

**mn MINNESOTA**  
OFFICE OF OMBUDSMAN  
FOR MENTAL HEALTH AND  
DEVELOPMENTAL DISABILITIES

*"Giving Voice to Those Seldom Heard"*

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Date: October 15, 2018

The Honorable Michelle Benson, Chair  
Senate H&HS Finance & Policy  
3109 Minnesota Senate Building  
St. Paul, MN 55155

The Honorable Matt Dean, Chair  
House H&HS Finance  
401 State Office Building  
St. Paul, MN 55155

The Honorable Tony Lourey  
Ranking Minority Member  
Senate H&HS Finance & Policy  
2211 Senate Office Building  
St. Paul, MN 55155

The Honorable Erin Murphy  
Ranking Minority Member  
House H&HS Finance  
331 State Office Building  
St. Paul, MN 55155

**Re: Appropriation transfers report: 1st Special Session Laws of 2017, Chapter 4, Article 2, Section 16 (a) (1)**

Dear Senators and Representatives:

In accordance with 1st Special Session Laws of 2017, Chapter 4, Article 2, Section 16 (a) (1), I am submitting this report to the chairs and ranking minority members of the legislative committees with jurisdiction over the budget of the Office of Ombudsman for Mental Health and Developmental Disabilities (OMHDD):

- The OMHDD has a Service Level Agreement (SLA) with MN.IT in the amount of \$202,103.72 for FY18. The funds were transferred to MN.IT in exchange for technical services, supports and products. A copy of the SLA is attached.

Please do not hesitate to contact me or Deputy Ombudsman Paul Doyle at 651.757.1809 with any questions.

Sincerely,



Roberta Opheim, Ombudsman  
Office of Ombudsman for MH/DD  
121 7<sup>th</sup> Place East, Suite 420  
Metro Square Building  
St. Paul, MN 55101  
651.757.1806 Direct

c: Legislative Reference Library  
Attachment



# Comprehensive IT Service Level Agreement

in direct support of the  
Office of Ombudsman for Mental Health and Developmental  
Disabilities (OMHDD)  
Business Operations

July 28, 2017

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# Service Agreement – General Terms

## Introduction

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The aim of this Agreement is to provide a basis for close cooperation between Minnesota IT Services (MNIT) and Agency, for support services to be provided by MNIT to the Agency, thereby ensuring that timely, cost effective and efficient support services are available to Agency end users.

The complete agreement consists of three parts:

1. Service Agreement: General Terms
2. Service Agreement: Projects and Services
3. Service Agreement: Performance Metrics

The primary objective of this document is to define the service delivery items that will govern the relationship between MNIT and the Agency. This SLA documents the required business facing information technology (IT) services that support the existing Agency business processes at the existing service levels.

This SLA, and all supporting documents which are incorporated herein by reference, supersedes in its entirety any previous agreements between MNIT and the Agency relating to Laws of Minnesota 2011, First Special Session chapter 10, article 4 (the IT Consolidation Act). This SLA is authorized by and implements the requirements set forth in the IT Consolidation Act.

For purposes of this SLA, “information technology” is defined as the acquisition, storage, communication, and processing of information by computers, telecommunications, applications and other software. This includes, but is not limited to business data, voice, images, and video. IT provides agency with business process automation, productivity tools and information delivery services to help execute the business strategy. Specific components of IT include, but are not limited to: enterprise and agency-specific (unique) applications (business application software and related technical support services), system software, networks, databases, telecommunications, data centers, mainframes, servers, desktops and monitors/laptops/mobile computing devices, output devices such as printers, electronic mail, office systems, reporting, and other standard software tools, helpdesk, upgrades, security and IT service continuity, and maintenance and support of these systems.

The success of this SLA and the cooperative relationship created is dependent on each party understanding and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

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## Objectives of Service Level Agreements

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- To create an environment that is conducive to a cooperative relationship between MNIT and the Agency to ensure the effective support of end users who conduct state government business.
- To document the responsibilities of all parties taking part in the Agreement.
- To ensure that the Agency achieves the provision of a high quality of service for end users with the support of MNIT.
- To define the start of the Agreement and the process for reviewing it.
- To define in detail the services to be delivered by MNIT and the level of service and anticipated costs that can be expected by the Agency, thereby reducing the risk of misunderstandings.
- To provide a common understanding of service requirements/capabilities and the principals involved in the measurement of service levels/objectives.
- To provide the parties to the SLA a single, easily referenced document that addresses the objectives as listed above.

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## Review Process

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This Agreement will be reviewed no less frequently than every two years on a mutually agreed upon date, by the Agency and MNIT. The two year review will cover the legal portion of the SLA. To the extent reasonably necessary to meet the business needs of the Agency, the parties to this SLA agree to use best efforts to amend the SLA to change and update the Agreement to reflect the Agency's business needs.

