MINNESOTA
PUBLIC UTILITIES COMMISSION

January 15, 2021

Senator Carrie Ruud
Chair
Environment and Natural Resources Policy
and Legacy Finance Committee

Senator Foung Hawj
Ranking Minority Member
Environment and Natural Resources Policy
and Legacy Finance Committee

Senator David H. Senjem
Chair
Senate Energy and Utilities
Finance and Policy Committee

Senator Nick A. Frentz
Ranking Minority Member
Senate Energy and Utilities
Finance and Policy Committee

Representative Rick Hansen
Chair
Environment and Natural Resources Finance
and Policy Committee

Representative Josh Heintzeman
Republican Lead
Environment and Natural Resources Finance
and Policy Committee

Representative Jamie Long
Chair
Climate and Energy Finance and
Policy Division Committee

Representative Chris Swedzinski
Republican Lead
Climate and Energy Finance and
Policy Division Committee

Dear Senators Ruud, Hawj, Senjem, and Frentz and Representatives Hansen, Heintzeman, Long and Swedzinski:

Minn. Stat. § 15.0395 provides that certain State agencies must submit to you an Interagency Agreement and Transfer Report by October 15 of each year. Attached is the Report of the Minnesota Public Utilities Commission.

Please let me know if you have any questions or would like additional information.

Sincerely,

Will Seuffert
Executive Secretary

C: Legislative Reference Library

Minnesota Management and Budget (MMB)
FY 2020 Transfers
October 15, 2020

TRANSFER FROM					TRANSFER TO						
Transfer Out Agency	Transfer Out Fund Name	Transfer Out AppropID	Transfer Out AppropID Name	Transfer Out Amt	Transfer In Agency	Transfer In Fund Name	Transfer In AppropID	Transfer In AppropID Name	Transfer In Amount	Purpose of Transfer	Legal Authority for Transfer
N/A					N/A						
TOTAL				**0**					**-**		

Minnesota Management and Budget

FY 2020 Interagency Agreements and Service Level Agreements

October 15, 2020

Agency	Amount	Legal Authority	Purpose	Effective Date	Duration
MN.IT Services	$ 493,146	M.S. 16E.016	MN.IT provides enterprise IT services to the Minnesota Public Utilities Commission	7/1/2018	FY 2020
Total	**$ 493,146**				

MINNESOTA
IT SERVICES

Comprehensive IT Service Level Agreement

in direct support of

Public Utilities Business Operations

10/29/2018

MINNESOTA IT SERVICES

Table of Contents

Service Agreement – General Terms

Introduction

Revision 9/17/2018 v2.

The purpose of this Service Level Agreement (SLA) is to provide a basis for close cooperation between Minnesota IT Services (MNIT) and agencies, boards, and councils (Agency) and for support services to be provided by MNIT to the Agency, thereby ensuring that IT services are timely, cost effective, and efficient for the Agency.

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 SLA 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 service level agreements between MNIT and the Agency, or any other similar agreements 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" (IT) 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 an 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-wide and agency-specific applications (business application software and related technical support services), system software, networks, databases, telecommunications, data centers, mainframes, servers, desktops, laptops/mobile computing devices, output devices such as printers, electronic mail, office systems, reporting, and other standard software tools, help desk, 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.

Objectives

- To create an environment that is conducive to a cooperative relationship between MNIT and the Agency to ensure the effective support of the Agency as it conducts its business.

- To document the roles and responsibilities of all parties taking part in the SLA.

- To ensure that the Agency receives the provision of agreed upon service levels with the support of MNIT.

- To define the services to be delivered by MNIT and the level of expected service and anticipated costs that can be expected by the Agency, thereby reducing the possibility for misunderstandings.

- To provide a common understanding of service requirements or capabilities and service levels and objectives.

- To provide a single, easily referenced document that addresses the objectives as listed above.

Review Process

This SLA will be reviewed by MNIT and the Agency no less frequently than every two years. MNIT and the Agency will maintain regular dialog and use the SLA as a basis for cooperation between the two entities in order to ensure that the Agency is receiving the services it needs.

Common Partnership

MNIT and the Agency will work collaboratively to meet the State's strategic direction and business needs and will establish a cooperative relationship to achieve efficiencies and improve the delivery of technology services.

MNIT and the Agency agree to all terms in this Agreement, including as follows:

- In conjunction with state agencies and other stakeholders, MNIT will establish and maintain a formal governance process that includes agency business participation and incorporates agency business requirements into overall IT strategy and direction.

- MNIT's oversight authority includes, but is not limited to, IT planning activities, IT budget management, IT purchasing, IT policy development and implementation, and direction of MNIT employees. MNIT's oversight authority does not extend to the non-IT portions of the Agency's business operations, plans or needs.

- MNIT provides enterprise IT services to all state agencies, boards, and councils as defined in Minnesota Statutes, section 16E. MNIT assigns a Chief Business Technology Officer (CBTO) to work with agencies, boards, and councils to deliver and sustain agency-specific solutions to meet their unique mission system and application requirements.

MNIT Roles and Responsibilities

MNIT will work with the Agency to ensure the best interest of the state and the Agency it supports.

MNIT has the responsibility to:

- Coordinate, develop, communicate, and manage all IT strategic planning and establish the state's IT direction in the form of policies, standards, guidelines and directives.

- Collaborate with agencies to develop and determine delivery strategies for all executive branch state agency IT activity and services consistent with the IT Governance Framework.

- Manage IT resource deployment at the executive branch level based on strategic planning, service delivery strategies, Agency and executive branch business needs, and legal requirements pertaining to IT resources and IT resource funding.

- Manage all IT employees. All IT employees are MNIT employees and report up through the MNIT Commissioner.

- Perform 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 (including hiring and termination), labor relations, unemployment, workforce planning, recruitment, training, safety and investigations.

- Work with agencies to support development of legislative initiatives related to IT.

- Determine responsibility, role and compensation for the Agency-based CBTO. Create a position description, complete performance appraisals of the Agency-based CBTO, and implement performance-related measures, including performance management.

- Implement and maintain appropriate IT internal controls for all IT-related business needs. Additionally, set information security policies and standards, and oversee the security of the state's executive branch information and telecommunications technology systems and services. MNIT will proactively identify and communicate to the Agency any system risks, vulnerabilities, weaknesses, threats or gaps that put the Agency at risk and identify options for change to address the risk, within the parameters and limits of the resources available to MNIT. MNIT is not responsible for maintaining internal controls for Agency non-IT related business.

- Develop and maintain 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 interruption or failure. MNIT will collaborate with executive branch state agencies to develop recovery strategies consistent with business priorities and timelines. MNIT will coordinate and communicate response and recovery activities and timelines with executive branch state agencies during a continuity incident, emergency or disaster. MNIT will also

collaborate with executive branch state agencies on training, testing and exercise activities to determine and improve the effectiveness of IT continuity plans and procedures.

- MNIT will collaborate with the Agency to comply with all applicable state and federal laws, rules and regulations that affect all consolidated agencies, boards, and councils. MNIT will work with the 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, additional resources may be required to bring the Agency into compliance.

- Provide timely, accurate invoices to the Agency at a level of detail necessary for the Agency to identify the appropriate funding source from which to make payment, and respond to agency billing questions.

- Provide regular rate and cost information to the Agency sufficient for the Agency to plan, manage, and commit funding for Agency IT services, fiscal operations, and functions related to the CBTO and MNIT employees.

The Agency Roles and Responsibilities

The Agency has the responsibility to:

- Ensure the CBTO is in a role within the Agency that directly communicates with the Commissioner, Deputy Commissioner, or equivalent.

- Include the CBTO as a regular attendee of Agency leadership team meetings to provide IT-related reports and work in partnership to ensure that the MNIT IT strategy supports the business needs of the Agency.

- Provide feedback to MNIT's Commissioner regarding the performance of the Agency's CBTO as the Agency deems appropriate.

- Work with MNIT to perform a portion of the other administrative services and partner with MNIT on 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.)

- Collaborate with MNIT to identify and ensure Agency compliance with all applicable state and federal laws, rules, standards and regulations. If the Agency is not currently in compliance, additional resources may be required to bring the Agency into compliance.

- Process and pay all invoices to MNIT in a timely manner. The Agency may request a credit or an amendment to a bill if there is an error.

- Work collaboratively with MNIT and the CBTO to adhere to the policies, processes and procedures for requesting and maintaining IT services and tools, and participate in IT project management methodologies.

- Collaborate with MNIT on MNIT's Asset Management and Inventory to ensure proper accounting for IT assets at the Agency, in compliance with federal and state statutory and regulatory requirements and policies.

- Determine and communicate 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 investments, and initiating a change to this SLA and/or the IT Budget, as prescribed by the SLA and this Section.

- Unless otherwise approved by MNIT's Commissioner, provide at least 30 days' notice to MNIT of cancellation of projects and termination of services. This is required because MNIT is obligated under labor agreements to provide staff with a 21-day notice of layoffs.

- Work with its CBTO to provide necessary financial accounting services and purchasing of IT goods and services for the Agency. Provide regular financial reporting sufficient to plan, manage and commit funding for Agency IT services, fiscal operations and functions related to the CBTO and MNIT employees.

- Develop and maintain a continuity of operations plan and procedures that include the Agency's business priorities, timelines and critical information needs. Collaborate with MNIT to develop recovery strategies for the critical telecommunications and technology systems and services needed to support business services. Coordinate and communicate response and recovery activities with MNIT during a continuity incident, emergency or disaster. Work jointly 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 IT investments and services.

The Chief Business Technology Officer Roles and Responsibilities

The CBTO represents MNIT at the Agency, oversees all Agency-based MNIT resources and employees, and 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 MNIT in communications with Agency leadership regarding the Agency's needs for IT services to support the Agency's unique business operations and priorities.

- Ensure that the Agency is made aware of and implements all MNIT IT policies, standards, guidelines, direction, strategies, procedures and decisions. Where the Agency does not implement the aforementioned, the CBTO will inform the Agency where and how the Agency is assuming risk. The CBTO will work with the Agency to identify and avoid risks that the Agency cannot assume because they would impair other agencies, boards, or councils.

- 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.

- Maintain regular dialog with the Agency's senior leadership to ensure that the SLA performance expectations reflect the current Agency needs and that the Agency is receiving the services it needs.

- Manage within the Agency-approved IT Budget, including determining service delivery strategies in consultation with the Agency. Work with Agency to ensure shared understanding of MNIT financial accounting and IT management and purchasing for the Agency. Provide regular financial reporting sufficient for the Agency to plan, manage, and commit funding for IT services and other IT operations.

Data Handling Roles and Responsibilities

- The Agency's electronic data that is housed on MNIT-managed technology belongs to the Agency and is subject to the Agency's direction and control. MNIT is the custodian of the Agency's electronic data. The State Chief Information Officer is not the responsible authority under Minnesota Statutes, Chapter 13 (the Data Practices Act) for the Agency's data that resides on MNIT managed technology equipment. Agencies will work collaboratively with MNIT to ensure that MNIT has the appropriate resources to adhere to all policies and requirements provided by the Agency in order to protect the Agency's data.

- Should MNIT receive a data request for the Agency's data, MNIT will not produce the requested data. However, MNIT will assist in retrieving the data housed on MNIT-managed technology if requested by the Agency to do so.

- Should an Agency receive a request for MNIT data, the Agency will not produce the requested data.

- Should a request include Agency data and MNIT data, MNIT and the Agency will work together to appropriately respond to the request.

- Minnesota Statutes, Chapter 16E, requires the Agency 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 on behalf of the Agency.

- Should MNIT or the Agency become aware of a known or suspected security incident or potential breach of an Agency's electronic 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 Agency resources. The Agency will be responsible for complying with the notice and regulatory requirements under the Data Practices Act and other applicable state and federal laws, rules, and regulations for any breaches of Agency data.

- This SLA is not meant to supersede, waive, or violate data handling roles and responsibilities set forth in state law, federal law, or any applicable data sharing and/or business associate agreement between MNIT and Agency.

Budget Scope

Enterprise rate-based services and services provided by the CBTO will be billed directly to the Agency. The CBTO will work with the Agency's Chief Financial Officer (CFO) and other appropriate finance staff as designated by the CFO to develop budget for local services, and to ensure that all IT expenditures are accounted for, such as staffing, hardware, software, supplies, training, and administrative costs. Staffing costs include legal and settlement costs for MNIT employees assigned to the Agency. All IT budget expenditures must be approved by the CBTO or delegate.

MNIT and the Agency will collaborate to determine appropriate accounting processes to support the Agency's payment of all MNIT bills. MNIT and the Agency will cooperatively plan and communicate regarding IT expenditures and billing.

Acceptance

In the IT Consolidation Act, the Minnesota Legislature required the Chief Information Officer to enter into a Service Level Agreement governing the provision of IT 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 is required by the State Legislature. MNIT recognizes that providing IT services is most successfully done in close partnership with the Agency. MNIT and the Agency representative will memorialize their formal partnership by adding their signatures to this document.

Dispute Management

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 Commissioner/CEO/Executive Director and MNIT's Commissioner will meet to determine further action. If no

agreement can be reached, the Agency and MNIT will participate in conflict resolution proceedings managed by the Bureau of Mediation Services.

Liability

Each party shall be responsible for claims, losses, damages and expenses which are proximately caused by the 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, nor shall anything herein be construed to create a basis for any claim or suit when none would otherwise exist. This provision shall survive the termination of this SLA.

Additional Provisions

The terms of this SLA are not intended 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

This SLA shall be interpreted and enforced in accordance with the laws of the State of Minnesota. Any legal proceedings arising out of this SLA, or breach thereof, shall be adjudicated in the state courts of Minnesota, and venued in Ramsey County, Minnesota.

Assignment

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.

Service Agreement – Projects and Services

Template version 8/31/2018 v2.

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

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.

Services

There are five types of services available:

1. Enterprise Services
2. Shared Services
3. Center of Excellence Services
4. Local Services
5. Enterprise Security 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 Minnesota Management and Budget (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 Minnesota IT Services (MNIT) staff partnering with agencies. An example is Geospatial services. This service has 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 to multiple agencies by MNIT staff located at a single agency office. Examples include: FileNet Document Management, and Identity and Access Management (IAM) services are provided by MNIT staff located at the MNIT/DHS office, and are 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 an agency office, and are provided to serve business operations only at that agency. 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.

