Wired LAN: Devices physically connected to the LAN with cables. Wired LANs require the use of central devices like switches, offer high reliability, and superior performance. 2. Wireless LAN: Devices connected to the LAN without cables. Wireless LANs, sometimes referred to as WLANs, are provided through Wi-Fi signals. They are less reliable than wired LANs and have more limited performance capability, but offer greater mobility. Options: 1. Customers may also opt to have secure user remote access (end user VPN) to allow individuals to access specified computer resources through the Internet. 2. The service provides IP addresses for devices to be connected to the LAN. Customers may choose to manage IP addresses themselves or have ETS manage them.
d. Service prerequisites	State Network Access service
e. (Service-specific) Customer and Provider responsibilities	**Customer Responsibilities:** 1. Management of customer devices, such as workstations and printers. 2. Management of customer device connections to the local area network. 3. Secure physical space for equipment, including power, and that is accessible to ETS staff.

Local Area Network	
	ETS Responsibilities: 1. Performance monitoring, management and reporting of networking equipment, such as switches. 2. Management of the logical network components – the communications protocols that create the system of digital message formats and rules for exchanging data, and including signaling, authentication and error detection and correction capabilities. 3. Provision of IP addresses for use by customer devices. 4. Hardware and software lifecycle management for network equipment and components. 5. Maintaining and managing the network addresses for the LAN.
f. Description of what is not included in the service	Wiring, HVAC, power and backup power at the customer's location is to be provided by the customer. ETS can assist with contracting for required wiring if necessary.
2. How is the service requested?	
a. How is this service requested	Services are requested through S3, the ETS secure on-line support system, at https://www.oregonsdc.org. New customers may call 503-378-6758 or email ets@oregon.gov..
b. What forms are used/ needed to request this service	Online general request form on S3.
c. When can you expect to have your service request fulfilled	Most services can be delivered within thirty days. Some environments may take more or less time depending on location.
3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?	
a. Self-service support	There is currently no self-service support for this service.

Local Area Network	
b. Requesting support	If experiencing a disruption of service or severe degradation of service, call 503-373-1000 (ETS Service Desk) or email SDC.Servicedesk@oregon.gov . For changes or modifications to the service, use the general request process through S3.
c. When can you expect to get a response	ETS follows standardized response times for all services. Customers should expect ETS staff to respond within the following time frames: Severity 1 service disruptions – 15 minutes Severity 2 service disruptions – 60 minutes Severity 3 service disruptions – 1 business day Severity 4 service disruptions – 2 business days Requests for changes or modifications– 3 business days Severity levels for service disruptions are determined by the scope and impact of the individual incident. See incident response section of SLA for description of severity levels.

State Network Access

1. What is the service?

a. Service Summary	State network access services provide connectivity to state and agency resources (such as servers at the SDC), to other governmental offices that are connected to the state network, and to the Internet.
b. What is included/detailed description of the features and benefits of the service	State network access provides: 1. A redundant core infrastructure. 2. Bandwidth to the state network. 3. Segregated customer network environments. 4. Allocated IP address blocks. 5. Intrusion detection and monitoring. 6. Internet connectivity. 7. Tools for customers to use to monitor their agency's network traffic.
c. Offerings and options	The customer has optional bandwidth choices from 9.6 kilobits to 1 gigabit per month. Options**:** customer may choose the following additional functionality: 1. Site-to-site private networking to allow network traffic to be encrypted across the network between two sites. 2. Secure user remote access (end-user VPN) allowing an individual to access specified computer resources through the Internet.
d. Service prerequisites	Connection from the public switched network to the customer's on site wiring. This is usually provided by the site owner through a conduit from a point near the property border to a network interface device in the building, commonly called the "demark" or demarcation point. ETS can assist with contracting for establishing the conduit and interface if required.

State Network Access

e. (Service-specific) Customer and Provider responsibilities	**Customer Responsibilities:** 1. Management of customer devices, such as workstations and printers. 2. Management of customer device connections to the local area network. 3. Secure physical space for equipment, including power and accessible to ETS Staff. **ETS Responsibilities:** 1. Performance monitoring, management and reporting of networking equipment, such as switches. 2. Management of the logical network components – the communications protocols that create the system of digital message formats and rules for exchanging data, which includes signaling, authentication and error detection and correction capabilities. 3. Hardware and software lifecycle management for network equipment and components. 4. Providing the IP address block for customer usage.
f. Description of what is not included in the service	Wiring, HVAC, power and backup power at the customer's location is to be provided by the customer. ETS can assist with contracting for required wiring if necessary.
2. How is the service requested?	
a. How is this service requested	Services are requested through S3, the ETS secure on-line support system, at https://www.oregonsdc.org. New customers may call 503-378-6758 or email ets@oregon.gov..
b. What forms are used/ needed to request this service	Online general request form on S3.
c. When can you expect to have your service request fulfilled	Most services can be delivered within ninety days. Some environments may take more or less time depending on location.

State Network Access

3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?

a. Self-service support	Network traffic monitoring through tools provided by ETS at the request of the customer.
b. Requesting support	If experiencing a disruption of service or severe degradation of service, call 503-373-1000 (ETS Service Desk) or email SDC.Servicedesk@oregon.gov . For changes or modifications to the service, use the general request process through S3.
c. When can you expect to get a response	ETS follows standardized response times for all services. Customers should expect ETS staff to respond within the following time frames: Severity 1 service disruptions – 15 minutes Severity 2 service disruptions – 60 minutes Severity 3 service disruptions – 1 business day Severity 4 service disruptions – 2 business days Requests for changes or modifications– 3 business days Severity levels for service disruptions are determined by the scope and impact of the individual incident. See incident response section of SLA for description of severity levels.