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## Common Partnership

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MNIT and the Agency will establish a cooperative relationship to achieve efficiencies and improve the delivery of technology services.

MNIT and the Agency will work collaboratively to meet the State's strategic direction and business needs. MNIT and the Agency agree to all terms, including as follows:

- In conjunction with state agencies and others stakeholders, MNIT will establish and maintain a formal governance process (Minnesota IT Governance Framework) that includes agency business participation and incorporates agency input into overall IT strategy and direction.
- All Agency IT employees are MNIT employees and report to the MNIT Chief Business Technology Officer (CBTO) assigned to the agency.
- MNIT's oversight authority includes, but is not limited to, IT planning activities, IT budget management, purchasing, policy development, policy implementation, and direction of MNIT employees. MNIT's oversight authority does not extend to the non-IT portions of the Agency's business operations.
- Pursuant to Minnesota Statutes section 16E.016, MNIT has the responsibility for provisioning, improvement, and development of all Agency IT systems and services as directed and delegated by MNIT to the Agency CBTO. In performing these duties, MNIT will take into consideration all of the Agency's concerns and requests, as reasonably required to address the Agency's business needs.

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## MNIT Services Roles and Responsibilities

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MNIT in combination with the Agency will work together to assure the best interest of the State and the Agency it supports.

MNIT is responsible for:

- Managing all IT strategic planning and establishing the State's IT direction in the form of policies, standards, guidelines and directives.
- Developing and determining delivery strategies for all executive branch state agency IT activity and services consistent with the IT governance.
- Managing IT resource deployment at the executive branch level based on strategic planning, service delivery strategies, Agency and executive branch business needs and legal restrictions and requirements on IT resources and IT resource funding.
- Performing human resources services for MNIT employees. MNIT Human Resources (HR) has authority with regard to IT related employment including, but not limited to, transactions, classification, compensation, staffing, labor relations, unemployment, workforce planning, recruitment, training, safety and investigations.
- Determining responsibility, role, and compensation for the Agency-based CBTO; creating a position description, completing performance appraisals of the Agency-based CBTO and implementing performance-related measures including performance management, in consultation with the Agency.
- Implementing and maintaining appropriate IT internal controls for all IT-related business. Additionally, setting information security policies and standards and overseeing the security of the State's executive branch information and telecommunications technology systems and services. MNIT is not responsible for maintaining internal controls for Agency non-IT related business.
- Developing and maintaining plans and procedures for the recovery of the State's executive branch critical information and telecommunications technology systems and services in case of system or service failure. MNIT will collaborate with executive branch state agencies to develop recovery strategies consistent with business priorities and timelines. MNIT will coordinate response and recovery activities with executive branch state agencies during a continuity incident, emergency or disaster. MNIT will also collaborate with executive branch

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- state agencies on training, testing, and exercise activities to determine and improve the effectiveness of continuity plans and procedures.
- MNIT, through the CBTO, will work in good faith with the Agency Partner to comply with all applicable state and federal laws, rules and regulations that the agency identifies. MNIT will work with Agency to comply with the additional Agency-specific legal and/or regulatory, safety and security requirements and state standards. If the Agency is not currently in compliance then additional resources may be required to bring the Agency into compliance.
  - Provide timely, accurate invoices to the Agency.

## The Agency Roles and Responsibilities

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In matters related to this SLA, the Agency is responsible for the following:

- Ensuring the CBTO is in a role within the Agency that directly communicates with the Commissioner, Deputy Commissioner, or equivalent.
- Including the CBTO as a regular attendee of Agency leadership team meetings to provide IT-related reports and works in partnership to ensure that the MNIT IT strategy supports the business needs of the Agency.
- Providing input to the State CIO on performance appraisals and performance management for the CBTO.
- Working with MNIT to perform a portion of the other administrative services and will partner with MNIT on the legislative functions, as needed and agreed upon by the parties to this SLA. (Specific services will be added to the local services section of this document.)
- Working in good faith with MNIT and the CBTO to comply with all applicable state and federal laws, rules, standards and regulations. If the Agency is not currently in compliance then additional resources may be required to bring the Agency into compliance.
- Process and pay in a timely manner all invoices to MNIT.
- Working with MNIT and the CBTO to adhere to the policies and procedures for requesting IT services, processes, tools, procedures and participating in IT project management methodologies.
- The Agency will collaborate with MNIT on MNIT's Asset Management and Inventory.