Enterprise Security Services are provided to all Minnesota IT Services executive branch customers at a core level. These services include: Security Operations, Threat and Vulnerability Management, Access and Identity Management, and Governance, Risk, and Compliance. Within these services, additional protective services are provided.

A detailed description of each service, pricing and delivery terms associated with that service may be found on the MNIT public website.

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

Enterprise Services

Revision Date 10/23/2018

Executive Summary

Service Details	Summary Description
Service Name	Enterprise Software Bundle
Included	**Enterprise License:** • Microsoft Office 365: Word, Excel, PowerPoint, Outlook, OneNote, Access • Skype for Business • Web filtering **Kiosk License:** • Microsoft Office 365, Kiosk User Office Online **Enterprise and Kiosk License also include:** • SharePoint access license • Security awareness training • Access oversight and audit • Physical access to data centers and data • Data access security monitoring
NOT included	• Agency-specific software packages
Delivery Method	• Fulltime support staff for both online and deskside support
Hours of Operation	• Access to Foundational Services (Email, SharePoint and Skype) 24x7x365 from Microsoft • Following hours of Minnesota IT Services support. M-F, 7 a.m.-5 p.m.

Service Name: Enterprise Software Bundle

Description

The majority of workers in today's environment have basic communication and collaboration needs that can be served by Enterprise Software Bundles, including email, instant messaging, and enhanced collaboration tools.

- The Workstation Bundle is generally used for most office purposes.
- The Kiosk Bundle is designed for situations where many employees share a single computer for tasks such as time entry, email and calendar appointments, or viewing an agency intranet.

What systems or services are supported?

Workstation Services and Rates (Core Service)

All Workstation Bundles are billed monthly, and include the following:

- Microsoft Office 365: Word, Excel, PowerPoint, Outlook, OneNote, Access
- SharePoint license
- Skype for Business
- Security awareness training
- Access oversight and audit
    - o Physical access to data centers and data
    - o Data access security monitoring

Kiosk Worker Services and Rates (Core Service)

This bundle is useful in situations where many people share the use of a single computer for tasks such as time entry, accessing the agency intranet, or checking email or calendars. All Kiosk services include the following:

- Microsoft Office 365, Kiosk User Office Online
- SharePoint access license
- Security awareness training
- Access oversight and audit
    - o Physical access to data centers and data
    - o Data access security monitoring

What services are included?

Available services are based on user's license. A user can be licensed at a Workstation level or a Kiosk level.

What services are NOT included?

Agency partners purchasing Enterprise Software Bundles must also purchase Laptop and/or Desktop Bundles.

How will the service be delivered?

- Fulltime support staff
- Remote and deskside configuration

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

Minnesota IT Services Service Desk Contacts

Business Hours:	24 x 7
Contact Name:	Minnesota IT Services Service Desk
Phone Number:	651-297-1111
Website and Service Catalog:	mn.gov/mnit

- Submit requests through the MNIT Mall Service Catalog
- Submit break/fix incidents through the MNIT Service Desk
- Email service support provided by Minnesota IT Services is delivered M-F, 7 a.m. – 5 p.m.
- SharePoint service support provided by Minnesota IT Services is delivered M-F, 7 a.m. – 5 p.m.
- Skype service support provided by Minnesota IT Services is delivered M-F, 7 a.m. – 5 p.m.
- Foundational services (Email, SharePoint and Skype) hosting and support is provided by Microsoft 24x7x365

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	An Issue that results in a critical business impact for a Production System	All users are unable to log into network	15 Min	2 hours
Priority 2 High	An Issue that results in a high business impact for a Production System or Development System. Certain functions within the software are disabled, but the Software remains operable	Developers are unable to access a feature of an application	2 hours	8 Hours
Priority 3 Med	A time-sensitive Issue important to long-term productivity that is not causing an immediate work stoppage	Email encryption is intermittently failing	8 Hours	2 days
Priority 4 Low	An Issue that results in a minimal business impact for a Production System or Development System	A specific font is not available for a user	5 Days	10 days

What are the business responsibilities?

- Order on-boarding/off-boarding through MNIT Mall
- Submit MNIT Mall tickets for moves, adds, changes and incident support
- Provide information support to assist with incidents and work orders

When will regular maintenance be performed?

- As updates and patches are provided from the equipment manufacturer or software provider
- Any updates are planned, scheduled, and performed within the existing change management windows

Change Management Process/Termination

Minnesota IT Services follows established enterprise change management procedures and processes.

Revision Date 10/23/18

Executive Summary

Service Details	Summary Description
Service Name	Hosting Services
Included	• Data Center Services and Support, physical and virtual server management and support
NOT included	• Customer application support
Delivery Method	• Fulltime Support staff and provided server equipment and infrastructure both on premise and in the cloud
Hours of Operation	• 24x7x365 expected infrastructure up time • M-F; 6 a.m.-6 p.m. on premise support staff • On-call off hours and all day Saturday and Sunday

Service Name: Hosting

Description

Hosting Services consist of many components that comprise a highly available and secure environment to house agency applications and systems.

The specific quantity and location of any component will be decided by the requirements of each application and system. Ongoing management and analysis will ensure that system components are configured and maintained to meet agency partner needs.

There will be a periodic review of the currently prescribed services in use. The agency partner will be given opportunity to refine the current environment to make sure the environment is running efficiently and that resources are not over- or under-allocated or provisioned. Adjustments will be allowed to ensure the resources align properly with the business requirements. The hosting service will use pre-determined standards for consistent management and support. The following features apply to all hosting services:

- All Shared Hosting environments are built and configured with hardware redundancy within the data centers but not between the data centers to ensure the compute infrastructure stays up and running
- All environments are updated and managed to ensure that any changes or updates to the application can be met

- The hosting environment will allow for continued evaluation and modifications to the existing environment in order to meet new technical or budgetary requirements
- All services are designed and built according to Minnesota IT Services security standards, policies and governance requirements

What systems or services are supported?

- Compute
- Storage
- Data center network
- Space and utilities
- Security
- Software licensing
- Management tools

What services are included?

- Hosting - Data Center RU (Rack Units / Physical Hosting)
- Hosting – Dedicated Server
- Hosting – Shared Hosting (Virtualization vCPU & vRAM)
- Hosting– Data Storage
- Hosting – Cloud Hosting (Compute and Data Storage)
- Data Storage Backups
- Data center network connectivity
- Space and utilities
- Security
- Software licensing
- Management tools

What services are NOT included?

- WAN connectivity
- Mainframe services
- Management and use of the business side application
- Application and database licensing needs are NOT covered by the Hosting service
- DR is not part of the Hosting service

How will the service be delivered?

- Fulltime support staff
- Provided server equipment and infrastructure
- Either on Premise or in the Cloud depending on needs or requirements

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

- 24x7x365 expected infrastructure up time
- M-F, 6 a.m.-6 p.m. on premise support staff; On-call off hours and all day Saturday and Sunday
- Submit requests to the MNIT Mall Service Catalog; Submit break/fix incidents through MNIT Service Desk

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	The hosted website is not operational for multiple users, or citizens during scheduled availability, a major function of the hosting service is not operational for multiple users during the hours that the service is scheduled for availability	Site displays a 404 page not found error	15 minutes	2 hours
Priority 2 High	A user has questions about functionality or needs assistance in using the service, a user needs administrative assistance performing urgent updates or maintenance, a minor function of the hosting service is not operational for many users (who can continue to use other application functions)	WWW admins are unable to access FTP or ROOT folders to update security related issues, contents, and site functionality	2 hours	8 hours
Priority 3 Med	A minor function of the hosting service is not operational for one or few users (who can continue to use other application functions)	WWW admins are unable to access FTP or ROOT folders to update low priority contents/verbiage	8 hours	2 business days
Priority 4 Low	The hosting service is not operational for one or few users outside the hours of availability – and is not impacting citizen facing services or sites	One person reports issue with their browser displaying page content	2 business days	5 business days

What are the business responsibilities?

- Assist in creating realistic expectations
- Submit requests for new hosting environment
- Submit request to change existing hosting environment
- Submit request to decommission existing hosting environment
- Report any issues as soon as possible through MN.IT's enterprise service desk

When will regular maintenance be performed?

- As updates and patches are provided from the equipment manufacturer or software provider.
- Any updates are planned, scheduled, and performed within the existing change management windows

Change Management Process/Termination

Minnesota IT Services follows established enterprise change management procedures and processes.

Revision Date 10/23/2018

Executive Summary

Service Details	Summary Description
Service Name	<u>LAN</u>
Included	• Wired and wireless IP network connections within a location or campus
NOT included	• Wide area network (WAN) connections
Delivery Method	• Minnesota IT Services owned and managed LAN devices
Hours of Operation	• 24x7

Service Name: Local Area Network (LAN) Services

Description

LAN services from Minnesota IT Services provide secure network connections to a user's computing device. These connections enable access to network-based information, resources and services that employees need to do work. LAN services generally operate within a building or campus and provide connections to the state network known as Minnesota's Network for Enterprise Technology (MNET). Network connections may be wired or wireless. LAN ports also support the Ethernet connection of wired devices besides computers such as printers, file/print servers, IP telephones, videoconferencing codecs, wireless access points, and security monitoring devices.

What systems or services are supported?

- Install and configure LAN premise equipment and connect to structured cabling systems
- LAN devices: Up/down, standard operation and correct configuration
- LAN firewall service: Up/down, standard operation and correct configuration
- Provide, monitor and manage LAN equipment with enterprise tools and inventory systems
- Manage a distributed LAN equipment spares inventory
- Manage structured cabling and associated infrastructure
- Arrange for on-site technical support as needed

What services are included?

LAN services provides infrastructure within a building or campus environment, which enables IP-based data, voice and video communications among local resources within an organization. LAN services support the infrastructure components (wired and wireless) and resources required to enable connectivity from end user computing devices. The service includes equipment, maintenance, configuration, administration, monitoring, and support of the agency premise networking infrastructure.

What services are NOT included?

- Fiber-based installation: For large construction, remodeling and office moves, LAN architecture and detailed design work is billed per installation
- LAN structured cabling systems: One-time charges for installation, update or repair of LAN wiring systems (cabling, wall plates, patch panels, etc.) are billed per installation

How will the service be delivered?

Each Minnesota IT Services customer has a designated Relationship Manager who works with the customer on an individual basis for their IT service needs. In partnership with the Installation Coordinators and Service Managers, the Relationship Manager:

- Facilitates service implementation
- Coordinates Minnesota IT Services staff and resources as needed
- Provides consultation, needs assessment, analysis, and cost-effective solutions
- Develops proposals and service agreements
- Assists with writing procurement specifications

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

Minnesota IT Services Service Desk Contacts

- **Business Hours:**   24 x 7
- **Contact Name:**   Minnesota IT Services Service Desk
- **Phone Number:**   651-297-1111
- **Website and Service Catalog:**   mn.gov/Minnesota IT Services

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	Any Incident that has "massive impact" and is highly visible, impacts a significant number of Users, a major agency, application or service, and has no redundancy or alternate path	A LAN CORE and associated access switch infrastructure is in a degraded state or non-functional for all users at a large office site or a designated mission critical site	15 minutes	2 hours* * Business Hours
Priority 2 High	Incident deemed to have a high impact by being highly visible, impacting a significant number of users, impacting a major agency, application or service, where there is no redundancy or alternate path, and a bypass is unavailable	A LAN switch is non-functional for a group of users connected to that LAN device	2 hours	8 hours* * Business Hours
Priority 3 Med	Incident deemed to have a medium impact by being visible, impacting a limited number of users, where a resource or service is down or degraded	A LAN connection to an individual user is not working or the LAN switch uplink path is at bandwidth capacity, or a WLAN AP has limited capacity	8 hours	2 business days
Priority 4 Low	Any incident that impacts a small number of users or a single user where a resource or non-critical service is down or degraded and a deferred fix or maintenance is acceptable	LAN individual home user has intermittent connection issues	24 hours	5 business days

What are the business responsibilities?

- Designate a 24 x 7 point of contact for each building or campus LAN environment, and provide access to buildings, communications rooms and other facilities as needed
- Provide electrical power to LAN infrastructure devices

- Ensure that each location meets Minnesota IT Services minimum standards including documentation, wiring, power, HVAC, access, and security. Please contact the Minnesota IT Services Service Desk for a detailed list of requirements
- The cost of the design, planning, installation, replacement or repair of structured cabling/wiring used for LAN services
- Ensure that all local area network users obtain network access only with their own user IDs
- When calling in a problem, provide as much relevant information as possible to help troubleshooting and resolution

When will regular maintenance be performed?

To ensure optimal performance of LAN services, routine maintenance will be performed on a regular basis by Minnesota IT Services and their external partners. The service unavailability during scheduled maintenance windows will be excluded from the uptime calculations.

Minnesota IT Services will provide customers a 5 business day advance notice of scheduled maintenance. All prescheduled systems maintenance, unless otherwise agreed upon in advance by Service Operations, shall be performed on the following schedule:

- Monday - Friday: 2 a.m. to 6 a.m. CDT
- Saturday: 2 a.m. to noon CDT

Change Management Process/Termination

Change Management is the process of receiving, reviewing, assessing, logging, tracking, and communicating all changes made to Minnesota IT Services' operating environment and services. The goal of change management is to plan and manage such changes with minimal impact on availability. Minnesota IT Services has set up notification lists for communicating and viewing change management activities to customers. All scheduled Minnesota IT Services Enterprise downtimes are announced through a change notification list. The Minnesota IT Services Change Management team will handle all exceptions to the above on a case-by-case basis.

Revision Date 10/23/2018
Executive Summary

Service Details	Summary Description
Service Name	<u>Middleware</u>
Included	• Middleware software and support
NOT included	• Customer application support • Database charges for MQ messaging • Dedicated host charges
Delivery Method	• Fulltime support staff with access to the MNIT on premise and external cloud environments
Hours of Operation	• Production: availability 7x24 • On-call off hours and weekends • Non-production: M-F; 7 a.m.-5 p.m.

Service Name: Middleware Support - Shared Services

Description

Middleware programs manage communication between applications where needed, and provide the services that enable concurrency, transaction management, threading, and messaging between applications. Middleware sits between the operating system and applications on different servers, and simplifies the development of applications that leverage services from other applications and databases.