Backup

1. What is the service?

a. Service Summary	Backup services create reliable copies of data, related software and supporting configurations for the purpose of reproducing data from a specific point in time in the event the original is lost, erased, damaged, or changed in error.
b. What is included/detailed description of the features and benefits of the service	The base service includes: 1. A primary backup copy at the State Data Center. 2. A secondary backup copy generated and stored offsite. 3. Creation of full backups which provide complete copies of the content of the selected file. 4. Creation of incremental backups which only copies the content of the designated files that have been changed since the last full backup, making backup sizes and run times more economical and efficient. 5. Tools for customers to monitor usage and to restore backups.
c. Offerings and options	Customers define their backup requirements and are given the tools to restore their data. Additional assistance from ETS is available for data restoration.
d. Service prerequisites	Hosting service or state network access.
e. (Service-specific) Customer and Provider responsibilities	**Customer Responsibilities:** 1. Defining backup requirements and schedules. 2. Ensuring backup requirements and schedules are defined to ensure restoration capability, for example data may need synchronized to a specific point in time for systems that share data. 3. Defining retention periods of backups. 4. Performing restoration from backups. 5. Data classification of backed up data. 6. Monitoring backups to ensure appropriate backups are generated. 7. Testing of backups restores to ensure that data can be recovered when needed.

Backup	
	ETS Responsibilities: 1. Providing and maintaining backup equipment. 2. Monitoring backup equipment functioning. 3. Establishing backups according to customer requirements and requested
f. Description of what is not included in the service	This service does not provide: 1. Data archiving. Data archiving is used for long-term retention of inactive data that must be maintained for regulatory compliance and includes indexing and search capabilities. The backup service is intended to be used to restore corrupted or destroyed data only. 2. Disaster recovery of the hosting server environment. If the data being backed up is from systems or applications hosted by ETS, this function may be provided as an option under that service.
2. How is the service requested?	
a. How is this service requested	Services are requested through S3, the ETS secure on-line support system, at https://www.oregonsdc.org. New customers may call 503-378-6758 or email ets@oregon.gov..
b. What forms are used/ needed to request this service	Online general request form on S3.
c. When can you expect to have your service request fulfilled	Most backup services can be delivered within 30 days. Some environments may take more or less time depending on complexity.
3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?	
a. Self-service support	Monitoring of backups - Backups can be monitored in two ways: 1. An auto generated report of backup activity distributed to emails the customer has identified. 2. Graphical interface provided when backup service is established.

Backup	
	Backup restoration – Backup restorations are performed using the same graphical interface as used for monitoring.
b. Requesting support	If experiencing a disruption of service or severe degradation of service, call 503-373-1000 (ETS Service Desk) or email SDC.Servicedesk@oregon.gov . For changes or modifications to the service, use the general request process through S3.
c. When can you expect to get a response	ETS follows standardized response times for all services. Customers should expect ETS staff to respond within the following time frames: Severity 1 service disruptions – 15 minutes Severity 2 service disruptions – 60 minutes Severity 3 service disruptions – 1 business day Severity 4 service disruptions – 2 business days Requests for changes or modifications– 3 business days Severity levels for service disruptions are determined by the scope and impact of the individual incident. See incident response section of SLA for description of severity levels.

Data Storage

1. What is the service?

a. Service Summary	Data storage services provide secure technology and capacity management to store customers' data in a manner that meets their performance and availability needs.
b. What is included/detailed description of the features and benefits of the service	The base service includes: 1. Reserved storage space. 2. Capacity increase/decrease upon request. 3. Usage reporting. 4. Customer controlled retention. 5. Storage infrastructure management
c. Offerings and options	Storage tiers enable customers to determine which level of storage performance best meets their price and availability requirements. Various solutions are available to meet customer and application needs. Mainframe storage is available through: 1. Disk – fully redundant, fastest recovery. 2. Tape – using automated tape library. Options: Customers may opt for: 1. Dedicated storage: Storage on individual equipment or disk accessible by a single host. 2. Custom usage reporting – Designed reports to meet the needs of the individual customer.
d. Service prerequisites	Hosting service or state network access.

Data Storage	
e. (Service-specific) Customer and Provider responsibilities	**Customer Responsibilities:** 1. Defining performance requirements. 2. Migration of data to ETS storage. 3. Data integrity – maintaining and assuring the accuracy and consistency of the data. 4. Classification and management of stored data. **ETS Responsibilities:** 1. Storage system administration. 2. Storage system monitoring. 3. Managing system performance.
f. Description of what is not included in the service	Backup services are provided separately from the storage service.
2. How is the service requested?	
a. How is this service requested	Services are requested through S3, the ETS secure on-line support system, at https://www.oregonsdc.org. New customers may call 503-378-6758 or email ets@oregon.gov..
b. What forms are used/ needed to request this service	Online general request form on S3.
c. When can you expect to have your service request fulfilled	Most storage services can be delivered within 30 days. Some environments may take more or less time depending on complexity.

Data Storage

3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?

a. Self-service support	There is currently no self-service support for this service.
b. Requesting support	If experiencing a disruption of service or severe degradation of service, call 503-373-1000 (ETS Service Desk) or email SDC.Servicedesk@oregon.gov . For changes or modifications to the service, use the general request process through S3.
c. When can you expect to get a response	ETS follows standardized response times for all services. Customers should expect ETS staff to respond within the following time frames: Severity 1 service disruptions – 15 minutes Severity 2 service disruptions – 60 minutes Severity 3 service disruptions – 1 business day Severity 4 service disruptions – 2 business days Requests for changes or modifications– 3 business days Severity levels for service disruptions are determined by the scope and impact of the individual incident. See incident response section of SLA for description of severity levels.