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- The Agency is responsible for determining and communicating new service requirements to the CBTO based on program needs, including, but not limited to, changes in service volumes and IT projects, identifying funds for new services, and initiating a change to this SLA and/or the IT Budget, as prescribed by the SLA and this Section.
  - The Agency will work with CBTO in providing necessary financial accounting services and purchasing for the Agency, providing regular financial reporting sufficient to plan, manage and commit funding for Agency IT services, as well as fiscal operations and functions related to the CBTO and MNIT employees.
  - Developing and maintaining a continuity of operations plan and procedures that include the Agency's business priorities and timelines and critical information and telecommunications technology system and service needs during a continuity incident, emergency, or disaster. The Agency will collaborate with MNIT to develop recovery strategies for critical systems and services needed to support business services. The Agency will coordinate response and recovery activities with MNIT during a continuity incident, emergency or disaster. The Agency will also collaborate with MNIT on training, testing, and exercise activities to determine and improve the effectiveness of continuity plans and procedures.
  - Provide oversight, leadership, and direction for Agency information services investments and services by identifying, developing, and executing IT projects and ongoing operations.

## **The Chief Business Technology Officer Roles and Responsibilities**

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The CBTO represents MNIT at the Agency and has delegated oversight over all Agency-based MNIT resources, employees and also reports to MNIT. The CBTO is responsible for maintaining a strong and collaborative partnership with the agency. The CBTO has the authority and responsibility to:

- Hire and manage MNIT employees, in coordination with MNIT Human Resources.
- Represent the Agency's strategic IT direction, planning, business needs and priorities to MNIT.
- Assure that the Agency implements all MNIT IT policies, standards, guidelines, direction, strategies, and decisions in keeping within resource and budget constraints.
- Report directly to and be held accountable by MNIT for IT operational direction including, but not limited to, IT-related planning activities, purchasing, security, policy implementation and management of MNIT employees.

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- The CBTO has the authority and responsibility to manage the Agency IT Budget, including the determination of service delivery strategies – adhering to applicable laws, and in consultation with the Agency.

## Data Handling Roles and Responsibilities

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- The electronic agency partner's data that is housed on MNIT managed technology belongs to the agency partner and is subject to the agency partner's direction and control. MNIT is the custodian of the agency partner's electronic data. However, the State Chief Information Officer is not the responsible authority under the Data Practices Act for the agency's data that resides on MNIT managed technology equipment.
- Should MNIT receive a data request for agency data, MNIT will not produce the requested data. Instead, MNIT will alert the agency partner that a data request has been received.
- MNIT will respond to requests for MNIT data. Agency partners will alert MNIT that a data request has been received. Agency partners will not produce MNIT data as part of a data request.
- Should a request include agency data and MNIT data, MNIT and the agency partner will work together to appropriately respond to the request.
- Minnesota Statutes, Chapter 16E, requires the agency partner to share data, including not public agency data, with MNIT as necessary for MNIT to provide IT services and equipment to the agency. Sharing data as required by Chapter 16E, and in the manner prescribed in the Data Practices Act, does not affect the classification of any not public data shared with MNIT and is not intended to waive any privileges afforded to not public data under applicable law.
- In accordance with the Data Practices Act, MNIT will only access and use not public agency data that it is the custodian of in relation to a work assignment or project.
- Should MNIT or the agency partner become aware of a known or suspected security incident or potential breach of an Agency's data, each will promptly notify the other. MNIT will work to identify the deficiency that led to the breach and to correct, mitigate and remediate the deficiency, which may require additional resources. The agency partner will be responsible for complying with the notice and regulatory requirements under Minnesota Statutes Chapter 13 and other applicable state and federal laws, rules and regulations for any breaches of agency data.

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## Budget Scope

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Agencies will budget for IT-related expenses in a collaborative process with the CBTO. Enterprise rate-based services and agency-based services provided by the CBTO will be billed directly to agencies.

MNIT will direct and delegate authority for agency-based service delivery to the CBTO, who will work with the Agency CFO to develop MNIT agency budgets for service optimization projects across the executive branch of government. MNIT will determine appropriate accounting processes to support agency payment of all MNIT bills, including but not limited to pre-defined budgets and agency-expenditure tracking requirements. The Agency and CBTO in collaboration ensure that all IT-related expenditures are accounted for, including but not limited to: MNIT employee expenses (salary, benefits, and other costs of employment), hardware, software, supplies, training, and administrative costs (all demarcated in governance-approved supporting documents, such as the “In/Out list”). The CBTO or his/her delegate approves all expenditures.

The Agency agrees to strive for smooth business interfaces with MNIT in regards to IT expenditures, billing, and timely bill payment. MNIT and Agency financial staff will collaborate on developing mutually agreeable terms for reporting expenses associated with specific Agency program areas.

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## Acceptance

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In the Information Technology Consolidation Act, the Minnesota Legislature required the Chief Information Officer to enter into a service level agreement governing the provision of Information Technology systems and services, assets, and personnel, with each state agency. STATE GOVERNMENT, INNOVATIONS AND VETERANS OMNIBUS BILL, 2011 Minn. Session Law Serv. 1st Special Session, Ch. 10, Art. 4 (S.F. 12).