Middleware services support includes installation, administration, backup configuration and recovery assistance, performance tuning of web servers and/or middleware instance(s) on application servers. Services also include Middleware technical support, software license, annual software maintenance, routine software upgrades, maintenance, patching, service coordination, role-based access security, product life cycle management, environment management, capacity management and 24x7 support for the production middleware infrastructure.

What systems or services are supported?

Distributed systems supported software

- WebSphere
- JBoss
- Tomcat
- MQseries

Mainframe supported software

- CICS
- MQseries

What services are included?

Middleware administration of supported software

- Installation, implementation, administration, and deployment of the middleware software
- Standard configurations including clustering
- Middleware administration tools
- Connectivity solutions and support
- Real time alarm monitoring
- Capacity management
- Performance management
- System tuning
- Troubleshooting assistance
- Provide detailed design document(s) to the MNIT Architectural and Secure Engineering review boards
- Shared platforms for hosted Apache services included with Middleware Tier 1 Instances
- Middleware Shared Application Hosting platforms include application host, presentation host, software license and maintenance in the application rate
- Routine Middleware upgrades and maintenance
- Service coordination and implementation assistance
  - Modifying the middleware configuration (as needed) from information given by application designers
  - Supporting identified requirements
  - Design assistance
  - Migration planning and assistance

Security

- Periodic Middleware patching

- Role based access management
- Adherence to MNIT standards and industry best practices

What services are NOT included?

- Management and use of the business side application
- Database charges for advanced message queue systems (MQS) databases used by Middleware for asynchronous messaging between applications (see Database)
- Server/VM charges not included for dedicated Middleware hosts (see Hosting)

How will the service be delivered?

- Fulltime support staff
- MNIT on premise computing environment

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

- Production availability 7 x 24 x 365
- Service hours for Middleware Support services
  - o Support staff on premise M-F; 7 a.m.-5 p.m. (except holidays)
  - o On-call during off hours and all day Saturdays and Sundays
  - o Non-production support – support staff on premise hours
- Submit requests and break/fix incidents through the online MNIT Mall - Service Catalog

What is the response time?

Response Level	Issue Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	The middleware-hosted application is not operational for multiple users during scheduled availability, a major function of a middleware-hosted application is not operational for multiple users during the hours that the service is scheduled for availability	A production application site is unresponsive to a request, a security exposure has been identified and needs urgent resolution	15 minutes	2 hours
Priority 2 High	A customer needs to have urgent updates or urgent maintenance applied to Middleware infrastructure, a minor function of a Middleware-hosted application is not operational for many users (who can continue to use other application functions)	A production application site functionality is returning unusual results	2 hours	4 hours
Priority 3 Med	A minor function of a middleware-hosted application is not operational for one or few users (who can access other application functions), a user has questions about the middleware service functionality, needs assistance in using the service or is requesting Middleware configuration changes	Application site functionality is returning unusual results, a help desk work request is received asking for middleware configuration changes	8 hours	8 hours
Priority 4 Low	The middleware application hosting service is not operational for one or few users outside of the hours of availability – and is not impacting citizen facing services or sites, a customer has questions requiring research about the middleware service functionality or needs assistance in researching the technology used in the middleware service	One person reports an issue with the browser displaying application page content, a customer submits a request to the help desk requiring middleware product research	2 business days	5 business days

What are the business responsibilities?

All installations are subject to a design process between MNIT and the subscriber. This process will insure the subscriber's needs are met while adhering to MNIT Managed Hosting design requirements.

The customer is responsible for the following:

- Use the online MNIT Mall Service Catalog to submit:
    o Requests for new Middleware implementations
    o Requests for modifying Middleware configurations
    o Other service requests and inquiries
    o Break/fix incident tickets
    o Decommissioning requests for Middleware instances
- Provide a detailed application requirements list
- Work with Enterprise Monitoring group if synthetic transaction monitoring is required
- Provide resources to perform systems testing as needed
- Provide customer number and charge number

When will regular maintenance be performed?

- As updates and patches are provided from the software vendor
- Any updates are planned, scheduled and performed within the existing change management windows

Change Management Process/Termination

MNIT follows established enterprise change management procedures and processes.

Revision Date 10/23/2018

Executive Summary

Service Details	Summary Description
Service Name	Mobile Device Management
Included	• Help with device enrollment • Working with agency partners to establish security standards, feature restrictions and application testing • Monitoring devices for compliance with agency partner rules and operating system requirements • Management of lost devices (wipe) • Establishing retirement parameters • Troubleshooting instructions and remote diagnostics
NOT included	• Device procurement • Initial setup is provided by agency partner or local MNIT Services Staff • End user training • Forced operating system updates • Cell carrier management • Support for accessories
Delivery Method	• Level 1 – Service Desk • Back office – Supported by MDM team • Additional service provided by @agency MNIT personnel if needed
Hours of Operation	• M-F; 7 a.m.-5 p.m.

Service Name: Mobile Device Management

Description

Mobile Device Management (MDM) service helps secure and manage mobile devices that connect to the state network. The service is available for both state-owned devices and devices owned by individual state employees, also referred to as "bring your own device" (BYOD).

MDM service is available in Basic and Advanced levels of service for mobile phones and tablets as outlined below (for Windows tablet coverage, please see the information for Laptop Bundles.) MDM Advanced allows each agency partner to establish rules to exceed the minimum security requirements established by the Enterprise Security Office.

What systems or services are supported?

Devices covered by both MDM levels of service

- Standard mobile phones: iOS (iPhone), Android, Windows
- Standard iOS (iPad) and Android tablets (for Windows tablets, see Laptop Bundles)

Basic MDM Service

- Available only to state employees who bring their own device to work (BYOD)
- Provides basic capability to connect to email and calendars
- Reports on active versus inactive devices

Advanced MDM Service

- Required for all state-owned devices (Basic MDM is not available for these devices)
- Services are also available to state employees who bring their own device to work (BYOD)
- Offer the following features (limitations may exist depending on device type):
  - Basic capability to connect to email and calendars
  - Tracks age of devices and usage
  - Ensures devices are used according to established standards
  - Advanced capabilities to manage what is placed on the devices to help users work with and store data
  - MDM support can help enroll devices, setting them up and creating rules
  - Agency partners can set secure use features, including: passcode and encryption requirements, compliance rules for usage, activities that are allowed on the device, providing and controlling specific applications the user can add for business needs
  - MDM provides options for sending updates to the devices including remote wipes, if necessary. Wipes can be limited to organizational data, leaving personal files intact

> o   Support can be provided by using remote diagnostics

What services are included?

Basic MDM Services

- Remote device wipe
- Access to email and calendars
- Basic reporting

Advanced MDM Services

- User defined wipe
- Access to email and calendars
- Track age and usage of devices
- Enforcement of agency partner established rules
- Application monitoring and management
- Assisted set up
- Enforced use of security features including passcode and encryption requirements
- Remote diagnostics

What services are NOT included?

- Device procurement
- Initial setup
- Cell carrier management
- Support for accessories

How will the service be delivered?

- Fulltime support Staff
- Back office; supported by MNIT MDM team
- Additional service provided by MNIT staff at partner agency, if needed

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

- Monday – Friday, 7 a.m. – 5 p.m.
- Service Desk Request Fulfillment – 651-297-1111 or 888-717-6688

- MNIT Mall – Mobile Device Management ticketing option

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	Broad reaching system outage	All mobile devices cannot connect to MNIT resources	15 minutes	2 hours
Priority 2 High	Service impacting issue, not a complete outage of service	MDM tool cannot enroll mobile devices	2 Hours	8 hours
Priority 3 Med	Issue is limited in scope, it affects a small number of users	Individual user cannot use device	8 hours	2 Days
Priority 4 Low	Issue is not affecting ability to use service	User cannot load an app on phone	5 Days	21 Days

What are the business responsibilities?

- Submit MNIT Mall tickets for activation, deactivation, changes, and incident support
- Provide information support to assist with incidents and work orders

When will regular maintenance be performed?

As updates and patches are provided from the equipment manufacturer or software provider

Change Management Process/Termination

MNIT follows established enterprise change management procedures and processes

Revision Date 10/23/2018

Executive Summary

Service Details	Summary Description
Service Name	Telephone
Included	Telephone service using state IP services or contracted traditional services
NOT included	Cellular Phones
Delivery Method	Dial tone to telephone handset
Hours of Operation	24 x 7

Service Name: Telephone Services

Description

Telephone service types provide business quality voice communications and a varied set of related features and capabilities. The service provides one telephone line in a state office, teleworker home office or other location. Services are billed monthly per telephone number.

What systems or services are supported?

- A unique telephone number, voicemail, and a standard telephone handset (equipment)
- Long distance calling (outbound calling only, 1-800 type inbound long distance is additional)
- Activation charges, except as noted
- Telecom coordination operational support
- Telephone equipment replacement will be done on an as-needed basis

What services are included?

- Basic Line - Telephone for specialized monitoring, faxing or equipment support purposes (no handset)
- Business Line - Phone service from a telephone company (when no Centrex services are available)
- Centrex Line - A specialized set of telephone services designed to provide much of the functionality of a private telephone system at a competitive price. Note: availability depends on the telephone company under contract for a particular location

- Small office Multi Line – An on-premise telephone system connected to telephone company trunk lines to support a small office
- IP Telephone – A standard office IP telephone
- Contact Center Agent - A standard office IP telephone with a suite of contact center agent computer applications to support their work
- Contact Center Supervisor - This service adds an additional set of capabilities for contact center supervisors to manage their team of agents

What services are NOT included?

- Line installation fees from contracted telephony companies are billed as one-time charges
- Specialized phones (conference room speaker phones, etc.) are billed as one-time charges
- Specialized contact center services are billed separately, including but not limited to: interactive voice response (IVR) applications; advanced contact center tools (quality management); workforce management applications
- Over-the-phone interpretation (OPI) and other language interpretation services
- Audio conferencing and associated features, such as operator-assisted calls, and one-time audio conference services, such as audio recording files or transcriptions, are billed separately
- In-bound long distance toll service (1-800 services) is billed on a per minute basis
- Cellular services and phones are available directly from providers on state contract

How will the service be delivered?

Service requests to add, delete, or make feature changes are processed through the MNIT Service Desk. The MNIT Service Desk also maintains customer contact and account information. Customers can choose to use the MNIT website for requests and account management for services which support online ordering tools.

Each MNIT customer has a designated Relationship Manager who works with the customer on an individual basis for their IT service needs. In partnership with the Installation Coordinators and Service Managers, the Relationship Manager:

- Facilitates service implementation
- Coordinates MNIT staff and resources as needed
- Provides consultation, needs assessment, analysis, and cost-effective solutions
- Develops proposals and service agreements
- Assists with writing procurement specifications

What are MNIT's Responsibilities?

- To work with the business to create, configure, and administer voice services specific to CUSTOMER site contact center agent users including features, functions, and other services and provide for any necessary documentation as needed and (e.g., E911 location coding)

- Partner with the business to design, develop, test, implement, configure and/or modify all inbound and outbound contact center applications (per agent and supervisor licenses), workstations, and agent reports
- To work with the business to design, develop, and test call authorization parameters (toll restrictions) and other network applications and work with the business to design, develop, and implement reports and future network applications as needed
- To provide clear guidance to the business with the necessary documentation needed for acceptance and implementation on production system
- Provide the business with the established standards for design, development, testing, and implementation when developing new applications
- Partner with the business to provide advanced contact center management features and applications
- Provide monthly billings in a timely manner
- Provide timely correction of errors or discrepancies in billing
- MNIT will provide information on staff contacts and timing for message/prompt changes implementation to assist the business
- MNIT will provide in writing timely responses to business requests, including the estimated time for implementation

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

MNIT Service Desk Contacts

- **Business Hours:**   24 x 7
- **Contact Name:**   MNIT Service Desk
- **Phone Number:**   651-297-1111
- **Website and Service Catalog:** mn.gov/mnit

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	Any Incident that has "massive impact" and is highly visible, impacts a significant number of users, a major agency, application or service, and has no redundancy or alternate path	Dial Tone Services – telephone services for a large group of users is non-functional Voice Related Services – a service is non-functional for all users	15 minutes	2 hours
Priority 2 High	Incident deemed to have a high impact by being highly visible, impacting a significant number of users, impacting a major agency, application or service, where there is no redundancy or alternate path, and a bypass is unavailable	Dial Tone Services – telephone services for a group of users is non-functional Voice Related Services – a service is non-functional for multiple users	2 hours	8 hours
Priority 3 Med	Incident deemed to have a medium impact by being visible, impacting a limited number of users, where a resource or service is down or degraded	Dial Tone Services – telephone service for individual user is non-functional Voice Related Services – a service for an individual user is non-functional	8 hours	2 business days
Priority 4 Low	Any incident that impacts a small number of users or a single user where a resource or non-critical service is down or degraded and a deferred fix or maintenance is acceptable	Phone feature issue or voicemail problem	24 hours	5 business days

What are the business responsibilities?

- Create, configure, and administer voice services specific to CUSTOMER site contact center agent users including features, functions, and other services and provide for any necessary documentation as needed and agreed to with MNIT (e.g., E911 location coding)
- Provide notification to MNIT of possible excessive demand for CUSTOMER contact center services that can potentially, significantly, and negatively impact state voice services administered centrally
- Partner with MNIT to design, develop, test, implement, configure and/or modify all inbound and outbound contact center applications (per agent and supervisor licenses), workstations, and agent reports
- Design, develop, and test call authorization parameters (toll restrictions) and other network applications and work with MNIT to design, develop, and implement reports and future network applications as needed
- Provide to MNIT any necessary documentation as needed for acceptance and implementation on production system
- Comply with established standards for design, development, testing, and implementation when developing new applications
- Partner with MNIT to provide advanced contact center management features and applications
- Provide workspace, funding and other items needed to support development or modification of applications when contractor's assistance is needed
- Pay monthly billings in a timely manner
- Timely notification to MNIT of errors or discrepancies in billing
- Message/prompt changes will be supplied to MNIT, to the agreed upon MNIT staff. In an emergency, CUSTOMER'S direction to MNIT will include the emergency status as well as the message/prompt change
- CUSTOMER will request, in writing, the changes to the CCM environment allowing MNIT a minimum turnaround of three business days. In an emergency, customer will clearly lay out any emergency need for quicker service
- CUSTOMER will request, in writing, configuration of telephone numbers to be used with its applications allowing MNIT a minimum turnaround of three business days. In an emergency, CUSTOMER will clearly lay out any emergency need for quicker service

When will regular maintenance be performed?