IT Professional Services

1. What is the service?

a. Service Summary	IT professional services provide general technical support, and consulting to meet customer short-term technology needs.
b. What is included/detailed description of the features and benefits of the service	The base service provides an hourly IT resource and may be engaged in two ways: 1. A request for a resource to accomplish specific tasks or activities, such as consulting or project management. 2. A request for a task or activity to be performed, such as a customer request to modify a firewall.
c. Offerings and options	Resources can be provided for: 1. General technical expertise/support – Resource performs IT work for the customer. These requests may be submitted for a specific task to be completed or for a resource such as an application development. 2. Technical consulting – Resource recommends how IT work should be performed. These requests would generally be submitted as a request for consulting relating to a specific IT-related situation such as recommendation in designing a network.
d. Service prerequisites	None.
e. (Service-specific) Customer and Provider responsibilities	**Customer Responsibilities:** 1. Define the work that needs to be done. 2. Submit the request for work. 3. Any responsibilities as agreed upon in the request or an associated statement of work if required. **ETS Responsibilities:** 1. Assignment of skilled staff to accomplish the request. 2. Management of the assigned resources.
f. Description of what is not included in the service	Hardware, software or any goods that are required to implement an IT solution is not provided as part of this service.

IT Professional Services

2. How is the service requested?	
a. How is this service requested	Services are requested through S3, the ETS secure on-line support system, at https://www.oregonsdc.org. New customers may call 503-378-6758 or email ets@oregon.gov..
b. What forms are used/ needed to request this service	Online general request form on S3.
c. When can you expect to have your service request fulfilled	Because of the variety of requests for IT professional services, fulfillment of the request will vary depending on the needs. Most simple requests can be delivered within 5 days if the requirements of the work are specified. More complex or longer term requests, such as a request for project manager services, will take longer to initiate and will depend on the availability of a resource and the needs of the requester.
3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?	
a. Self-service support	There is currently no self-service support for this service.
b. Requesting support	The general request process through S3 should be used for changes or modification to an existing service.
c. When can you expect to get a response	Customer will normally receive a response within one day.

Colocation

1. What is the service?	
a. Service Summary	Colocation services provide a secure location in an access controlled facility for housing servers and related equipment that customers own and manage. This service can assist with disaster recovery, redundancy and backups or simply provide a physical space for proprietary equipment to be located with hosted applications.
b. What is included/detailed description of the features and benefits of the service	Colocation facilities offer physical space for customer-owned equipment and include: 1. High physical security and access control, including 24 hours video surveillance. 2. Fire detection and extinguishing devices. 3. Multiple connection feeds and bandwidth. 4. Uninterruptable and filtered power, with backup power generators. 5. Redundant air-conditioning. 6. Intrusion detection at network border. 7. Staff and automated 24x7 monitoring of environmental and physical security.
c. Offerings and options	Customers can choose from: 1. Open floor space for your equipment. 2. Caged floor space for a higher level of security. 3. Space in an existing rack.
d. Service prerequisites	Network access to the colocation facility.

Colocation	
e. (Service-specific) Customer and Provider responsibilities	**Customer Responsibilities:** 1. Managing all user-installed servers and equipment. 2. Ensuring co-located equipment meets all industry electrical, thermo and magnetic standards required by the facility. 3. Complying with access control policies of facility. 4. Investigating reports of potential security vulnerabilities and removing equipment as appropriate. 5. Hardware and software delivery, asset tracking and lifecycle. 6. Rack-mount kits for rack space. **ETS Responsibilities:** Managing and troubleshooting network equipment up to the connection to the customer's equipment.
f. Description of what is not included in the service	1. This service does not provide management, maintenance, or monitoring of the co-located equipment or applications on the equipment. 2. Rack mounting kits are not included.

Colocation

2. How is the service requested?	
a. How is this service requested	Services are requested through S3, the ETS secure on-line support system, at https://www.oregonsdc.org. New customers may call 503-378-6758 or email ets@oregon.gov..
b. What forms are used/ needed to request this service	Online general request form on S3.
c. When can you expect to have your service request fulfilled	Open floor space and rack space can usually be provided within two weeks.
3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?	
a. Self-service support	There is currently no self-service support for this service.
b. Requesting support	If experiencing a disruption of service or severe degradation of service, call 503-373-1000 (ETS Service Desk) or email SDC.Servicedesk@oregon.gov . For changes or modifications to the service, use the general request process through S3.
c. When can you expect to get a response	Under standardized response times, customers should expect ETS staff to respond to the requests for changes or modifications within three business days.