For the departments, agencies, offices, councils, boards, commissions and other entities in the executive branch of Minnesota State government that are subject to IT Consolidation, the use of MNIT Services is required by the State Legislature, and a Service Level Agreement is a required part of that process.

Because a Service Level Agreement is required by the Legislature, an agency’s use of the Information Technology services provided by MNIT constitutes acceptance by both parties of all terms in this Service

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Level Agreement. MNIT recognizes that providing Information Technology Services is most successfully done in close partnership with the Agency Partner, and encourages the Agency representative to memorialize that formal relationship by adding his or her signature to this document.

## Dispute Management

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The parties agree to cooperate with each other in the performance of the duties and responsibilities under this SLA. Each party to this SLA will make every effort to avoid disputes by clearly documenting communication and engaging the applicable chain of command, as necessary. If the parties are unable to reach an agreement with respect to any dispute related to the services, terms and provisions of this SLA, the Agency's Primary Contact and the State's CIO will meet to determine further action.

## Liability

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Each party shall be responsible for claims, losses, damages and expenses which are proximately caused by the wrongful or negligent acts or omissions, including lack of funding, of that party or its agents, employees or representatives acting within the scope of their duties. Nothing herein shall be construed to limit either party from asserting against third parties any defenses or immunities (including common law, statutory and constitutional) it may have or be construed to create a basis for any claim or suit when none would otherwise exist. This provision shall survive the termination of this Agreement.

## Additional Provisions

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The terms of this SLA are not meant to supersede or violate any applicable bargaining unit contracts, state laws, or federal laws. If any provision of this SLA is determined to be unenforceable, then such provision will be modified to reflect the parties' intention. All remaining provisions of this SLA shall remain in full force and effect.

## Law to Govern

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This Agreement shall be governed by the laws of the State of Minnesota. Venue for all legal proceedings arising out of this Agreement, or breach thereof, shall be in the state or federal court with competent jurisdiction in Ramsey County, Minnesota.

## Assignment

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Neither MNIT nor the Agency shall assign or transfer any rights or obligations under this SLA without the prior written consent of the other party. This provision must not be construed to limit MNIT's ability to use third party contractors or products to meet its obligations under this SLA.

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## Service Agreement – Projects and Services

This section provides information related to the various projects and services provided to agencies. Further information on each project or service is available through the agency based CBTO or their designee.

### Projects

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Definitions:

- **Project:** a temporary endeavor undertaken to create a unique product, service or result. It has a start date, specific goals and conditions, defined responsibilities, a budget, a plan, and end date. Examples include but are not limited to, developing a new product or service, developing or acquiring a new or modified information system, upgrades, and releases.
- **IT Project:** an effort to acquire or produce information and telecommunications technology systems and services.
- **Total expected project cost:** direct staff costs, all supplemental contract staff and vendor costs, and costs of hardware and software development or purchase.

Projects can have multiple funding sources including:

- A specific legislative appropriation called a Biennial IT (BIT) project.
- A 2001 fund allocation known as an Odyssey Fund project.
- An internal agency budget allocation known as an Agency Funded project.

Each of these project types is documented in the MNIT Enterprise Project Management Office (ePMO) project and program management system. Projects documented in this fashion are incorporated by reference in this SLA. Documentation on each project is available through the agency based CBTO or their designee.

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## Services

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There are 4 types of services available:

1. Enterprise Services
2. Shared Services
3. Center of Excellence Services
4. Local Services

**Enterprise Services** are standard services that all Executive Branch agencies are required to utilize to ensure consistency and business interoperability within government. Examples include: email and calendaring, phones, networks, servers, desktop/laptop computers and related support services. These services have biennial enterprise rates approved by MMB and are uniform across all agencies.

**Shared Services** are standard services that Executive Branch agencies may utilize to support their business operations. Alternatively, this type of service may also be provided on a single agency basis by MNIT @ Agency staff. Examples include: Database and Software As a Service (SAAS) Development and Support. These services have biennial enterprise rates approved by MMB and are uniform across all agencies that utilize the shared service.

**Center of Excellence Services** are services that Executive Branch agencies may utilize to support their business operations. Typically these services are provided by MNIT @ Agency staff to multiple agencies. Examples include: FileNet Document Management and Identity and Access Management (IAM) provided by MNIT @ DHS and used by a number of other agencies. These services have rates set by the service provider and approved by MMB and are uniform across all agencies that utilize the service.

**Local Services** are services that are provided by MNIT staff located at the customer agency and are provide to serve only that agency's business operations. Examples include: Application Support and Development, Application Management, Application Operations, Project Management Office Functions including Project Management, Business Analyst and Quality Assurance functions. These services are provided on a 'pass-through' basis for staff salaries and benefits and any IT purchases not covered by an Enterprise, Shared, or Center of Excellence Service.