To ensure optimal performance of MNIT Voice services, routine maintenance will be performed on a regular basis. The service unavailability during scheduled maintenance windows will be excluded from the uptime calculations. The maintenance is performed during the time specified in the sections below.

MNIT will provide customers a five business day advance notice of scheduled maintenance. All prescheduled systems maintenance, unless otherwise agreed upon in advance by Service Operations, shall be performed on the following schedule:

Description	Schedule
Classic Voice services	As required, coordinated with external vendors and communicated to customers
MNIT-provisioned services	Weekdays 4 a.m. to 6 a.m. CDT, or weekends
MNIT-provisioned services: monthly security patches	As required

Change Management Process/Termination

Change Management is the process of receiving, reviewing, assessing, logging, tracking, and communicating all changes made to MNIT's operating environment and services. The goal of change management is to plan and manage such changes with minimal impact on availability. MNIT has set up notification lists for communicating and viewing change management activities to customers. All scheduled MNIT Enterprise downtimes are announced through a change notification list. The MNIT Change Management team will handle all exceptions to the above on a case-by-case basis.

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	Any Incident that has "massive impact" and is highly visible, impacts a significant number of users, a major agency, application or service, and has no redundancy or alternate path	Dial Tone Services – telephone services for a large group of users is non-functional Voice Related Services – a service is non-functional for all users	15 minutes	2 hours
Priority 2 High	Incident deemed to have a high impact by being highly visible, impacting a significant number of users, impacting a major agency, application or service, where there is no redundancy or alternate path, and a bypass is unavailable	Dial Tone Services – telephone services for a group of users is non-functional Voice Related Services – a service is non-functional for multiple users	2 hours	8 hours
Priority 3 Med	Incident deemed to have a medium impact by being visible, impacting a limited number of users, where a resource or service is down or degraded	Dial Tone Services – telephone service for individual user is non-functional Voice Related Services – a service for an individual user is non-functional	8 hours	2 business days
Priority 4 Low	Any incident that impacts a small number of users or a single user where a resource or non-critical service is down or degraded and a deferred fix or maintenance is acceptable	Phone feature issue or voicemail problem	24 hours	5 business days

What are the business responsibilities?

- Create, configure, and administer voice services specific to CUSTOMER site contact center agent users including features, functions, and other services and provide for any necessary documentation as needed and agreed to with MNIT (e.g., E911 location coding)
- Provide notification to MNIT of possible excessive demand for CUSTOMER contact center services that can potentially, significantly, and negatively impact state voice services administered centrally
- Partner with MNIT to design, develop, test, implement, configure and/or modify all inbound and outbound contact center applications (per agent and supervisor licenses), workstations, and agent reports
- Design, develop, and test call authorization parameters (toll restrictions) and other network applications and work with MNIT to design, develop, and implement reports and future network applications as needed
- Provide to MNIT any necessary documentation as needed for acceptance and implementation on production system
- Comply with established standards for design, development, testing, and implementation when developing new applications
- Partner with MNIT to provide advanced contact center management features and applications
- Provide workspace, funding and other items needed to support development or modification of applications when contractor's assistance is needed
- Pay monthly billings in a timely manner
- Timely notification to MNIT of errors or discrepancies in billing
- Message/prompt changes will be supplied to MNIT, to the agreed upon MNIT staff. In an emergency, CUSTOMER'S direction to MNIT will include the emergency status as well as the message/prompt change
- CUSTOMER will request, in writing, the changes to the CCM environment allowing MNIT a minimum turnaround of three business days. In an emergency, customer will clearly lay out any emergency need for quicker service
- CUSTOMER will request, in writing, configuration of telephone numbers to be used with its applications allowing MNIT a minimum turnaround of three business days. In an emergency, CUSTOMER will clearly lay out any emergency need for quicker service

When will regular maintenance be performed?

To ensure optimal performance of MNIT Voice services, routine maintenance will be performed on a regular basis. The service unavailability during scheduled maintenance windows will be excluded from the uptime calculations. The maintenance is performed during the time specified in the sections below.

MNIT will provide customers a five business day advance notice of scheduled maintenance. All prescheduled systems maintenance, unless otherwise agreed upon in advance by Service Operations, shall be performed on the following schedule:

Description	Schedule
Classic Voice services	As required, coordinated with external vendors and communicated to customers
MNIT-provisioned services	Weekdays 4 a.m. to 6 a.m. CDT, or weekends
MNIT-provisioned services: monthly security patches	As required

Change Management Process/Termination

Change Management is the process of receiving, reviewing, assessing, logging, tracking, and communicating all changes made to MNIT's operating environment and services. The goal of change management is to plan and manage such changes with minimal impact on availability. MNIT has set up notification lists for communicating and viewing change management activities to customers. All scheduled MNIT Enterprise downtimes are announced through a change notification list. The MNIT Change Management team will handle all exceptions to the above on a case-by-case basis.

Revision Date 10/23/2018

Executive Summary

Service Details	Summary Description
Service Name	WAN
Included	• IP Network Connection
NOT included	• Applications running on the network
Delivery Method	• Managed circuits and WAN devices
Hours of Operation	• 24 x 7

Service Name: Wide Area Network (WAN) Services

Description

WAN services from Minnesota IT Services provide secure network connections to state locations. These connections provide access to applications and information that employees need to do work. WAN services connect agency sites to the state network known as Minnesota's Network for Enterprise Telecommunications (MNET), to the internet and to Minnesota IT Services Enterprise Data Centers.

What systems or services are supported?

WAN services provide various levels, or tiers, of network capacity and availability to align with business needs. Each tier provides a specified amount of network capacity (bandwidth) geared to support the peak levels of business activity at a location.

The employee counts shown below are approximate, as the preferred capacity at a location may depend upon additional factors. Some telecommunication circuits are not available in certain areas of the state, so all WAN tiers are not available at all locations.

The top tiers generally use dedicated circuits. The others use internet connections, but with secure and encrypted connections that are made to the state network using a technology known as hardware-based virtual private network (VPN).

What services are included?

Headquarters: Generally for offices 501+ employees

Branch office: Offices with 101 to 500 employees

District office: 26-100 employees

Field office: 13-25 employees

Small office: 2-12 employees using a commercial internet connection

One Person office: One person or no staff for on-net monitoring functions using an internet connection.

What services are NOT included?

- One-time and recurring charges for circuits
- WAN architecture and detailed design work is billed separately on a per hour basis
- End user connections provided by LAN service connections will be made in coordination with the LAN team

How will the service be delivered?

Each Minnesota IT Services customer has a designated Relationship Manager who works with the customer on an individual basis for their IT service needs. In partnership with the Installation Coordinators and Service Managers, the Relationship Manager:

- Facilitates service implementation
- Coordinates Minnesota IT Services Services' staff and resources as needed
- Provides consultation, needs assessment, analysis, and cost-effective solutions
- Develops proposals and service agreements
- Assists with writing procurement specifications

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

Minnesota IT Services Service Desk Contacts

Business Hours: 24 x 7

Contact Name: Minnesota IT Services Service Desk

Phone Number: 651-297-1111

Website and Service Catalog: mn.gov/mnit

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	Any Incident that has "massive impact" and is highly visible, impacts a significant number of users, a major agency, application or service, and has no redundancy or alternate path	A State correctional facility, agency HQ, county gov't., or HE Campus is off line	15 minutes	2 hours Subject to vendor commitment
Priority 2 High	Incident deemed to have a high impact by being highly visible, impacting a significant number of users, impacting a major agency, application or service, where there is no redundancy or alternate path, and a bypass is unavailable	A regional or field office is off line or the connections are running in a diminished capacity	2 hours	8 hours Subject to vendor commitment
Priority 3 Med	Incident deemed to have a medium impact by being visible, impacting a limited number of users, where a resource or service is down or degraded	A small office is has intermittent connections over their ISP connection	8 hours	2 business day Subject to vendor commitment
Priority 4 Low	Any incident that impacts a small number of users or a single user where a resource or non-critical service is down or degraded and a deferred fix or maintenance is acceptable	A one person office has intermittent connections over their ISP connection	24 hours	5 business days Subject to vendor commitment

What are the business responsibilities?

- Identify organizational strategy and new business initiatives which may affect WAN capacity or features

- Identify locations needing WAN connections, capacity requirements per location and hours of operation per location
- Provide any outage blackout windows that should be avoided
- Provide secured space at each location for WAN devices and circuit termination
- Provide location contact information (names, phone numbers, email addresses)
- Submit service requests for adding, changing or removing WAN connections
- Agree to contract term agreements for leased line access facilities
- Notify the Minnesota IT Services Service Desk of issues or incidents

When will regular maintenance be performed?

To ensure optimal performance of WAN services, routine maintenance will be performed on a regular basis by Minnesota IT Services and their external partners. The service unavailability during scheduled maintenance windows will be excluded from the uptime calculations.

Minnesota IT Services will provide customers a five business day advance notice of scheduled maintenance. All prescheduled systems maintenance, unless otherwise agreed upon in advance by Service Operations, shall be performed on the following schedule:

Description	Schedule
Major changes	Saturdays - 4 p.m. to 12 a.m. CDT
Carrier requested changes	Any day of the week 10 p.m. to 6 a.m. CDT
Minor planned changes	Weekdays 4 a.m. to 6 a.m., or weekends CDT

Change Management Process/Termination

Change Management is the process of receiving, reviewing, assessing, logging, tracking, and communicating all changes made to Minnesota IT Services' operating environment and services. The goal of change management is to plan and manage such changes with minimal impact on availability. Minnesota IT Services has set up notification lists for communicating and viewing change management activities to customers. All scheduled Minnesota IT Services Enterprise downtimes are announced through a change notification list. The Minnesota IT Services Change Management team will handle all exceptions to the above on a case-by-case basis.

Revision Date 10/23/2018

Executive Summary

Service Details	Summary Description
Service Name	Web Management
Included	• SDL Web (Tridion), Drupal Shared Hosting, and Search • Website development, design, hosting, search, and support
NOT Included	• Customer application support • Optional: Quality Assurance website tool and Web Analytics
Delivery Method	• Fulltime support staff with access to MNIT on-premise and external cloud environments
Hours of Operation	• Production availability 7x24x365

Service Name: Web Management - Shared Services

Description

Web Management services offered by MNIT include website development, design, hosting, search, and support. This document describes the services and features that are included with the Web Management services.

Web Management provides services including the website environment, website development and design, mechanisms to manage web content, and search platform and customization. The dynamic web content management systems (WCMS) supported are SDL Web (Tridion) and the cloud-based Drupal Shared Hosting environments. The tools used for quality assurance and analytics are limited to those supported by the Web Management team.

What systems or services are supported?

- SDL Web (Tridion) and Drupal – dynamic web content management systems and hosting environments
- Static website and hosting

What services are included?

- Web content management system
- Staging and live publishing environments for SDL Web, Drupal Shared Hosting, and static sites
- Robust environment and support:
    - Load balancing
    - Environment redundancy and failover
    - Context sensitive webpage scaling
    - Backup and recovery
    - Monitoring tools for system health
    - Accessibility meets WCAG 2.0 standards and ARIA recommendations
    - Production support
    - Patches & upgrades of the web content system
    - Website publication migration from one release to another (content on the website is responsibility of the agency)
    - Software version control for enhancements

What services are NOT included?

- Management and use of the business side application
- Optional Web Management services:

- o Quality Assurance website tool
  - Includes scheduled or on-demand reporting of accessibility, link checking and spellcheck
- o Web Analytics
  - Advanced website statistics including user journeys, conversion rates and A/B testing
  - Visualization of users' clicks and scrolls with heat maps
  - Priority pages, referral paths and demographics of users
  - Feedback mechanism, create workflows and respond to users in real time
- Professional Services: A service agreement is required for one-time professional services charges for website development, design, content migration, search customization, and any further customizations. These costs are separate from the monthly hosting costs. Professional services available include:
  - o Initial environment configuration
  - o Branding and design, within enterprise templates
  - o Information architecture and taxonomies
  - o WCMS training and support
  - o Content management
  - o Customized configuration of search capability and tuning
  - o Customized templates for the agency website
  - o Customized configuration of analytics tracking codes
  - o Workflow configuration
  - o Loosely coupled integration of existing applications
  - o Presentation of cloud services via website pages

How will the service be delivered?

- Fulltime support staff
- Either from the MNIT on premise or external cloud computing environment, depending on the business needs or requirements

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

- Production availability 7x24x365
- Service hours for Web Management support services:
  - o WCM support staff on premise M-F; 7 a.m.-5 p.m. (except holidays)
  - o On-call support is not available
- Submit requests and break/fix incidents through the MNIT Mall - Service Catalog

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	The hosted website is not operational for multiple users, or citizens during scheduled availability A major function of the hosting service is not operational for multiple users during the hours that the service is scheduled for availability	Site displays a 500 Internal Server Error	15 minutes*	2 hours*
Priority 2 High	A user needs administrative assistance performing urgent updates or maintenance A minor function of the hosting service is not operational for many users (who can continue to use other application functions)	Web content managers are unable to access WCMS or static site folders to update security related issues, contents, and site functionality	2 hours*	4 hours*
Priority 3 Med	A user has questions about the hosting service functionality or needs assistance in using the service A minor function of the hosting service is not operational for one or few users (who can continue to use other application functions)	Web content managers are unable to access WCMS or static site folders to update low priority contents and verbiage	8 hours*	8 hours*
Priority 4 Low	The hosting service is not operational for one or few users outside of the hours of availability – and is not impacting citizen facing services or sites	One person reports issue with their browser displaying page content.	2 business days	2 business days

- * Times listed represent normal business hours 7:00AM-5:00PM, as this service does not have on-call support

What are the business responsibilities?

All installations are subject to a design process between MNIT and the subscriber. This process will insure the subscriber's needs are met while adhering to MNIT Managed Hosting design requirements.

The customer is responsible for the following:

- Submit requests for new website through the online MNIT Service Catalog
  - o Provide a detailed requirements document
- Provide resources to perform systems testing as needed
- Provide customer contact information, customer number and charge number
- Submit requests for modifying websites through the online MNIT Service Catalog
- Submit break/fix incidents through the online MNIT Service Catalog
- Submit requests for decommissioning of old websites through the online MNIT Service Catalog

When will regular maintenance be performed?