Hosting

1. What is the service?

a. Service Summary	ETS engineers, builds and supports customized hosting solutions designed to help customers improve IT quality, efficiency and reliability. Depending on infrastructure needs, ETS can virtualize existing servers, build an entire custom hosted infrastructure, or simply provide a managed server. ETS' wide array of professional capabilities to provide the right solution to meet customers' needs.
b. What is included/detailed description of the features and benefits of the service	Hosting services provide the technical infrastructure and support services for customers to install, operate and maintain their applications and services on a variety of operating system platforms. The base service includes: 1. Infrastructure and operating system to host the customer application or system. 2. Infrastructure and operating system management and administration. 3. Network connectivity within the state data center. 4. Secure access control. 5. Operating system monitoring. ETS can customize services to meet the individual requirements of the customer.
c. Offerings and options	Hosting services are available on the following operating system platforms: 1. Mainframe □ z/OS 2. Midrange: □ Unix □ iSeries 3. Server: □ Linux □ Windows 4. Middleware: □ WebSphere

Hosting	
	o ColdFusion o Oracle Application Services Options: Additional options that the customer may choose to include: 1. Data storage. 2. Backup, including off-site storage. 3. Disaster recovery – Recovery or continuation of the technology infrastructure, not the customer application or system, in the event of a natural or human-induced disaster. 4. Application monitoring – Performance monitoring of the customer application or system. 5. Batch monitoring and job scheduling – Scheduling and monitoring of computing functions that run in the background of a customer application or system. 6. Hosting at customer site – An operating system platform provided at a site requested by the customer rather than the state data center. 7. Secure data transfer – Encryption and authentication to ensure that data is concealed in transit and that the sending and receiving systems are the intended systems. 8. Test and development operating systems – Operating systems platforms for the application or system developers to use prior to the application or system being place in production for use.
d. Service prerequisites	1. All customer applications and systems be appropriately licensed. 2. State network access (See state network access for description). 3. Compliance with requirements of Statewide IT Policy 107-004-130, Information Technology Investment Review/Approval if appropriate.

Hosting	
e. (Service-specific) Customer and Provider responsibilities	**Customer Responsibilities:** 1. Providing and maintaining application services and associated data. 2. Data/application business continuity. 3. Installation of customer applications or systems. 4. Configuration of customer's application or system. 5. Migration of data associated with customer application or system. 6. End-user devices (desktops, printers, plotters, etc.) and management of those devices. 7. Power and cooling for customer-site systems. 8. End user testing of customer application or systems. 9. Customer application or system change management. 10. Customer application or system security. **ETS Responsibilities:** 1. Infrastructure and system software management: □ Operation and support of the hardware. □ Hardware and system software lifecycle management. □ Security. □ Patch management. □ Troubleshooting and tuning of environments for optimum availability and performance. □ Equipment and operating system monitoring. □ Scheduled and ad hoc maintenance. □ Managed equipment and system software configuration. 2. 24 x 7 support. 3. Redundant power sources and climate control for equipment at the state data center. 4. Operating system platform and system software change management. 5. Operating system platform and system software security.

Hosting

f. Description of what is not included in the service	1. Customer application or system to be installed. 2. Customer application or system configuration. 3. Development, debugging or maintenance of customer application or system. 4. Administration of the customer application. 5. Installation of the application or system. 6. Migration of customer data. 7. De-installation of customer applications, systems or data.
2. How is the service requested?	
a. How is this service requested	Services are requested through S3, the ETS secure on-line support system, at https://www.oregonsdc.org. New customers may call 503-378-6758 or email ets@oregon.gov..
b. What forms are used/ needed to request this service	Online general request form on S3.
c. When can you expect to have your service request fulfilled	Most hosting options can be delivered within the timeframes listed below: 1. Mainframe – 90 days 2. Midrange – 60 days 3. Middleware – 30 days 4. Servers – 30 days for virtual servers 90 days for physical servers Some set ups may take more or less time depending on complexity.

Hosting

3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?

a. Self-service support	There is currently no self-service support for this service.
b. Requesting support	If experiencing a disruption of service or severe degradation of service, call 503-373-1000 (ETS Service Desk) or email SDC.Servicedesk@oregon.gov . For changes or modifications to the service, use the general request process through S3.
c. When can you expect to get a response	ETS follows standardized response times for all services. Customers should expect ETS staff to respond within the following time frames: Severity 1 service disruptions – 15 minutes Severity 2 service disruptions – 60 minutes Severity 3 service disruptions – 1 business day Severity 4 service disruptions – 2 business days Requests for changes or modifications– 3 business days Severity levels for service disruptions are determined by the scope and impact of the individual incident. See incident response section of SLA for description of severity levels.

Enterprise Email

1. What is the service?

a. Service Summary	Enterprise email services enable the sending, receiving and reviewing of emails from Outlook clients, web browsers or mobile devices. It incorporates calendaring and instant messaging within the email system and provides unlimited mailbox storage.
b. What is included/detailed description of the features and benefits of the service	The service is based on number of mailbox accounts. Each account includes: 1. Oregon.gov and a state.or.us email address for each mailbox account. 2. Archiving, search and discovery capabilities based on a customer determined retention and customizable retention period. 3. Effectively unlimited email storage to prevent denial of service attacks and to provide easier mailbox management for users. 4. Ability to access emails through Outlook Client, web browser and/or mobile devices depending on the needs of the customer. 5. Calendaring with the ability to share calendar information with other enterprise email system customers.
c. Offerings and options	The service is all inclusive of the items listed above. Customers can choose not to take advantage of all features, such as instant messaging or calendar sharing across enterprise email customers. Options: Customers have the following options relating to managing of their agency's mailbox accounts: 1. Password resets: □ Allow end users to reset their own passwords; or □ Require password resets by designated staff only. 2. Account administration such as the ability to add, delete or change accounts and synchronizing with the global directory: □ Designate agency staff as account administrators. □ Have ETS administer accounts with designated agency staff authorizing account changes.