A detailed description of each service, it's pricing and the delivery terms associated with that service may be found at:

<https://mn.gov/mnit/services/exec/>

Services documented in this fashion are incorporated by reference in this SLA.

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## Delivered Services

### Enterprise Services Summary

Service	Included	NOT included	Delivery Method	Hours of Operation
<a href="#"><u>Database administration</u></a>	Database operational support	Database logical design  Application support  Dedicated host, license & maintenance costs	Fulltime support staff with access to the MNIT on premise and external cloud environments	Prod 7x24  On-call off hours and weekends  Non-production 7am-5pm M-F
<a href="#"><u>Desktop Bundle</u></a>	<ul style="list-style-type: none"> <li>• Standard desktop, keyboard and mouse – replaced every 5 years.</li> <li>• Workstation management and protection package: antivirus, firewalls, security patching and encryption</li> <li>• Workstation support, including remote desktop and deskside support.</li> <li>• Inventory management of hardware and software</li> </ul>	<ul style="list-style-type: none"> <li>• Performance-upgraded desktop</li> <li>• Monitor(s)</li> <li>• Memory upgrade</li> <li>• Headset</li> <li>• Cameras (required to use all of the functionality of Skype for Business)</li> <li>• Local printer, if applicable for your agency</li> <li>• Ergonomic or wireless bundle                             <ul style="list-style-type: none"> <li>○ Ergonomic keyboard &amp; mouse</li> <li>○ Wireless keyboard &amp; mouse</li> </ul> </li> <li>• Programmable keyboard</li> <li>• Shorter refresh cycle (see details above)</li> </ul>	Fulltime Support staff for both online support and deskside support.	24/7/365 with following hours of support.  Tier 1 – M-F, 7AM to 5 PM.  Tier 2 – Daily 24/7

<p><b><u>Enterprise Software Bundle</u></b></p>	<p><b>Enterprise License</b></p> <ul style="list-style-type: none"> <li>• Microsoft Office 365: Word, Excel, PowerPoint, Outlook, OneNote, Access</li> <li>• SharePoint access license</li> <li>• Skype for Business</li> <li>• Security awareness training</li> <li>• Access oversight and audit                             <ul style="list-style-type: none"> <li>○ Physical access to Data Centers and data</li> <li>○ Data access security monitoring</li> <li>○ Web filtering</li> </ul> </li> </ul> <p><b>Kiosk License</b></p> <p>Microsoft Office 365, Kiosk User Office Online</p> <p>SharePoint access license</p> <p>Security awareness training</p> <p>Access oversight and audit</p> <ul style="list-style-type: none"> <li>○ Physical access to Data Centers and data</li> <li>○ Data access security monitoring</li> </ul>	<p>Agency specific software packages</p>	<p>Fulltime Support staff for both online support and deskside support.</p>	<p>Access to Foundational Services (Email, SharePoint and Skype) 24/7/365 from Microsoft</p> <p>Following hours of MNIT support.</p> <p>Email</p> <p>Tier 1 – M-F, 7AM to 5 PM.</p> <p>Tier 2 – Daily 24/7</p> <p>SharePoint and Skype</p> <p>M-F, 7AM-5PM</p>

<p><a href="#">Hosting Services</a></p>	<p>Data Center Services and Support, physical and virtual server management and support</p>	<p>Customer application support</p>	<p>Fulltime Support staff and provided server equipment and infrastructure both on premise and in the cloud</p>	<p>24/7/365 expected infrastructure up time, 7am-5pm M-F on premise staff support with on call off hours and Sa&amp;Su</p>
<p><a href="#">LAN</a></p>	<p>Wired and wireless IP network connections within a location or campus</p>	<p>Wide area network (WAN) connections</p>	<p>MNIT owned and managed LAN devices</p>	<p>24x7</p>
<p><a href="#">Laptop Bundle</a></p>	<ul style="list-style-type: none"> <li>• Standard laptop, replaced every 4 years</li> <li>• Docking station, keyboard and mouse (replaced with laptop if necessary, monitor not included)</li> <li>• Workstation management and protection package: antivirus, firewalls, security patching and encryption</li> <li>• Workstation support, including remote desktop and desktide support.</li> <li>• Inventory management of hardware and software</li> </ul>	<ul style="list-style-type: none"> <li>• Performance-upgraded desktop</li> <li>• Monitor(s)</li> <li>• Memory upgrade</li> <li>• Headset</li> <li>• Cameras (required to use all of the functionality of Skype for Business)</li> <li>• Local printer, if applicable for your agency</li> <li>• Ergonomic or wireless bundle                         <ul style="list-style-type: none"> <li>○ Ergonomic keyboard &amp; mouse</li> <li>○ Wireless keyboard &amp; mouse</li> </ul> </li> <li>• Programmable keyboard</li> <li>• Shorter refresh cycle (see details above)</li> </ul>	<p>Fulltime Support staff for both online support and desktide support.</p>	<p>24/7/365 with following hours of support.</p> <p>Tier 1 – M-F, 7AM to 5 PM.</p> <p>Tier 2 – Daily 24/7</p>
<p><a href="#">Middleware</a></p>	<p>Middleware software and support</p>	<p>Customer application support</p> <p>Database charges for MQ messaging</p>	<p>Fulltime support staff with access to the MNIT on premise and</p>	<p>Prod 7x24</p> <p>On-call off hours and weekends</p>