- As updates and patches are provided from the software vendor
- Any updates are planned, scheduled and performed within the existing change management windows

Change Management Process/Termination

- MNIT follows established enterprise change management procedures and processes

Shared Services

Revision Date 10/23/2018

Executive Summary

Service Details	Summary Description
Service Name	Geospatial Shared Services
Included	- Enterprise Licensing for Geospatial Software - MN Geospatial Commons - Access and use of geospatial web services - Geospatial Managed Hosting - Access to PT Services for development and support of geospatial applications and web services
NOT included	
Delivery Method	Fulltime support staff with access to the MNIT On-Premise and external cloud environments
Hours of Operation	Production availability 7x24x365

Service Name: Geospatial Shared Services

Minnesota IT Services' (MNIT) Geospatial Information Services office (MnGeo) provides shared geospatial services that support the development, implementation and use of geospatial technology to a wide variety of stakeholders in Minnesota. Guided by state agencies, other government and non-government stakeholders, these geospatial shared services focus on the access to geospatial data and technology through providing access to enterprise licensing and web services that can be incorporated into applications and web browsers.

MnGeo provides access to four types of shared services including enterprise GIS licensing geospatial data hosting and portal, and web services. To use the services, customers can submit a service request or contact MnGeo at gisinfo.mngeo@state.mn.us. A service agreement is required prior to the service being provided.

What systems or services are supported?

- Geospatial enterprise software from Environmental Systems Research Institute and Microsoft (Bing Maps Services

- Access to web and web map services
- Publishing and access to the Minnesota geospatial Commons
- Geospatial managed hosting including Infrastructure as a Service (IaaS, Software as a Service (SaaS), and Platform as a Service (PaaS)
- Professional/Technical support services

What services are included?

Enterprise Licensing for GIS Software

MnGeo administrates the state's enterprise license agreement with Environmental Systems Research Institute. Agencies are provided access to core GIS desktop and server software and online subscription tools and services at a significantly reduced rate. Key representatives are identified at each participating agency that can assist GIS professionals and business users with access to the software and services. MnGeo also serves as the key access point for obtaining GIS support. Learn more on our website.

Minnesota Geospatial Commons

The Geospatial Commons provides a hosted environment for agencies to publishgeospatial data and metadata, and provides a common access point for agency customers to access their data. Having agency data in a single place significantly reduces time for users to find and obtain the data.

Web Services

MnGeo provides the following web services that agencies may obtain for use in applications, web pages. Technical documentation is available to agency customers:

- Geocoding Service: MnGeo provides a secure "cascading" geocoding service for use in ArcGIS software and web applications. The service includes data layers for parcel points, address points, street centerlines, city centroids and 5 digit zip code centroids. The service is available only to State of Minnesota agencies for internal applications.
- Bing Maps API: Access to the Bing Maps API can be requested by agencies. Each agency requesting access to the services is provided an "application key." The API can be used for both internal and external websites. The Bing Maps APIs include map controls and services that you can use to incorporate Bing Maps in applications and websites. In addition to interactive and static maps, the APIs provide access to other geospatial features such as geocoding, route and traffic data and spatial data sources that you can use to store and query data that has a spatial component, such as store locations. To learn more, see Getting Started with Bing Maps.

Geospatial Managed Hosting

Geospatial Managed Hosting is a cloud-based service that uses services and storage in the State of Minnesota's enterprise data centers. This hosting service provides geospatial production, test, and development environments to deliver applications, data and services for customers. Requesting agencies may choose a shared or dedicated geospatial application hosting environment depending on their need.

Included in the service are: OS (operating system), geospatial software, professional services and underlying infrastructure support to assist application owners with configurations that meet application requirements.

Professional Services

MnGeo offers a diverse set of GIS professional services to agencies on a fee-for-service basis. MnGeo staff work closely with its clients to define a suitable scope for the service, identify requirements, tasks and deliverables, create and refine a work plan and budget, execute and manage the defined effort to completion. All services are billed at monthly intervals.

Contact us for more Information

For more information contact MnGeo gisinfo.mngeo@state.mn.us.

How will the service be delivered?

Fulltime support staff

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

- Service hours for Geospatial Managed Hosting and Web Services Support services:
  - o Production availability 7x24 x365
  - o Geospatial Support staff on premise 7am-5pm Monday-Friday (except holidays)
- Submit requests through the MNIT Mall - Service Catalog
- Submit break/fix incidents through the MNIT Service Desk

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	The hosted website, application, or web service is not operational for multiple users, or citizens during scheduled availability A major function of the hosting service is not operational for multiple users during the hours that the service is scheduled for availability	Site displays a 500 Internal Server Error	30 minutes	2 hours
Priority 2 High	A user has questions about the hosting service functionality or needs assistance in connecting to or using the service A user needs administrative assistance performing urgent updates or maintenance A minor function of the hosting service is not operational for many users (who can continue to use other application functions)	User need directions regarding how to connect to or use a service or application	2 hours	8 hours
Priority 3 Med	A minor function of the service or application is not operational for one or few users (who can continue to use other application functions)	Geocoding service not allowing batch updates	8 hours	2 business days
Priority 4 Low	The service is not operational for one or few users outside of the hours of availability – and is not impacting citizen facing services or sites	One person reports and issues with connecting to a service or using an application	2 business days	5 business days

What are the business responsibilities?

All requests for new services or applications are subject to a design process between MNIT and the subscriber. This process will insure the subscriber's needs are met while adhering to MNIT Managed Hosting design requirements.

The customer is responsible for the following:

- Submitting requests for software or services or support through the MNIT Service Catalog
  - If a new request for services, provide a detailed requirements document
- Provide resources to perform systems testing as needed
- Provide customer contact information, customer number and charge number
- Submit requests for modifying applications or services through the MNIT Service Catalog
- Submit break/fix incidents through the MNIT Service Desk
- Submit requests for decommissioning of old websites through the MNIT Service Catalog

When will regular maintenance be performed?

- As updates and patches are provided from the software vendor
- Any updates are planned, scheduled and performed within the existing change management windows

Change Management Process/Termination

MNIT follows established enterprise change management procedures and processes.

Center of Excellence

Revision Date 09/14/2018
Executive Summary

Service Details	The FileNet service provides an electronic document management system (EDMS). This includes tools that enable the scanning of paper documents and capture of documents already in an electronic format (faxes, Word documents, PDFs, and more) for scalable storage, quick retrieval, standardized workflow routing, powerful searching, flexible access, backup/archiving options and final disposition. The system has strong security management capabilities based on customizable user permissions. This service meets most document management needs for Human Resources, finance, procurement, purchasing, licensing, contracting and case management
Service Name	FileNet
Included	Agency partners pair FileNet with existing or new storage to make a complete document management system. The FileNet services team will: • Work with agency partners to develop an agency-specific solution. • Evaluate work processes to determine where FileNet automation (document import, workflow) would be beneficial • On-board new agency partners. Import existing content. • Maintain the EDMS environment, including evaluating and implementing software updates and patches as appropriate • Coordinate and support connectivity to storage • Provide trained, expert management of the system • Provide support and training to super-users • Provide second level support and training to users.
NOT Included	• Storage for FileNet documents • Peripheral devices including user computers, scanners, faxes/faxing services, and related LAN and WAN connectivity • Workflow or other custom development effort
Delivery Method	• Agency-specific web portal to access FileNet systems. • Agencies are charged a monthly rate per individual user • Agencies are charged a professional services rate for workflow and custom development.
Hours of Operation	• FileNet systems will be available 24 hours per day, 7 days a week. • MNIT will provide FileNet operational support during core hours of 7:00 am to 5:00 pm, Monday through Friday, except all State holidays. • Support during non–core hours will be on a best effort basis, and unplanned outages that occur during these hours will be addressed as expeditiously as possible.

- MNIT FileNet will notify agency contact persons in the event of an unexpected system outage during core hours, providing expected time of system availability and hourly updates.
- Operational support can be contacted by submitting a ticket to the MNIT Mail.

What will the response time be?

Response Level	Definition	Example
Priority 1 Critical	Highly visible, having a significant impact on many users.	All users are unable to login to the FileNet system
Priority 2 High	Service degraded impacting a limited number of users.	Five users at one agency cannot login to system
Priority 3 Med	Service degraded by restricted non-critical functionality.	FileNet Capture is running slower than usual, or scanning is not functioning requiring manual workarounds
Priority 4 Low	A deferred fix is acceptable.	An incompatibility is found with a version of peripheral software that makes it run differently than expected

Service Name: EDMS / FileNet

Description

The FileNet service provides an electronic document management system (EDMS). This includes tools that enable the scanning of paper documents and capture of documents already in an electronic format (faxes, Word documents, PDFs, and more) for scalable storage, quick retrieval, standardized workflow routing, powerful searching, flexible access, backup/archiving options and final disposition. The system has strong security management capabilities based on customizable user permissions. This service meets most document

management needs for Human Resources, finance, procurement, purchasing, licensing, contracting and case management

What systems or services are supported?

- FileNet MN Content Management System and all sub-components
  - Document storage and retrieval functionality
  - Imaging
  - Fax Gateway
  - Datacap document capture – includes OCR, data validation and data extraction
  - Import processing
  - Workflow
  - Auditing and logging
  - APIs and interfaces
  - IBM Content Navigator user interface
  - Enterprise Records for document retention compliance and management

What services are included?

- Work with agency partners to develop an agency-specific solution.
- Evaluate work processes to determine where FileNet automation (document import, workflow) would be beneficial
- On-board new agency partners. Import existing content.
- Maintain the EDMS environment, including evaluating and implementing software updates and patches as appropriate
- Provide records management disposition and retention services.
- Coordinate and support connectivity to storage
- Provide trained, expert management of the system
- Provide support and training to super-users
- Provide second level support and training to users.
- Build and modify workflows to enhance business benefit (a professional services fee is charged for this work)

What services are NOT included?

- Storage for FileNet documents

- Peripheral devices including user computers, scanners, faxes/faxing services, and related LAN and WAN connectivity
- Workflow or other custom development effort is not a standard service

How will the service be delivered?

- Agency-specific web portal to access FileNet systems.
- Agencies are charged a monthly rate per individual user
- Agencies are charged a professional services rate for workflow development.

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

- FileNet systems will be available 24 hours per day, 7 days a week.

- MNIT will provide FileNet operational support during core hours of 7:00 am to 5:00 pm, Monday through Friday, except all State holidays.

- Support during non–core hours will be on a best effort basis, and unplanned outages that occur during these hours will be addressed as expeditiously as possible.

- MNIT FileNet will notify agency contact persons in the event of an unexpected system outage during core hours, providing expected time of system availability and hourly updates.

- Operational support can be contacted by submitting a ticket to the MNIT Mall.

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	Highly visible, having a significant impact on many users.	All users are unable to login to the FileNet system	Within 15 minutes	2 hours
Priority 2 High	Service degraded impacting a limited number of users.	Five users at one agency cannot login to system	2 business hours	1 day
Priority 3 Med	Service degraded by restricted non-critical functionality.	FileNet Capture is running slower than usual, or scanning is not functioning requiring manual workarounds	4 to 8 business hours	5 business days
Priority 4 Low	A deferred fix is acceptable.	An incompatibility is found with a version of peripheral software that makes it run differently than expected	1 to 3 business days	4-8 weeks

What are the business responsibilities?

- **Owners:** Each agency is responsible for designating an owner for each document class in the EDMS. Owners are responsible for their content throughout the document lifecycle (creation through disposal). FileNet provides services to facilitate this lifecycle.

- **Super-users:** Each agency is responsible for designating a super-user to manage FileNet users within the agency, provide first-level basic support, and be a contact for the FileNet services team.

- **Governance Committee:** Each agency is responsible for designating a member to sit on the FileNet governance group.

When will regular maintenance be performed?

- Scheduled maintenance will be performed quarterly. This includes patches and upgrades to the software.
- MNIT FileNet will provide seven (7) days notification prior to any planned outages.
- Whenever possible, FileNet staff will provide one (1) hour notification prior to any emergency outages.

Change Management Process/Termination

- Changes will be reviewed and approved by the FileNet MCM (MN Content Management) Governance group.
- Once approved they will be routed through the standard change management process.

Local Services

Revision Date: 10/23/2018

Executive Summary

Service Details	Summary Description
Service Name	Custom Java Application Development
Included	- Analysis & design - Coordination with business owners and vendors - Application development and support - Hardware and Software management - Various development, testing, and production environments or data regions - Application and/or Software enhancements updates, & fixes, as negotiated
NOT included	- External customer Training - Related application documentation for end-user or customer use - Support outside of negotiated hours - End-user or customer owned and managed systems, applications, or databases
Delivery Method	- Authenticated and logged automated and/or manual code deployment - N-Tier (including single and multiple tier applications), application delivery, and deployment
Hours of Operation	- Regular Business hours of 7:30am through 5:00pm - Off-hours support is negotiated with the business owners

Description

The Public Utilities Commission has many applications in various languages and platforms. This service is specific to Java custom developed applications.

What systems or services are supported?

The Minnesota IT Services Agency partnering with Public Utilities Commission supports all Public Utilities Commission business applications and local services that are not covered by state-wide services supported by the central Minnesota IT Services Agency. These include but are not limited to:

- Public Utilities Commission Applications
- Public Utilities Commission Architecture
  - Infrastructure
  - Software

- Applications
- Public Utilities Commission Business Continuation
- Public Utilities Commission Data Backup and Recovery
- Public Utilities Commission Facilities – Audio/Video
- Public Utilities Commission Financial Administration
- Public Utilities Commission Legislative Advisory – Fiscal Notes
- Public Utilities Commission Project Administration/Coordination
- Public Utilities Commission SAN Storage
- Public Utilities Commission Security and Identity Administration
- Public Utilities Commission Servers
- Public Utilities Commission Service Desk
- Public Utilities Commission Workstation Management:
  - Software Licensing and Distribution
  - Computer Distribution

What services are included?

- The coordination, liaison, and integration with business owner's processes, related technology, and applicable vendors
- Applications System Analysis and Design
- Applications Development, Maintenance, and Support
- Creation and maintenance of various development, testing, training, and production environments (or data regions)
- Support for hardware (clients, servers, storage, and networking), and software
- Initial training on custom applications to Public Utilities Commission users
- Assistance with user documentation

What services are NOT included?

- External user training on application use
- Training or user documentation of non-custom developed applications
- Support outside stated normal Business hours – unless specifically negotiated with the business owners
- Support for related technical systems, applications or databases managed by end-users (customers)

How will the service be delivered?