Enterprise Email	
d. Service prerequisites	For use with Outlook, Outlook 2007 or newer is required.
e. (Service-specific) Customer and Provider responsibilities	**Customer Responsibilities:** 1. Compliance with Statewide Policy 107-004-110, Acceptable Use of State Information Assets. 2. Email client licenses and management of Outlook if used. 3. Mobile device and web browser configurations and management. 4. Public records requests and HR inquires management. 5. Password resets if self-service password reset option not enabled. 6. Account authorization if ETS managing accounts; account management if agency managing accounts. **ETS Responsibilities:** 1. Email infrastructure and system maintenance and support. 2. Backup of email and calendar data. 3. Run customer requested scripts in ETS approved task automation and configuration management frameworks.
f. Description of what is not included in the service	Federation with other email systems: At the option of the customer features such as calendar sharing and instant messaging can be used between customers using the enterprise email. Without federation, these features cannot be used with agencies not in the enterprise email system.
2. How is the service requested?	
a. How is this service requested	Services are requested through S3, the ETS secure on-line support system, at https://www.oregonsdc.org. New customers may call 503-378-6758 or emailets@oregon.gov..
b. What forms are used/ needed to request this service	Online general request form on S3.
c. When can you expect to have your service request fulfilled	Customers requesting this as a new service will be queued for migration and can expect a six to eight weeks preparation time once planning begins.

Enterprise Email

3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?

a. Self-service support	Optional self-service password resets.
b. Requesting support	If experiencing a disruption of service or severe degradation of service, call 503-373-1000 (ETS Service Desk) or email SDC.Servicedesk@oregon.gov. For changes or modifications to the service, use the general request process through S3.
c. When can you expect to get a response	ETS follows standardized response times for all services. Customers should expect ETS staff to respond within the following time frames: Severity 1 service disruptions – 15 minutes Severity 2 service disruptions – 60 minutes Severity 3 service disruptions – 1 business day Severity 4 service disruptions – 2 business days Requests for changes or modifications– 3 business days

Phone

1. What is the service?

a. Service Summary	Phone services cover a broad range of capabilities that share the common characteristic of voice communications, from dial tone and handsets to meet the basic telephone communications needs of customers to capabilities such as voice mail and call center systems to the meet more advanced business needs.
b. What is included/detailed description of the features and benefits of the service	The service includes procurement, installation, management and versioning of hardware and software required by customers to connect to and use the voice telecommunications capabilities they need. The basic service includes the equipment and software, the dial tone and phone feature training required to effectively use the capabilities the customer needs.
c. Offerings and options	In addition to basic phone systems, phone services also provide a wide variety of value-added options including: □ Call center equipment and services for call queuing, monitoring, routing and usage reporting. □ Call management features such as voice mail, call rerouting, call trace coordination, customize scripts, remote call forwarding, conference, and directory listings. □ Interactive voice response (IVR) for automated phone answering and routing. □ Long distance services, including calling cards, toll-free numbers and international calls.
d. Service prerequisites	None.
e. (Service-specific) Customer and Provider responsibilities	**Customer Responsibilities:** 1. Defining phone service needs 2. Impact analysis of proposed changes on the customer's applications 3. Testing changes prior to general release to end users **ETS Responsibilities:** 1. Oversight of state agency voice projects. 2. Ensuring adherence to state standards, contracts, statutes and administrative rules.

Phone	
	3. Phone additions, moves and changes. 4. Definition and management of log and archive files. 5. Monitoring, troubleshooting and tuning of environments for optimum performance and availability.
f. Description of what is not included in the service	The following items are not included with the service, but may be available through a custom solution or another ETS service: 1. Construction, wiring, and power within and to customer sites. 2. LAN configuration required for VOIP for customers supporting their own network. 3. Cellular telephone service. 4. Call encryption.
2. How is the service requested?	
a. How is this service requested	1. Voice Help Desk: 1-800-422-0124 2. E-Mail: Mes-soo-tso-helpdesk@centurylink.com
b. When can you expect to have your service request fulfilled	Delivery times vary depending on the complexity of the request. Standard move/add/change/disconnect service of 20 phones or less is completed within 5-7 business day.
3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?	
a. Self-service support	There is currently no self-service support for this service.
b. Requesting support	Repair Desk: 1-800-422-0124 Remote Changes: PBXChange@das.state.or.us PSOBchange@das.state.or.us VoIPchange@das.state.or.us
c. When can you expect to get a response	Within 15 minutes.

8.2. SLA performance measure data dictionary

SLA Metric #1: Server Availability

Description: Availability is the ability of a service to perform its agreed function when required over a stated period of time. It is usually expressed as the availability ratio, i.e. the proportion of time that the service is actually available for use by the Customers within the agreed service hours.

Purpose: Availability is one of the most critical quality attributes associated with the delivery of information technology services. Enterprise Technology Service's tracks the availability of key IT services to help ETS "provide reliable, agile and flexible statewide service choices", which is one of the strategic guiding principles laid out in ETS strategic plan in order to provide efficient and effective government infrastructure.

Comparability: Availability is an industry standard metric for information technology services. Comparison to private industry may be difficult due to variations in calculation methodology. Public sector providers are more likely better comparators. (ex. Virginia Information Technologies Agency Critical server instances with disaster recovery have an aggregate availability target of 99.9%.)

Metric calculation formula:

A= [(B-C)/B] *100, where

- A= % of Availability of applicable server instances during measurement period.
- B= Total expected Service Hours for applicable server instances during measurement period.
- C= Down Time Hours applicable server instances during measurement period.
- Quotient is multiplied by 100 to calculate the percent figure.

Detailed measure definition/ clarification

- Server availability is measured by server instance, which is defined as each separate instance of server operating system. This may be physical standalone server or an individual virtual system logically partitioned and hosted in a virtual environment.