		Dedicated host charges	external cloud environments	Non-production 7am-5pm M-F
<a href="#"><u>Mobile Device Management</u></a>	<ul style="list-style-type: none"> <li>• Help with device enrollment</li> <li>• Working with agency partners to establish security standards, feature restrictions and application testing</li> <li>• Monitoring devices for compliance with agency partner rules and operating system requirements</li> <li>• Management of lost devices (wipe)</li> <li>• Establishing retirement parameters</li> <li>• Troubleshooting instructions and remote diagnostics</li> </ul>	<ul style="list-style-type: none"> <li>• Device procurement.</li> <li>• Initial setup is provided by agency partner or local MNIT Services Staff</li> <li>• End user training</li> <li>• Forced operating system updates.</li> <li>• Cell carrier management</li> <li>• Support for accessories</li> </ul>	<p>Level 1 – Service Desk</p> <p>Back office – Supported by MDM team.</p> <p>Additional service provided by @agency MNIT personnel if needed.</p>	M-F, 7AM – 5PM
<a href="#"><u>Telephone</u></a>	Telephone service using state IP services or contracted traditional services	Cellular Phones	Dial tone to telephone handset	24x7
<a href="#"><u>WAN</u></a>	IP Network Connection	Applications running on the network	Managed circuits and WAN devices	24x7
<a href="#"><u>Web Management</u></a> <b>SDL Web (Tridion), Static Hosting, and Search</b>	Website development, design, hosting, search, and support	Customer application support  Optional: Quality Assurance website tool and Web Analytics	Fulltime support staff with access to the MNIT On-Premise and external cloud environments	Production availability 7x24x365

**Shared Services Summary**

Service	Included	NOT included	Delivery Method	Hours of Operation
None				

**Center of Excellence Services Summary**

Service	Included	NOT included	Delivery Method	Hours of Operation
None				

## Local Services Summary

Service	Included	NOT included	Delivery Method	Hours of Operation
<p>OMHDD IT Support PRO</p>	<p>Support hardware, software and general network issues.</p> <p>Account, database and email management.</p> <p>Website Administrator</p> <p>Ensuring computers and Network are safe and free from virus and threats.</p> <p>Ensuring all IT infrastructure is well maintained to support business technology.</p> <p>Research and purchase IT resources for staff and business operation.</p>	<p>Server issues</p> <p>Voice mail</p>	<p>Full time MNIT IT support via phone, remote assistance, email, desk side and by appointment.</p>	<p>Tuesday and Wednesday</p> <p>7:00am – 3:30pm</p>
<p>OMHDD IT Support</p>	<p>Support hardware, software and general network issues.</p> <p>Account, database and email management.</p>	<p>Server issues</p> <p>Voice mail</p>	<p>Full time MNIT IT support via phone, remote assistance, email, desk side and by appointment.</p>	<p>M, T, W, TH and F</p> <p>8:00am – 4:30pm</p>

	<p>Website Administrator</p> <p>Ensuring computers and Network are safe and free from virus and threats.</p> <p>Ensuring all IT infrastructure is well maintained to support business technology.</p> <p>Research and purchase IT resources for staff and business operation.</p>			
<p>IT Leadership @ Agency</p>	<p>Manager for MNIT @ Agency staff.</p> <p>IT Contract Management</p> <p>Budget Management</p> <p>Manage contract / augmentation staff.</p> <p>Back up Liaison to Enterprise teams</p> <p>Review / propose new business processes when asked.</p>	<p>Application Support</p> <p>Desktop Support</p>	<p>% of an FTE</p>	<p>M – F</p> <p>8:30 – 5:00</p>



**Revision Date 6/1/2017**

## Executive Summary

Service	Included	NOT included	Delivery Method	Hours of Operation
OMHDD IT Support	<p>Support hardware, software and general network issues.</p> <p>Account, database and email management.</p> <p>Website Administrator</p> <p>Ensuring computers and Network are safe and free from virus and threats.</p> <p>Ensuring all IT infrastructure is well maintained to support business technology.</p> <p>Research and purchase IT resources for staff and business operation.</p>	<p>Server issues</p> <p>Voice mail</p>	<p>Full time MNIT IT support via phone, remote assistance, email, desk side and by appointment.</p>	<p>M, T, W, TH and F</p> <p>8:00am – 4:30pm</p>

## Service Name: OMHDD IT Support

### Description

IT Specialist dedicated to support the Office of Ombudsman for Mental Health and Developmental Disabilities (OMHDD) with all generalist IT needs such as hardware, software, digital security, network account, database, agency's website and networking (LAN/WAN).