- Applications are delivered using existing authenticated, controlled and logged code deployment systems and processes
- N-Tier development and deployment that may include one or more layers such as: presentation, processes, databases, language and code, code migration, change management, etc.

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

- Normal Support Business Hours: 7:30 AM-5:00 PM – excluding holidays
- A Self-Service Ticket can be entered 24x7, and it will be addressed during our service hours
- Off-hours support is negotiated with the business owners

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	System Outage or Interruption affecting external users	Application not functional	< 1 hour during business hrs.	ASAP
Priority 2 High	System issue resolution – Users can access system but are unable to complete tasks	Data field incorrect values	24 – 48 hours	Negotiated w/business
Priority 3 Med	End-users bug – System still available	Unable to edit field Search record not found	Negotiated w/business	Negotiated w/business
Priority 4 Low	Enhancements	Alter screen design New features	Negotiated w/business	Negotiated w/business

What are the business responsibilities?
- Work with MNIT to provide vetted and approved requirements for all requested changes and enhancements
- Provide timely notification for any errors or system issues and/or direct contact with Java applications development staff and supervisor
- Coordination (issues, requirements, enhancement requests, notification of outages, planned or otherwise, etc.) with application end-users (internal or external)
- Testing and validation which include the creation of proper test cases, testers, tests, and timely feedback
- End-user (customer) usability testing
- End user documentation and training

When will regular maintenance be performed?
- During regular business hours, or other times as negotiated with the business owners
  - Some solutions may require prior consultation with key business users
  - Notification to end-users to be completed by business staff
- See also Public Utilities Commission's Blackout calendar for maintenance dates that may be excluded

Change Management Process/Termination
- Service tickets for Infrastructure changes
- Subversion source code management and control
- Rollout timeframes negotiated with the business

Revision Date: 10/23/2018

Executive Summary

Service Details	Summary Description
Service Name	Custom developed Applications – Applications other than Java such as: Microsoft Access, Tableau, etc.
Included	• Analysis & design • Coordination with business owners and vendors • Application development and support • Hardware and Software management • Various development, testing, and production environments or data regions • Application and/or Software enhancements updates, & fixes, as negotiated
NOT included	• External customer Training • Related application documentation for end-user or customer use • Support outside of negotiated hours • End-user or customer owned and managed systems, applications, or databases
Delivery Method	• Authenticated and logged automated and/or manual code deployment • N-Tier (including single and multiple tier applications), application delivery, and deployment
Hours of Operation	• Regular Business hours of 7:30am through 5:00pm • Off-hours support is negotiated with the business owners

Description

Public Utilities Commission has many applications in various languages and platforms. This service is specific to custom developed applications that do not fall within the other applications development types.

What systems or services are supported?

The Minnesota IT Services Agency partnering with Public Utilities Commission supports all Public Utilities Commission business applications and local services that are not covered by state-wide services supported by the central Minnesota IT Services Agency. These include but are not limited to:
- Public Utilities Commission Applications
- Public Utilities Commission Architecture
  - Infrastructure
  - Software
  - Applications

- Public Utilities Commission Business Continuation
- Public Utilities Commission Data Backup and Recovery
- Public Utilities Commission Facilities – Audio/Video
- Public Utilities Commission Financial Administration
- Public Utilities Commission Legislative Advisory – Fiscal Notes
- Public Utilities Commission Project Administration/Coordination
- Public Utilities Commission SAN Storage
- Public Utilities Commission Security and Identity Administration
- Public Utilities Commission Servers
- Public Utilities Commission Service Desk
- Public Utilities Commission Workstation Management:
  - Software Licensing and Distribution
  - Computer Distribution

What services are included?

- The coordination, liaison, and integration with business owner's processes, related technology, and applicable vendors
- Applications System Analysis and Design
- Applications Development, Maintenance, and Support
- Creation and maintenance of various development, testing, training, and production environments (or data regions)
- Support for hardware (clients, servers, storage, and networking), and software
- Initial training on custom applications to Public Utilities Commission users
- Assistance with user documentation

What services are NOT included?

- External user training on application use
- Training or user documentation of non-custom developed applications
- Support outside stated normal Business hours – unless specifically negotiated with the business owners
- Support for related technical systems, applications or databases managed by end-users (customers)

How will the service be delivered?

- Applications are delivered using existing authenticated, controlled and logged ISD migration code deployment systems and processes
- N-Tier development and deployment that may include one or more layers such as presentation, processes, databases, language and code, code migration, change management, etc.

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

- Normal Support Business Hours: 7:30 AM-5:00 PM – excluding holidays
- A Self-Service Ticket can be entered 24x7, and it will be addressed during our service hours
- Off-hours support is negotiated with the business owners

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	System Outage or Interruption affecting external users	Application not functional	< 1 hour during business hours	ASAP
Priority 2 High	System issue resolution – Users can access system but are unable to complete tasks	Data field incorrect values	24 – 48 hours	Negotiated w/business
Priority 3 Med	End-users bug – System still available	Unable to edit field Search record not found	Negotiated w/business	Negotiated w/business
Priority 4 Low	Enhancements	Alter screen design New features	Negotiated w/business	Negotiated w/business

What are the business responsibilities?
- Work with MNIT to provide vetted and approved requirements for all requested changes and enhancements
- Provide timely notification for any errors or system issues via service tickets, and/or direct contact with applications development staff and supervisor(s) associated with these other development types.
- Coordination (issues, requirements, enhancement requests, notification of outages, planned or otherwise, etc.) with application end-users (internal or external)
- Testing and validation which include the creation of proper test cases, testers, tests, and timely feedback
- End-user (customer) usability testing
- End user documentation and training

When will regular maintenance be performed?
During regular business hours, or other times as negotiated with the business owners
- o Some solutions may require prior consultation with key business users
- o Notification to end-users to be completed by business staff

Change Management Process/Termination
- Service tickets for Infrastructure changes
- Code management and control
- Rollout timeframes negotiated with the business

Revision Date: 10/23/2018
Executive Summary

Service Details	Summary Description
Service Name	Backup and Recovery
Included	• Backup and Recovery of requested data • Retention of data in accordance with business requirements • Supports continuation of business (COB)
NOT included	Backup and Recovery of Individual User Workstations, mobile devices or user owned equipment
Delivery Method	• Scheduled backup • Archive • User requested restore
Hours of Operation	• Regular Business hours of 7:30am through 5:00pm • Off-hours support is negotiated with the business owners

Description

Perform backup and recovery of Public Utilities Commission computer systems using CommVault. This would include backup and recovery of operating systems, databases and individual files for Public Utilities Commission users.

What systems or services are supported?

The Minnesota IT Services Agency partnering with Public Utilities Commission supports all Public Utilities Commission business applications and local services that are not covered by state-wide services supported by the central Minnesota IT Services Agency. These include but are not limited to:
- Public Utilities Commission Applications
- Public Utilities Commission Architecture
  - Infrastructure
  - Software
  - Applications
- Public Utilities Commission Business Continuation
- Public Utilities Commission Data Backup and Recovery
- Public Utilities Commission Facilities – Audio/Video
- Public Utilities Commission Financial Administration
- Public Utilities Commission Legislative Advisory – Fiscal Notes
- Public Utilities Commission Project Administration/Coordination

- Public Utilities Commission SAN Storage
- Public Utilities Commission Security and Identity Administration
- Public Utilities Commission Servers
- Public Utilities Commission Service Desk
- Public Utilities Commission Workstation Management:
  - Software Licensing and Distribution
  - Computer Distribution

What services are included?

- Backup and recovery of requested data
- Retention of data in accordance with Public Utilities Commission business requirements
- Supports continuation of business (COB) in conjunction with Public Utilities Commission business continuation plan
- CommVault can provide:
  - Data protection for virtual environments – backup and recovery for VMware
  - Database protection (SQL, Oracle, Access)
  - Hierarchical space management
  - Enterprise resource planning
  - Manage application aware snapshots
- Perform diagnostic procedures, resolve problems, and document resolution
- Log, track and escalate customer problems and requests
- Disseminate information on system-wide problems, anticipated resolution, planned and unplanned downtime
- Log, track and escalate (if necessary) customer issues and request for service.
- Generate reports and performance data by type of service as requested or required by business customers.
- Develop policy and procedures for "Best Practices" for Backup and Recovery of business systems data.
- The Public Utilities Commission Servers (File, Database)
- Other devices (RSA, Linux Appliances, etc.)
- Select individual systems upon request
- Requested business systems located in the various DMZ's
- Systems located at designated Disaster Recovery sites

What services are NOT included?

- Backup and recovery of individual workstations
- Backup and recovery of user owned computer equipment of any kind
- Backup and recovery support of mobile devices

How will the service be delivered?

- Scheduled backups - automated backups per user requirements
- Archive – automated or application requested
- User requested restore – ticket request to operations
- Support work in direct coordination with business staff

What are the hours of operation and how to get support?
- Normal Support Business Hours: 7:30 AM-5:00 PM — excluding holidays
- A Self-Service Ticket can be entered 24x7, and it will be addressed during our service hours
- Off-hours support is negotiated with the business owners

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	System failure that impacts critical business operations or applications.	Active Directory Services	4 Hour	ASAP – 8 hours
Priority 2 High	System issue that impact multiple servers and or devices and/or are considered a system security risk.	Out of band security system patches or application security updates	8 hours	ASAP – 24 Hours
Priority 3 Med	Routine Data Recovery or Restore Requests. System issue that impacts a single building or an individual/small group of people and has a comfort/convenience impact only	User requested data recovery or restoration from backup tape	12 Hours	ASAP – 48 Hours
Priority 4 Low	System issues that can be deferred or scheduled for designated maintenance windows	System patching and non-emergency software updates	48 Hours	ASAP - without impacting priorities 1-3

What are the business responsibilities?
- Communicate all changes in data backup requirements as soon as possible for inclusion in the data backup schedule
- Communicate nonstandard data backup and recovery requirements for planning and inclusion in the backup plan

When will regular maintenance be performed?
- During approved maintenance windows
- See also Public Utilities Commission's Blackout calendar for maintenance dates that may be excluded

Change Management Process/Termination
- Change management will be handled through established Public Utilities Commission processes in coordination with business customers as needed

- All incidents should be reported to the IT Help Desk

Revision Date: 10/23/2018
Executive Summary

Service Details	Summary Description
Service Name	Help Desk
Included	Technical incident or service requests
NOT included	• Facility requests (lighting, temp, etc.) • Application change requests
Delivery Method	• Phone Support • Desk side support
Hours of Operation	• Regular Business hours of 7:30am through 5:00pm • Off-hours support is negotiated with the business owners

Description

The Minnesota IT Services Agency partnering with Public Utilities Commission Help Desk provides level-1 (call distribution) and level-2 (troubleshooting) technical support for Windows based end-user computers, peripherals and applications.

What systems or services are supported?

The Helpdesk supports business applications and local services that are not covered by state-wide services supported by the central Minnesota IT Services Agency. These include but are not limited to:
- Public Utilities Commission Applications
- Public Utilities Commission Architecture
  - Infrastructure
  - Software
  - Applications
- Public Utilities Commission Business Continuation
- Public Utilities Commission Data Backup and Recovery
- Public Utilities Commission Facilities – Audio/Video
- Public Utilities Commission Financial Administration
- Public Utilities Commission Legislative Advisory – Fiscal Notes
- Public Utilities Commission Project Administration/Coordination
- Public Utilities Commission SAN Storage
- Public Utilities Commission Security and Identity Administration

- Public Utilities Commission Servers
- Public Utilities Commission Service Desk
- Public Utilities Commission Workstation Management:
  - Software Licensing and Distribution
  - Computer Distribution

What services are included?
- First call for help
- Triage, resolution and escalation of all tickets
- Level-1 and level-2 technical support for Windows based end-user computers and peripherals
- On-boarding of new employees
- Network connections through wireless and Ethernet connections
- Public Utilities Commission approved applications running on the Windows based system
- System access to IAM and other Public Utilities Commission supported systems
- Email support and related applications
- Basic Telephony support and related applications
- End user training for Working Remotely Training (Two Factor Authentication Training)

What services are NOT included?
- Training end-users how to use applications
- 3rd level support of hardware and software issues

How will the service be delivered?
- Phone
- Desk-side support
- Classroom for training support

What are the hours of operation and how to get support?
- Normal Support Business Hours: 7:30 AM-5:00 PM – excluding holidays
- A Self-Service Ticket can be entered 24x7, and it will be addressed during our service hours
- Off-hours support is negotiated with the business owners

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	Multiple users down – unable to work	VPN - outage	Immediately during working hours	ASAP
Priority 2 High	User down – unable to work	User locked out	Immediately during working hours	1-hr

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 3 Med	Application Failure – User can function, but specific features or functions are limited	Repeated popups asking for credentials	Immediately during working hours	Same Day/4hr
Priority 4 Low	Service Request	Creation of an email group or add/remove from email group	1·Day	N/A

What are the business responsibilities?

- Report the incident or service request to the Service Desk by calling or completing an on-line ticket

When will regular maintenance be performed?

There is no regularly scheduled maintenance

Change Management Process/Termination

Meetings to keep abreast of pending changes

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Executive Summary

Service Details	Summary Description
Service Name	Workstation Management – Software Deployment
Included	• Operating system upgrades • Monthly vulnerability patching • Software upgrades • Advanced troubleshooting and problem resolution
NOT included	• First call to the Service Desk • Purchasing of computer hardware
Delivery Method	• Tickets from Help Desk • In-person • Remote support • Telephone call • Website filtering policies
Hours of Operation	• Regular Business hours of 7:30am through 5:00pm • Off-hours support is negotiated with the business owners

Description
Deploy software updates, operating system updates and monthly updates/security patches and maintain the workstation infrastructure for Public Utilities Commission's systems and management of that infrastructure

What systems or services are supported?
The Minnesota IT Services Agency partnering with Public Utilities Commission supports all Public Utilities Commission business applications and local services that are not covered by state-wide services supported by the central Minnesota IT Services Agency. These include but are not limited to:
- Public Utilities Commission Applications
- Public Utilities Commission Architecture
  - Infrastructure
  - Software
  - Applications
- Public Utilities Commission Business Continuation
- Public Utilities Commission Data Backup and Recovery
- Public Utilities Commission Facilities – Audio/Video
- Public Utilities Commission Financial Administration
- Public Utilities Commission Legislative Advisory – Fiscal Notes

- Public Utilities Commission Project Administration/Coordination
- Public Utilities Commission SAN Storage
- Public Utilities Commission Security and Identity Administration
- Public Utilities Commission Servers
- Public Utilities Commission Service Desk
- Public Utilities Commission Workstation Management:
  - Software Licensing and Distribution
  - Computer Distribution

What services are included?