- Applicable server instances include
  - Windows, Linux and ESX distributed physical / virtual servers.
  - ETS will track availability of servers hosted at the SDC and field offices.
  - All servers by function (1) Application servers, 2) Database servers, 3) File servers, 4) Webservers, 5) Email servers, 6) Communication servers, 7) Proxy servers, 8) Backup servers.

- (B): The Total Expected Hours is the total number of hours within a given period that all instances of a service were expected to be available. (e.g. Server availability for the month of January for a 24x7 service with a 110 hrs. of maintenance window and 1500 servers: 31 x 24 - 110= 634 x 1500 = 951,000 hours).
  - For the avoidance of doubt, scheduled maintenance window hours agreed between ETS and its customer base for each server will be excluded from the calculation of Total Service Hours, whether the maintenance window is actually used or not.

- (C): Down Time hours will be calculated from the performance and availability monitoring tool WhatsUp Gold. WhatsUp Gold uses Ping validation verifying the acceptance of requests to record Down Time

- Exclusions:
  - Server instances running on Mainframe platform and midrange servers will be excluded from both denominator and numerator.

Baseline: Baseline was set using the previous SLA and targets remain unchanged.

SLE (Service Level Expectation/ performance (quantitative) target):

Hosting at ETS sites: 99.9%
Hosting at customer sites: 99.0%

Frequency of reporting / timeliness: Data collected monthly, and reported quarterly.

SLA Metric #2: Router Availability

Description: Availability is the ability of a service to perform its agreed function when required over a stated period of time. It is usually expressed as the availability ratio, i.e. the proportion of time that the service is actually available for use by the Customers within the agreed service hours.

Purpose: Availability of network routers is one of the most critical quality attributes associated with the delivery of network connectivity services. Availability of routers is tracked to ensure ETS can "provide reliable, agile and flexible statewide service choices", which is one of the strategic guiding principles laid out in ETS strategic plan in order to provide efficient and effective government infrastructure.

Comparability: Router availability is an industry standard metric for network connectivity services. Comparison to private industry may be difficult due to variations in calculation methodology.

Metric calculation formula:

A= [(B-C)/B] *100, where

- A= % of Availability of applicable routers during measurement period.
- B= Total Expected Service Hours during measurement period.
- C= Down Time Hours during measurement period.
- Quotient is multiplied by 100 to calculate the percent figure.

Detailed measure definition/ clarification

- Applicable routers include
  - All routers at the State Data Center that can be found in the Statseeker tool
  - All field office routers that can be found in the Statseeker tool

- (B): The Total Expected Service Hours is the total number of hours within a given period that all instances of a service were expected to be available. (e.g. Router availability for the month of January for a 24x7 service with a 110 hrs. of maintenance window and 1500 Routers: 31 x 24 - 110= 634 x 1500 = 951,000 hours).
  - For the avoidance of doubt, scheduled maintenance window hours agreed between ETS and its customer base for each router will be excluded from the calculation of Total Service Hours, whether the maintenance window is actually used or not.

- (C): Down Time hours will be calculated from the performance and availability monitoring tool Statseeker. Statseeker uses Ping validation verifying the acceptance of requests to record Down Time

- Exclusions:
  - Router availability does not track availability of other network devices providing connectivity to

the network. Thus, the following network devices are excluded from both the denominator and numerator of this performance measure:

- Switches

Baseline: Baseline was set using the previous SLA and targets remain unchanged.

SLE (Service Level Expectation/ performance (quantitative) target): 99.7%

SLA Metric #3: Backup Job Success

Description: Backup Job Success is the percent of back up jobs that complete without error. Jobs are tasks that backup a particular set of data on a periodic basis. Success is reported when there are no serious errors that prevent the task from completing.

Purpose: This metric is used to help determine the likelihood of the customer being able to restore data from a backup.

Comparability: ETS have not found another organization that measures this metric.

Metric calculation formula:

A= (B/C)*100, where

- A= Backup Job Success rate.
- B= Total number of jobs that completed successfully in the measurement period.
- C= Total number of scheduled jobs executed in the measurement period.

Detailed measure definition/ clarification

- (B): Total number of jobs completed successfully is the number of jobs that the ETS backup software (CommVault) reports as successful.

- (C): Total number of jobs scheduled is the number of scheduled jobs executed by the ETS backup software (CommVault) in the measurement period.

Baseline: Baseline was set with data from July 2013 through July 2014

SLE (Service Level Expectation/ performance (quantitative) target): 98.5%

Frequency of reporting / timeliness: Data is obtained from automatic CommVault reports published every 30 days, which will be aggregated and reported quarterly.

SLA Metric #4: Backup File Success

Description: Backup File Success is the percent of files that complete without error. Files are tasks that backup a particular set of data on a periodic basis. Success is reported when there are no serious errors that prevent the task from completing.

Purpose: This metric is used to help determine the likelihood of the customer being able to restore data from a backup.

Comparability: ETS have not found another organization that measures this metric.

Metric calculation formula:

A= (B/C)*100, where

- A= Backup File Success rate
- B= Total number of files that completed successfully in the measurement period
- C= Total number of scheduled files executed in the measurement period

Detailed measure definition/ clarification

- (B): Total number of files completed successfully is the number of files that the ETS backup software reports as successful.

- (C): Total number of files scheduled is the number of files scheduled by the ETS backup software.

Baseline: Baseline was set with data from July 2013 through July 2014.