### What systems or services are supported?

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- Hardware, Applications and LAN/WAN: Computer, Office, Audio/Video, Printers etc.
- Database management: iSight and Yellow Fin.
- Account management: Active Directory (AD)
- Website: Tridion and Site Improve.
- EUCC (Enterprise Unified Communication & Collaboration) and GCC (Government Community Cloud): EAD, Exchange Admin Center (EAC), mailbox and mailbox creation, security groups, Outlook, Skype, Sharepoint etc..

### What services are included?

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- Hardware, Software and Network issues: Network printers/scanner and drive, computers and OS, audio and visual, imaging, MS Office, Adobe, etc.
- Database management: iSight and Yellow Fin.
- Account management: Local AD and EAC.
- Website Administrator: Maintain and administer agency's website using Tridion and Site Improve
- Email Administrator: Create mailbox, security and distribution group.
- Ensuring Computers and Network are safe from virus and threats.
- Ensuring all IT infrastructure are well maintained to support business technology.
- Research and purchase IT resources for staffs and business operation.
- IT related communication.

### What services are NOT included?

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- Server issues
- Voicemail accounts

## How will the service be delivered?

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- Service available on-site/per appointment, remote system access, email and phone.

## What are the hours of operation and how to get support?

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- M-F 8:00am -4:30pm
- Service available on-site/per appointment, remote system access, email and phone.

## What will the response time be?

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Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	Database administration	Create, update and delete data as necessary or per staff request.	15 mins	ASAP – 1 hour
Priority 2 high	System failure, Security threats, Unusable resources that severely affects business operation.	Account login issues, Unusable application and computers, Network drives access. Including EAC and AD objects.	30 mins	ASAP – 3 Hours
Priority 3 Med	Hardware and software issues that do not impact business operation severely. Projects.	Update, addins, mailbox, inventory etc..	2 hours	ASAP – 8 Hours
Priority 4 Low	IT inquiry and consultation	Inquiry about IT resources and plans on upgrading /purchasing new IT resources.	24 hours	ASAP - without impacting priorities 1-3

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## **What are the business responsibilities?**

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- Report problems and concerns in a timely fashion.
- Internal and external communications related to information technology.
- Making funding decisions on purchase/upgrade plans.

## **When will regular maintenance be performed?**

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- As scheduled and per Microsoft, Java, Adobe and MNIT Central Software Center scheduled updates and installation.
- As reported and requested by users.

## **Change Management Process/Termination**

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- Contact CBTO, IT Director and Paul Doyle (OMHDD)

## Revision Date 6/1/2017

### Executive Summary

Service	Included	NOT included	Delivery Method	Hours of Operation
<p>OMHDD IT Support PRO</p>	<p>Support hardware, software and general network issues.</p> <p>Account, database and email management.</p> <p>Website Administrator</p> <p>Ensuring computers and Network are safe and free from virus and threats.</p> <p>Ensuring all IT infrastructure is well maintained to support business technology.</p> <p>Research and purchase IT resources for staff and business operation.</p>	<p>Server issues</p> <p>Voice mail</p>	<p>Full time MNIT IT support via phone, remote assistance, email, desk side and by appointment.</p>	<p>Tuesday and Wednesday</p> <p>7:00am – 3:30pm</p>

## Service Name: OMHDD IT Support

### Description

IT Specialist dedicated to support the Office of Ombudsman for Mental Health and Developmental Disabilities (OMHDD) with all generalist IT needs such as hardware, software, digital security, network account, database, agency's website and networking (LAN/WAN).

### What systems or services are supported?

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- Hardware, Applications and LAN/WAN: Computer, Office, Audio/Video, Printers etc.
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- Website: Tridion and Site Improve.
- EUCC (Enterprise Unified Communication & Collaboration) and GCC (Government Community Cloud): EAD, Exchange Admin Center (EAC), mailbox and mailbox creation, security groups, Outlook, Skype, Sharepoint etc..