- Provide desktop or laptop and mobile device to users with agency current operating system
- Provide advanced workstation assistance, troubleshooting and repair for day to day problems
- Package, install and configure new software; make available for installation
- Agency desktop image created, maintained and available for workstation setup
- Update security patches, monthly updates, and other third party software through various means

What services are NOT included?

- First call to the Help Desk
- Software training
- Purchasing of computer hardware

How will the service be delivered?

- Ticket resolution
- In-person
- Remote Help
- Telephone call
- Automation of software deployments

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

- Normal Support Business Hours: 7:30 AM-5:00 PM – excluding holidays
- A Self-Service Ticket can be entered 24x7, and it will be addressed during our service hours
- Off-hours support is negotiated with the business owners

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	Service disruption affecting systems agency wide	• Software installation failure • Software installation affects other applications • Monthly updates cause applications to break or behave differently • Email system not available	< 1 hour during business hours	ASAP
Priority 2 High	Services disruption affecting only a handful of systems or fewer; business work cannot be completed due to issue	• Single system Software installation failure • User unable to log into domain • User unable to log into email system • Monthly updates cause issues with a specialty application	4 hours	2 hours
Priority 3 Med	Generic user questions, requests and little to no impact to system	• Internet access issue • Cannot log into application after upgrade • Application no longer works as it used to after monthly update applied • User is experiencing different operation of application after upgrade or patch applied	1 business day	1 business day
Priority 4 Low	Updates or request to non-critical systems	• Change to reports • Change to documents/ processes	3 business days	3 business days

What are the business responsibilities?
- Requests for new software follows Public Utilities Commission Project or Technology Request process
- Software requests will be made through software coordinator
- Agency has purchased enough licenses to cover install base
- Workstation will be on line at least once a week to ensure updates are applied

When will regular maintenance be performed?
- Monthly Microsoft and other software will be updated on workstations the fourth Tuesday of each month at 7:00 PM
- Software will be upgraded when new version is released
- Out of band updates will be deployed as needed and in a timely manner
- Software upgrade deployments will be coordinated with each division and deployed at 7:00 PM on weekends as much as possible
- All maintenance will be done in established maintenance
- Change controls will be submitted for each update and will be scheduled in advance

Change Management Process/Termination
- All software upgrades will go through the Change Control process and with communications to the business through various communication methods
- All incidents should be reported to the IT Help Desk or submitted via the approved incident ticketing system
- All issues and Problems will be maintained in an Issues Log

Revision Date: 10/23/2018
Executive Summary

Service Details	Summary Description
Service Name	SAN Storage
Included	• Secure storage of Public Utilities Commission data • Maintain adequate Enterprise class storage for business • Capacity planning • Storage reports • A robust fiber channel backbone • Converged and software defined storage (SDS) storage systems • Integration • Storage architecture • Data encryption
NOT Included	• Cloud storage • User systems • Mobile devices
Delivery Method	• Server requirements • Automated process • Application requirements • DBA requirements • Vendor assisted • Customer interaction
Hours of Operation	• Regular Business hours of 7:30am through 5:00pm • Off-hours support is negotiated with the business owners

Description

Provide an Enterprise Class, robust, storage environment for the secure storage and data protection of the Public Utilities Commission data using Flash Storage. This would include storage requirements for server operating systems, databases and other data types for Public Utilities Commission.

What systems or services are supported?

The Minnesota IT Services Agency partnering with Public Utilities Commission supports all Public Utilities Commission business applications and local services that are not covered by state-wide services supported by the central Minnesota IT Services Agency. These include but are not limited to:

- Public Utilities Commission Applications
- Public Utilities Commission Architecture
  - Infrastructure
  - Software
  - Applications
- Public Utilities Commission Business Continuation
- Public Utilities Commission Data Backup and Recovery
- Public Utilities Commission Facilities – Audio/Video
- Public Utilities Commission Financial Administration
- Public Utilities Commission Legislative Advisory – Fiscal Notes
- Public Utilities Commission Project Administration/Coordination
- Public Utilities Commission SAN Storage
- Public Utilities Commission Security and Identity Administration
- Public Utilities Commission Servers
- Public Utilities Commission Service Desk
- Public Utilities Commission Workstation Management:
  - Software Licensing and Distribution
  - Computer Distribution

What services are included?

- Secure and protected storage of requested data
- Retention of data in accordance with Public Utilities Commission business requirements
- Supports continuation of business (COB) in conjunction with Public Utilities Commission business continuation plan
- Provide a robust DR recovery solution
- Manage end to end FC connectivity configuration and management to include storage associated with converged, hyper converged and software defined storage (SDS) systems
- Integration with Virtual Center
- Flash Storage provides:
  - o Integration of Storage Management across multiple and dissimilar platforms.
  - o Data protection for virtual environments – backup and recovery for VMware and Hyper-V
  - o Database protection (SQL, DMSII, Oracle)
  - o Hierarchical space management
  - o Enterprise resource and capacity planning and trending
  - o Manage application aware snapshots
  - o Sync and Async mirroring of data between systems and sites
- Perform diagnostic procedures, resolve problems, and document resolution
- Disseminate information on system-wide problems, anticipated resolution, planned and unplanned downtime

- Log, track, and escalate (if necessary) customer issues and request for service
- Generate reports and performance data by type of service as requested or required by business customers
- Develop policy and procedures for "Best Practices" for Backup and Recovery of business systems data
- Develop and implement emerging technologies into our overall storage plan
- Provide technical expertise in overall DC improvements, management and administration

What services are NOT included?
- Storage systems not located at EDC4
- Cloud storage
- User owned computer systems of any kind
- Support of mobile devices

How will the service be delivered?
- Server requirements
- Automated process
- Application requirements
- DBA requirements
- Vendor assisted
- Customer interaction
- Support work in direct coordination with business staff

What are the hours of operation and how to get support?
- Normal Support Business Hours: 7:30 AM-5:00 PM – excluding holidays
- A Self-Service Ticket can be entered 24x7, and it will be addressed during our service hours
- Off-hours support is negotiated with the business owners

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	System failure that impacts critical business operations or applications.	Active Directory Services	1 Hour	ASAP – 4 hours
Priority 2 High	System issue that impact multiple servers and or devices and/or are considered a system security risk.	Out of band security system patches or application security updates.	2 hours	ASAP – 8 Hours

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 3 Med	Routine Data Migration, Recovery or Restore Request, or system issue that impacts a single building or an individual/small group of people and has a comfort/convenience impact only	User requested data recovery or restoration from backup	4 Hours	ASAP – 24 Hours
Priority 4 Low	System issues that can be deferred or scheduled for designated maintenance windows	System patching and non-emergency software updates	24 Hours or more	ASAP - without impacting priorities 1-3

What are the business responsibilities?
- Communicate all new storage requirements as soon as possible for inclusion in the data storage
- Communicate future requirements for planning purposes

When will regular maintenance be performed?
- During approved maintenance windows
- See also Public Utilities Commission's Blackout calendar for maintenance dates that may be excluded

Change Management Process/Termination
- Change management will be handled through established processes in coordination with business customers as needed
- All incidents should be reported to the IT Service Desk

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Executive Summary

Service Details	Summary Description
Service Name	Server Support
Included	- VMware infrastructure and management for hosting virtual servers - Obtain and deploy physical or virtual servers - Data center server rack deployment and configuration - RSA dual factor authentication infrastructure - Operations Manager Infrastructure - Disaster Recovery planning, implementation, and testing
NOT included	Application level support other than the server operating system and included applications
Delivery Method	Help Desk Ticket: The ticket is used for generating incidents with existing servers
Hours of Operation	- Regular Business hours of 7:30am through 5:00pm - Off-hours support is negotiated with the business owners

Description
Deploy and maintain the server infrastructure for the Public Utilities Commission's systems and management of that infrastructure.

What systems or services are supported?
The Minnesota IT Services Agency partnering with Public Utilities Commission supports all Public Utilities Commission business applications and local services that are not covered by state-wide services supported by the central Minnesota IT Services Agency. These include but are not limited to:
- Public Utilities Commission Applications
- Public Utilities Commission Architecture
  - Infrastructure
  - Software
  - Applications
- Public Utilities Commission Business Continuation
- Public Utilities Commission Data Backup and Recovery
- Public Utilities Commission Facilities – Audio/Video

- Public Utilities Commission Financial Administration
- Public Utilities Commission Legislative Advisory – Fiscal Notes
- Public Utilities Commission Project Administration/Coordination
- Public Utilities Commission SAN Storage
- Public Utilities Commission Security and Identity Administration
- Public Utilities Commission Servers
- Public Utilities Commission Service Desk
- Public Utilities Commission Workstation Management:
  - Software Licensing and Distribution
  - Computer Distribution

What services are included?
- VMware infrastructure and management for hosting virtual servers
- Obtain and deploy physical or virtual servers to maintain the infrastructure or as requested by Public Utilities Commission for application systems
- Data center server rack deployment and configuration
- RSA dual factor authentication infrastructure
- Operations Manager monitoring infrastructure
- Disaster Recovery planning, implementation and testing
- Analysis and design for Public Utilities Commission systems
- Collaborate with software delivery groups and divisions within Public Utilities Commission to provide solutions for new and existing business needs

What services are NOT included?
- Application level support other than the server operating system and included applications

How will the service be delivered?
- Service Ticket: The Service Ticket is used for generating incidents with existing servers

What are the hours of operation and how to get support?
- Normal Support Business Hours: 7:30 AM-5:00 PM – excluding holidays
- A Self-Service Ticket can be entered 24x7, and it will be addressed during our service hours
- Off-hours support is negotiated with the business owners

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	System failure that impacts critical business operations or applications	Active Directory Services	1 Hour	ASAP – 4 hours
Priority 2 High	System issue that impact multiple servers and or devices and/or are considered a system security risk	Out of band security system patches or application security updates	2 hours	ASAP – 8 Hours
Priority 3 Med	System issue that impacts a single building or an individual/small group of people and has a comfort/convenience impact only	A single users profile is prompting with errors while logging into a remote server	4 Hours	ASAP – 24 Hours
Priority 4 Low	New Server Build Requests. System issues that can be deferred or scheduled for designated maintenance windows	New Server Build or requisition request. System patching and non-emergency software updates	1-2 Business Days	ASAP – without impacting priorities 1-3

What are the business responsibilities?
- Involve the Server group for planning of new server requests that need to be custom ordered or will consume large resources of the existing infrastructure
- Complete a Service Ticket for incidents with existing infrastructure

When will regular maintenance be performed?
- Scheduled Server Security patching for Windows Servers is the 3rd Tuesday of the month for designated servers and the 4th Tuesday of the month for Production servers
- Outside of business hours during coordinated times with the application owner and approved change controls
- Service Tickets requesting maintenance shall be scheduled with an approved change control

Change Management Process/Termination
- Change management will be handled through established processes in coordination with business customers as needed
- **Incident and Problem Management:** All incidents should be reported to the IT Help Desk or submitted via the approved incident ticketing system

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Executive Summary

Service Details	Summary Description
Service Name	IT Financial Administration
Included	• Public Utilities Commission IT Spend Admin • Procurement Coordination • CPRS Entries • Funds allocation, distribution, validation, and balancing • Coordination with Public Utilities Commission Financial Management Division • Coordination with Central Financial Management Division
NOT included	• Administration of Minnesota IT Services Agency non-Public Utilities Commission funds • Support outside of negotiated hours
Delivery Method	• CPRS • SWIFT • Excel • Access • Other Tools as deemed necessary
Hours of Operation	• Regular Business hours of 7:30am through 5:00pm • Off-hours support is negotiated with the business owners

Description
This service is specific to the management, administration, and control of the Public Utilities Commission IT Spend.

What systems or services are supported?
The Minnesota IT Services Agency partnering with Public Utilities Commission supports all Public Utilities Commission business applications and local services that are not covered by state-wide services supported by the central Minnesota IT Services Agency. These include but are not limited to:
- Public Utilities Commission Applications
- Public Utilities Commission Architecture
  - Infrastructure
  - Software
  - Applications
- Public Utilities Commission Business Continuation
- Public Utilities Commission Data Backup and Recovery

- Public Utilities Commission Facilities – Audio/Video
- Public Utilities Commission Financial Administration
- Public Utilities Commission Legislative Advisory – Fiscal Notes
- Public Utilities Commission Project Administration/Coordination
- Public Utilities Commission SAN Storage
- Public Utilities Commission Security and Identity Administration
- Public Utilities Commission Servers
- Public Utilities Commission Service Desk
- Public Utilities Commission Workstation Management:
  - Software Licensing and Distribution
  - Computer Distribution

What services are included?
- Public Utilities Commission IT Spend Admin
- Procurement Coordination
- CPRS Entries
- Funds allocation, distribution, validation, and balancing
- Coordination with Public Utilities Commission Financial Management Division
- Coordination with Central Financial Management Division
- Assist Public Utilities Commission with invoices and billing

What services are NOT included?
- Administration of Minnesota IT Services Agency non-Public Utilities Commission funds
- Support outside stated normal business hours – unless specifically negotiated with the business owners

How will the service be delivered?
- CPRS
- SWIFT
- Excel
- Access
- Other Tools as deemed necessary

What are the hours of operation and how to get support?
- Normal Support Business Hours: 7:30 AM-5:00 PM – excluding holidays
- Requests for support flow through the CBTO and division management
- Off-hours support is negotiated with the business owners

What will the response time be?