SLE (Service Level Expectation/ performance (quantitative) target): 99.9%

Frequency of reporting / timeliness: Data is obtained from automatic CommVault reports published every 30 days, which will be aggregated and reported quarterly.

SLA Metric #5: On-time server delivery

Description: Percent of requests for distributed servers or server instances delivered in the measurement period for which the delivery date agreed upon between customers and ETS staff has been met .

Purpose: This metric is used to ensure that customer servers are delivered when expected. The intent of this measure is to track the frequency with which ETS meets the mutually agreed upon timeframe to deliver new servers or server instances, which was identified by ETS customers as one of the most critical quality attributes associated with the delivery of hosting services.

It is expected that tracking and reporting on this measure will help DAS & ETS management and customer members of the ETS Customer Board to understand and make data-driven decisions regarding:

- ETS hosting services workflow / processes.
- Management of customer expectations.
- Resource/ workload balancing.

Comparability: Many divisions or programs within DAS track similar timeliness performance measures, which allows for comparability of performance between different units/ service providers within DAS.

- DAS Procurement Services tracks and reports the percent of times the program meets the contract estimated completion date (E.C.D.) agreed to with the customer agency at the outset of the contract development process. The performance target for this measure is 85%.

- DAS Construction and Project Management Program tracks and reports the percent of times construction projects are completed by the initial agreed upon delivery date (A.D.D.). The performance target for this measure is 90%.

- DAS Maintenance Services tracks and reports the percent of times the program is able to meet the agreed delivery date (A.D.D.) for maintenance projects. The performance target for this measure is 95%.

- DAS Publishing and Distribution tracks and reports the percent of times the program is able to meet the agreed delivery date (A.D.D.) for printing and / or mailing jobs. Target performance is 96% for print jobs and 98% for mail jobs.

- NIC USA, a leading vendor of government e-government services, negotiated a similar measure in its SLA with Oregon State Government, with a 90% target for the delivery of web sites, online services, and secure payment processing solutions within a 20% variance for each delivery.

Metric calculation formula:

A= (B/C)*100, where

- A= Percent (%) of server instance requests delivered on time.
- B= Total number of tickets for new server instances delivered on time in the measurement period.
- C= Total number of tickets for new server instances closed in the measurement period.
- Quotient is multiplied by 100 to calculate the percent figure.

Detailed measure definition/ clarification

- Tracking this SLA measure requires logging a) A.D.D. (Agreed Delivery Date- this is the mutually agreed upon date for the delivery of the server instance) b) date of actual delivery by ETS.

- **B = Numerator**
    - The numerator includes all the server instance requests that were delivered in the measurement period and were delivered on time.

        - A server instance request delivered on time means it is delivered on or before the agreed upon Delivery Date.

            - When customer agencies submit orders for new server instances, they may enter a desired delivery date on the order request. Upon receipt of the order, ETS staff will contact the customer agency to gather detailed business requirements. Once ETS and the customer agree on the requirements and ETS determines the solution design for the request, the customer will be notified about the solution design and the delivery date, which will become the Agreed Delivery Date that ETS will log for the server instance request. **For the avoidance of doubt, performance tracked by this measure will be measured up against this Agreed Delivery Date (A.D.D.), not against the desired installation date originally submitted by customer agencies at the time of order submission.**

            - After the A.D.D is established it can't be modified, unless the customer asks in writing for changes to the order / solution design (e.g., a request to change the scope of the order or the configuration of the server instance) and ETS communicates (in writing) a need to modify or renegotiate the agreed delivery date as a result of this change, in which case a new A.D.D. may be agreed upon by both parties. The customer will be notified in all instances prior to any change to the agreed upon Delivery Date.

            - All other changes to the customer solution design or to the project to deliver the server instance solution (changes in scope, server configuration, budget, resources, etc.) which may result in ETS changing the delivery date for the requested server instance will not have an effect on the A.D.D., irrespective of the impact experienced by the customer

because of the change in the delivery date (whether or not the customer can accommodate with ease to the new delivery date).

- **C = Denominator**
  - The denominator includes all server instance requests that were delivered in the measurement period.
    - This includes requests for new physical and virtual server instances.
    - A server instance is delivered in the measurement period if the date the server instance is operational and available for the customer to use (installed and deployed in the customer production environment after appropriate configuration and testing) occurs between the first and the last day of the measurement period

- Exclusions
  - The following are excluded from both the denominator and the numerator of this performance measure.
    - Requests for servers from ETS.
    - Requests for Mainframe and Midrange servers.

Baseline: Baseline was set using the previous SLA and target remains unchanged.

SLE (Service Level Expectation/ performance (quantitative) target): 90%

Frequency of reporting / timeliness: Data to be collected monthly, and reported quarterly.

SLA Metric #6: Success of server patching

Description: Percent of Windows based server instances successfully patched after patching cycle occurs.

Purpose: This metric is used to ensure that managed systems are stable and secure. Patches are used to fix security vulnerabilities, and improve the usability or performance of the server.

Comparability: ETS has not found another organization that measures this metric.

Metric calculation formula:

A= (B/C)*100, where

- A= Percent (%) of Windows based server instances fully patched (VIRTUAL/ PHYSICAL).
- B= Total number of servers Windows based instances successfully patched in the measurement period with all intended patches.
- C= Total number of Windows based server instances that ETS is responsible for patching when patches were applied in the measurement period. This includes servers at end of life that no longer have available patches.
- Quotient is multiplied by 100 to calculate the percent figure.