### What services are included?

---

- Hardware, Software and Network issues: Network printers/scanner and drive, computers and OS, audio and visual, imaging, MS Office, Adobe, etc.
- Database management: iSight and Yellow Fin.
- Account management: Local AD and EAC.
- Website Administrator: Maintain and administer agency's website using Tridion and Site Improve
- Email Administrator: Create mailbox, security and distribution group.
- Ensuring Computers and Network are safe from virus and threats.
- Ensuring all IT infrastructure are well maintained to support business technology.
- Research and purchase IT resources for staffs and business operation.
- IT related communication.

### What services are NOT included?

---

- Server issues
- Voicemail accounts

## How will the service be delivered?

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- Service available on-site/per appointment, remote system access, email and phone.

## What are the hours of operation and how to get support?

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- Tuesday and Wednesday 7:00 – 3:30
- Service available on-site/per appointment, remote system access, email and phone.

## What will the response time be?

---

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	Database administration	Create, update and delete data as necessary or per staff request.	15mins	ASAP – 1 hour
Priority 2 high	System failure, Security threats, Unusable resources that severely affects business operation.	Account login issues, Unusable application and computers, Network drives access. Including EAC and AD objects.	30mins	ASAP – 3 Hours
Priority 3 Med	Hardware and software issues that do not impact business operation severely. Projects.	Update, addins, mailbox, inventory etc..	2 hours	ASAP – 8 Hours
Priority 4 Low	IT inquiry and consultation	Inquiry about IT resources and plans on upgrading /purchasing new IT resources.	24 hours	ASAP - without impacting priorities 1-3

---

## **What are the business responsibilities?**

---

- Report problems and concerns in a timely fashion.
- Internal and external communications related to information technology.
- Making funding decisions on purchase/upgrade plans.

## **When will regular maintenance be performed?**

---

- As scheduled and per Microsoft, Java, Adobe and MNIT Central Software Center scheduled updates and installation.
- As reported and requested by users.

## **Change Management Process/Termination**

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- Contact CBTO, IT Director and Paul Doyle (OMHDD)



## Revision Date 6/1/2017

### Executive Summary

Service	Included	NOT included	Delivery Method	Hours of Operation
<u>IT Leadership @ Agency</u>	<ul style="list-style-type: none"> <li>• Manager for MNIT @ Agency staff.</li> <li>• IT Contract Management</li> <li>• Budget Management</li> <li>• Manage contract / augmentation staff.</li> <li>• Back up Liaison to Enterprise teams</li> <li>• Review / propose new business processes when asked.</li> </ul>	Application Support Desktop Support	% of an FTE	M – F 8:30 – 5:00

## Service Name: I.T. Leadership @ Agency

### Description

Provide I.T. Leadership to agency. Serve as manager for I.T. staff. Provide help and input into strategic direction for IT. Help execute IT projects and initiatives. Help with service issues and Enterprise teams.

### What systems or services are supported?

- Manager of MNIT @ Agency positions
  - Support IT procurement

- Help contract for PM/BA staff augmentation services.
- Agency I.T. budget support.
- Oversee projects being executed.
- Participate on some project teams.
- Help various divisions align IT spend with the whole agency.
- Troubleshoot service issues as needed.

## **What services are NOT included?**

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- Desktop support/Helpdesk
- Application support – Dedicated App support staff are for this.

## **How will the service be delivered?**

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- In person, on site and remotely.

## **What are the hours of operation and how to get support?**

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- I.T. Director is available M-F 8:30 am – 5:00 pm, by phone, email and in person.

## **What will the response time be?**

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- As soon as practical.

## **What are the business responsibilities?**

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- Give direction on priorities.
- Communicate issues in a timely fashion.

## **When will regular maintenance be performed?**

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- NA

## **Change Management Process/Termination**

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- Consult with the CBTO

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## Service Agreement – Performance Metrics

This section provides information related to the various performance metrics provided to agencies. Further information on each metric is available through the agency based CBTO or their designee.

### Performance Metrics

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There are multiple types of metrics available:

- Project Portfolio and Status Reports
- Security Risk Score (contains NOT PUBLIC security information)
- Application Portfolio Health

CBTOs may provide other metrics as needed.

**Project Portfolio and Status Reports** are updated weekly/monthly and reflect the current state and performance metrics (time, budget, scope, quality) of each project. Each project is documented in the MNIT Enterprise Project Management Office (ePMO) project and program management system.

**Security Risk Scorecard** measures a number of key metrics and security controls for an agency yielding a numeric score on 8 separate subject areas:

1. Risk Management
2. Vulnerability and Threat Management
3. Secure System Development
4. Security Configuration Management
5. Access Control
6. Monitoring and Incident Response
7. Disaster Recovery Readiness
8. Security Training and Awareness

**Application Portfolio Health** is an overall view of an agencies group of business applications and their relative scores that measure technical health and business value.

Each of these metrics is documented within its system of record and are incorporated by reference in this SLA.

Additional metrics may be added over time.