Response Level	Definition	Example	Response Target	Return to Service Target
Priority 1 Critical	System Outage or Interruption affecting transaction processing	Swift or CPRS unavailable	< 1 hour during normal business hours	Based on State-Wide systems support (Not within our control)
Priority 2 High	Urgent Transactions	Transfer of Funds to enable one or more procurements	< 4 hours during normal business hours	< 1 normal work day
Priority 3 Med	Normal Transactions	Regular CPRS or other Swift Transactions	< 16 hours during normal business hours	< 2 normal work days
Priority 4 Low	Enhancements	Special Reports or extracts	As resources are available	As resources are available

What are the business responsibilities?
- Work with MNIT to provide vetted and approved requirements for all requested changes and enhancements
- Provide timely notification for procurement or funding requests

When will regular maintenance be performed?
- According to state-wide system maintenance schedule

Change Management Process/Termination
- IT management direction

Revision Date 10/23/2018

Service Name: Enterprise Security Services

Executive Summary

Enterprise Security Services are provided to all Minnesota IT Services executive branch customers at a core level. These services include: Security Operations, Threat and Vulnerability Management, Access and Identity Management, and Governance, Risk, and Compliance. Within this services, additional protective services are provided and listed below.

Service Details	Summary Description
Service Name	Enterprise Vulnerability Management
Included	• Internal Vulnerability Scanning of desktops, servers, network devices, and other supported devices • External scanning of internal facing devices • Communication of prioritized vulnerabilities • Oversight of remediation efforts on vulnerabilities • Configuration compliance scanning (emerging capability) • Web application security scanning • Veracode administration for teams using Veracode • Penetration and Red Team Services (emerging capability)
NOT included	• Devices not connected to MNIT managed networks • Devices not supported by TVMU tools
Delivery Method	• Fulltime support Staff • Automated scanning • MNIT Mall: Threat and Vulnerability Management
Hours of Operation	• M-F; 7 a.m.-5 p.m. • Emergency after hours support: MNIT Service Desk

Service Details	Summary Description
Service Name	Security Operations Center
Included	• Security Incident Response • Threat Research and SOC Daily Brief • Spam/Phishing Investigation • Security Operations Coordination • Security Monitoring • Enterprise Intrusion Detection and Prevention • Enterprise Web Content Filtering • Enterprise Endpoint Protection
NOT included	• Full service provided to MN executive branch and partner entities with core detection/alerting to other MNET customers • Monitoring is limited to network activity only for external MNET entities that do not participate in the Intrusion Detection and Prevention Service
Delivery Method	• Fulltime support staff • Email: soc@state.mn.us • Phone: 651.201.1281 • MNIT Mail: Report a Security Event
Hours of Operation	• Daily 6 a.m. – 6 p.m. • Emergency after hours support: MNIT Service Desk 24x7

Service Details	Summary Description
Service Name	Digital Forensics
Included	• Data Preservation • Data Recovery • Security Incident Investigations • eDiscovery
NOT included	• Devices not owned by executive branch agencies
Delivery Method	• Fulltime support staff • MNIT Mall: Use the Agency Data & Legal Hold Request Form • SOC Phone: 651-201-1281
Hours of Operation	• M-F: 6 a.m. – 2:30 p.m. Emergency service daily 6 a.m. – 6 p.m. through the Security Operations Center • Emergency after hours support: MNIT Service Desk 24x7

Service Details	Summary Description
Service Name	Enterprise Privileged Account Management Service
Included	• User license • Centralized, secure storage • Automatic password rotation • Automated Workflows • Security Awareness Training • Access oversight and audit
NOT included	• A self-service portal for password reset • Storage of personal passwords
Delivery Method	• Fulltime Support staff • MNIT Mall: Privileged Account Access
Hours of Operation	• M-F; 7 a.m.-5 p.m. • Emergency after hours support: MNIT Service Desk

Service Details	Summary Description
Service Name	Enterprise Digital Certificate and Encryption Key Management (PKI)
Included	• Management of external digital certificates • Management of internal digital certificates
NOT included	• Management of encryption keys
Delivery Method	• Fulltime Support staff • MNIT Mall: Security Certificates
Hours of Operation	• M-F; 7 a.m.-5 p.m. • Emergency after hours support: MNIT Service Desk

Service Details	Summary Description
Service Name	Enterprise Governance, Risk, and Compliance
Included	• IT Audit Coordination across agencies (ie: IRS, FBI, SSA, PCI, etc) • Securing the Human (Annual Security Awareness Training) • CJIS training coordination • Security ScoreCard Metrics process ownership • Anti-phishing training coordination • Statewide Security Policy and Standards (creation, publishing, curation) • Security finding management (audit findings, exceptions) • Archer management and administration • Risk assessment process ownership
NOT included	
Delivery Method	• Fulltime support staff
Hours of Operation	• M-F, 8 a.m.-5 p.m. via GRC@state.mn.us

Description

Enterprise Vulnerability Management

The Enterprise Vulnerability Management service provides the means of detecting, removing, and controlling the inherent risk of vulnerabilities. The service utilizes specialized software and insight to provide actionable insight into security risks and guidance on mitigating or eliminating these risks through ongoing evaluation, analysis, and tracking of enterprise systems and applications.

Security Operations Center

The Security Operations Center (SOC) is an organized and highly skilled team whose mission is to continuously monitor and improve the state's enterprise security posture while preventing, detecting, analyzing, and responding to cybersecurity incidents with the aid of both technology and well-defined processes and procedures. The MNIT SOC provides security monitoring services to the executive branch and other partner agencies/entities and supports multiple tools and services to meet these goals. These services include Security Monitoring, Endpoint Protection, Network Intrusion Detection and Prevention, Security Automation, and Web Content Filtering.

Digital Forensics

Digital forensics, for the purpose of this service, includes the recovery and analysis of data stored on or transmitted through electronic media devices in a forensically sound manner that meets the evidentiary requirements of a court of law. Much like the scientific practices from which it derives its name, digital forensics attempts to study electronic data to find aspects, whether hidden or obvious, which point to the root cause of an incident. While most data forensics typically involve the duplication and analysis of a physical storage device, like a hard drive, MNIT's forensic capabilities also extend to include the analysis of network devices, system logs, malware, mobile devices, and live system memory (such as RAM).

Enterprise Privileged Account Management Service

The Enterprise Privileged Account Management (PAM) service, is designed to discover, secure, rotate and control access to privileged account passwords used to access systems throughout the state of Minnesota IT environment. The application enables us to understand the scope of our privileged account risks and put controls in place to mitigate those risks. Flexible password management policies enable us to enforce privileged access controls, automate workflows and rotate passwords at regular intervals without requiring manual IT effort to support our Enterprise Identity and Access Management Standard. To demonstrate compliance, we can easily report on which users accessed what privileged accounts, when and why.

Enterprise Digital Certificate and Encryption Key Management (PKI) Service

A public key infrastructure (PKI) is a set of roles, policies, and procedures needed to create, manage, distribute, use, store, and revoke digital certificates and manage public-key encryption. The PKI service provides security

services such as authentication, integrity checking, confidentiality and non-repudiation, as well as supports the identification and distribution of encryption keys.

The PKI service includes both external and internal digital certificates issued by a commercially available, industry-respected vendor. External certificates use a broadly distributed, public certificate authority (CA) meaning most or all internet connected devices can use these certificates without special configuration. Internal certificates use an enterprise certificate authority (CA) unique to the state of Minnesota and will only work between machines that have that CA specifically installed. Generally, external certificates are used on websites facing the public or large populations of state employees. Internal certificates are more common between backend servers and devices.

What systems or services are supported?

Security Operations Center and Digital Forensics

- All enterprise networks, systems, services, and applications

Privileged Account Management Service

- Available services are based on user's license
- Users are in the appropriate OU within Active Directory
- Active Directories are synced with privileged account management solution
- Recertification of users of information technology

Enterprise Digital Certificate and Encryption Key Management (PKI) Service

- Commercial Certificate Authority (CA) at an enterprise level providing for unlimited external digital certificates
- State managed Enterprise Certificate Authority (CA) for unlimited internal digital certificates
- Managed expiration dates with 90/60/30 day notification to technical teams
- FIPS 140-2 Compliant
- Various certificate types:
  - Elite SSL Certificate
  - Extended Validation (EV) SSL Certificate
  - Platinum Wildcard Certificate
  - Unified Communication\Multiple Domain\Subject Alternative Domain Certificate
  - Code Signing Certificate
  - Private Certificate Authority (CA) Certificate
- Various certificate formats
  - PKCS#7 Base64 encoded
  - PKCS#7 Bin encoded
  - X509, Base64 encoded

- o X509 Certificate only, Base64 encoded
- o X509, Intermediates/root only, Base64 encoded
- o X509 Intermediates/root only Reverse, Base64 encoded

What services are included?

Enterprise Threat and Vulnerability Management

- Full Internal vulnerability scanning with credentials using Tenable SecurityCenter against the following MNIT Managed systems on MNIT wired and wireless networks
  - o Windows Desktops
  - o Windows Servers
  - o Networking devices
- Limited vulnerability scanning using Tenable SecurityCenter against all other networked devices (where scanning has vulnerability coverage). These devices may include:
  - o Printers
  - o IoT devices, such as cameras
  - o Appliances
  - o Industrial Control devices
- External Vulnerability scanning against MNIT managed internet facing devices
- Prioritized communication of vulnerability scan results to technical operation teams
- Oversight of remediation effort by technical support teams
- Configuration Compliance Scanning for the MNIT approved platform security standards against MNIT data center servers and any regulatory platform security standard, such as the IRS Federal Tax Information (FTI). This is an emerging capability that the TVMU is currently rolling out
- Web applications security scans
- Veracode administration for teams using Veracode
- Penetration and Red Team Services. This is an emerging capability of TVMU. Available resources may be limited due to resource constraints or complexity of engagement

Security Operations Center

- Security Incident Response
- Threat Research and SOC Daily Brief
- Spam/Phishing Investigation
- Security Operations Coordination
- Security Monitoring
- Enterprise Intrusion Detection and Prevention
- Enterprise Web Content Filtering
- Enterprise Endpoint Protection

Digital Forensics

- Data Preservation
- Data Recovery
- Security Incident Investigations
- eDiscovery

Privileged Account Management Service

- User license
- Centralized, secure storage
- Automatic password rotation
- Automated Workflows
- Security Awareness Training
- Access oversight and audit
    - Detailed auditing and reporting as all account activity is tracked and recorded
    - Data access security monitoring
    - Recertification of user access

Enterprise Digital Certificate and Encryption Key Management (PKI) Service

- Commercial certificate authority (CA) license and support for unlimited external digital certificates
- Enterprise State managed certificate authority (CA) for internal certificates
- Management of the digital certificates
- Security Awareness Training
- Vulnerability management on the State certificate authority

What services are NOT included?

Threat and Vulnerability Management

- Vulnerability management of MNIT-managed devices not connected to MNIT wireless and wired networks
- Vulnerability management of devices that are not covered by TVMU vulnerability scanning tools

Security Operations Center

- Full service provided to Minnesota executive branch and partner entities with core detection/alerting to other MNET customers
- Monitoring is limited to network activity only for external MNET entities who do not participate in the Intrusion Detection and Prevention Service

Digital Forensics

- Devices not owned by executive branch agencies

Privileged Account Management Service

- The current service does not provide a self-service password reset, this feature may be added in the future
- This service does not provide personal password management

Enterprise Digital Certificate and Encryption Key Management (PKI) Service

- The current service does not provide management of encryption keys, this is planned future enhancement
- Discovery of digital certificates throughout the enterprise, this is a planned future enhancement
- The service does not provide a self-service portal

How will the service be delivered?

- Fulltime support staff

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

- Submit requests through the MNIT Mall – Service Catalog
- Submit break/fix incidents through the MNIT Service Desk
- MNIT support M-F; 7 a.m.-5 p.m.
- Emergency after hours support through MNIT Service Desk

What are the business responsibilities?

- Business assumes risks associated with unsupported applications with vulnerabilities
- The business agrees to regular update and patching maintenance of supported business system and applications

Multifactor Authentication and Privileged Account Management Services

- Order on-boarding/off-boarding through the MNIT Mall
- Submit MNIT Mall tickets for moves, adds, changes and incident support
- Provide application information support to assist with incidents and work orders

Enterprise Digital Certificate and Encryption Key Management (PKI) Service

- Submit MNIT Mall tickets for adds and revokes and incident support
- Provide information support to assist with incidents and work orders

When will regular maintenance be performed?

- As updates and patches are provided from the equipment manufacturer or software provider
- Any updates are planned, scheduled and performed within the existing change management windows

Change Management Process/Termination

MNIT follows established enterprise change management procedures and processes

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Service Agreement – Performance Metrics

Revision 9/14/2018 v2.

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

There are multiple types of metrics available:

Security Risk Score (contains NOT PUBLIC security information)
Enterprise Services

CBTOs may provide other metrics, including those representing locally delivered services as needed.

The **Security Risk Scorecard** measures a number of key metrics and security controls for an agency yielding a numeric score on eight 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

Enterprise Services have a number of metrics available for partner agencies, including:

MN.GOV – State Web Site

1. Number of Monthly Visits
2. Average Daily Visits
3. Number of Unique Monthly Visitors
4. Number of Monthly Visitors Who Visit Once
5. Number of Monthly Visitors Who Visit More Than Once

Enterprise Applications

1. Email Activity – number of active users & volume of use
2. SharePoint file related activity – number of active users & volume of use
3. Skype for Business activity – number of active users & volume of use
4. OneDrive for Business – number of active users & file storage volume

Service Desk & Desktop Support

1. Incidents (when something isn't working) – for prior completed month
   a. Quantity Total Tickets Opened
   b. Quantity Total Tickets Resolved
   c. Quantity Total Tickets Resolved Same Day
   d. Average aging for remaining open tickets
   e. Percent of Tickets Resolved
   f. Average Aging for all open and resolved tickets

2. Requests **(for additional** functionality) – for prior completed month
   a. Total Tickets Opened
   b. Total Tickets Resolved
   c. Total Tickets Resolved Same Day
   d. Average aging for remaining open tickets
   e. Percent of Tickets Completed
   f. Average Aging for all open and resolved tickets

Hosting and Storage

1. Server uptime and system availability

2. Storage usage and growth

MINNESOTA IT SERVICES

Signature Page

Under Minnesota Statutes section 16E, the Office of MN.IT Services (dba Minnesota IT Services/MNIT) provides Information Technology services to the Agency. The Agency use of these services constitutes an acceptance of this Service Level Agreement.

The MNIT Service Level Agreement is reviewed and recognized by:

Agency/Entity	The Office of MN.IT Services

Marsha Battles-Jenks

Administrative Management Director
Public Utilities Commission

Johanna Clyborne

State Chief Information Officer and
Commissioner of the Office of MN.IT Services

October 30, 2018

Date of Signature

October 31, 2018

Date of Signature