Detailed measure definition/ clarification

- Success of server patching is calculated over server instances successfully patched. A server instance is defined as each separate instance of server operating system. This may be physical standalone server or an individual virtual system logically partitioned and hosted in a virtual environment.

- B= Numerator
    - Total number of successfully patched servers is calculated by adding up the number of server instances where patching should be applied and all intended patches for each server instance were successful.
    - Patches includes all patches with a severity rating level of Low to Critical.

- C= Denominator
    - Total number of Windows bases server instances ETS is responsible for patching.
    - Includes servers at end of life where patching is no longer available.
    - Includes servers which have agency exceptions during the reporting period.

- Exclusions
    - All Midrange and Mainframe servers
    - All Distributed servers that are not running on Windows operating system (E.G, Apache, etc.)
    - All network devices (routers, switches, proxy servers, etc,)

Baseline: TBD

SLE (Service Level Expectation/ performance (quantitative) target): TBD

Frequency of reporting / timeliness: Data is expected to be collected quarterly and reported.

SLA Metric #7: Percent of Time to Respond within Standard Expectation

Description: Time to respond is the time between when a Service Disruption ticket is created in the ETS Request Tracker (RT), and the time ETS staff acknowledges customer requests and provides initial contact to gather requirements in a non-automated way. There are different expected times to respond based on the severity of the outage.

Purpose: This metric is used to ensure that customer is aware that ETS is responding to an incident in a timely manner and that systems are restored as quickly as possible.

Comparability: This measure is a widely used IT industry metric. Common target = 90%.

Metric calculation formula:

A= (B/C)*100, where

- A= Percent (%) Time to Respond.
- B= Total number of incidents closed in the measurement period for which ETS had responded to within the agreed upon timeframe.
- C= Total number of incidents closed in the measurement period.
- Quotient is multiplied by 100 to calculate the percent figure.

Detailed measure definition/ clarification

- Data reported by the initial severity level of the service disruption ticket.
- B = Numerator
    - The number of incidents responded to within standard time is the number of service disruption tickets that ETS responded to via the Request Tracker system replied to within the standard time for the initial severity level.
- C = Denominator
    - The denominator tracks the total number of Service Disruption tickets closed in the measurement period.

- This includes all Service Disruption tickets regardless of the reason for the disruption or if ETS created the ticket without a customer request occurring.

Baseline: Baseline was set using the previous SLA and targets remain unchanged.

SLE (Service Level Expectation/ performance (quantitative) target):

Severity 1 Time to Respond	Percent of Severity 1 incidents will be responded to within 15 minutes.	90%
Severity 2 Time to Respond	Percent of Severity 2 incidents will be responded to within 1 hour.	90%
Severity 3 Time to Respond	Percent of Severity 3 incidents will be responded to within 1 business day.	95%
Severity 4 Time to Respond	Percent of Severity 4 incidents will be responded to within 2 business days.	95%

Frequency of reporting / timeliness: Data is expected to be collected monthly, and reported.

SLA Metric #8: Percent of Time to Restore within Standard Expectation

Description: Time it takes to resolve an ETS Service Disruption incident. It is measured from the time a Service Disruption ticket is created in the ETS Request Tracker (RT), until the time the issue has been marked as being resolved.

Purpose: This metric is used to ensure that customer systems are restored as quickly as possible.

Comparability: This measure is a widely used IT industry metric. Targets vary due to differences in the standards for restore time.

Metric calculation formula:

A= (B/C)*100, where

- A= Percent (%) Time to Restore.
- B= Total number of incidents closed in the measurement period for which ETS had resolved within the agreed upon timeframe.
- C= Total number of incidents closed in the measurement period.
- Quotient is multiplied by 100 to calculate the percent figure.

Detailed measure definition/ clarification

- Data reported by the final severity level of the service disruption ticket.
- B = Numerator
  - The number of incidents restored to within standard time is the number of service disruption tickets that ETS resolved via the Request Tracker system within the standard time for the final

severity level.

- C = Denominator
  - The denominator tracks the total number of Service Disruption tickets closed in the measurement period.
  - This includes all Service Disruption tickets regardless of the reason for the disruption or if ETS created the ticket without a customer request occurring.

Baseline: Baseline was set using the previous SLE

SLE (Service Level Expectation/ performance (quantitative) target):

Severity 1.1 Time to Restore	Percent of Severity 1 Type 1 incidents will be restored within 6 hours.	70%
Severity 1.2 Time to Restore	Percent of Severity 1 Type 2 incidents will be restored within 24 hours.	70%
Severity 2.1 Time to Restore	Percent of Severity 2 Type 1 incidents will be restored within 6 hours.	75%
Severity 2.2 Time to Restore	Percent of Severity 2 Type 2 incidents will be restored within 24 hours.	75%
Severity 3 Time to Restore	Percent of Severity 3 incidents will be restored within 1 business day.	75%
Severity 4 Time to Restore	Percent of Severity 4 incidents will be restored within 3 business days.	85%

Frequency of reporting / timeliness: Severity 1 & 2 incidents will be reported on a 6 month rolling basis. Severity 3 & 4 will be reported on a 3 month quarterly basis. All data is collected monthly.

8.3. Rate methodologies

In 2013/15, ETS adopted a new rate development process that enables the successive refinement of budget planning and rate development.

The objectives included:

- To develop rates that represent the true cost of delivering a service.
- To foster the “business within a business” philosophy within the ETS organization.
- To develop documentation that is transparent so that rates can be scrutinized internally and externally.

A complete description of the methodology for ETS rates can be found by following the link below.
http://www.oregon.gov/DAS/ETS/Pages/rates.aspx