Oregon
John A. Kitzhaber, MD, Governor

Department of Administrative Services
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February 17, 2015

Senator Steiner Hayward, Co-Chair
Representative Smith, Co-Chair
Ways & Means General Government Subcommittee
900 Court Street NE
Salem, OR 97301

Dear Senator Steiner Hayward, Representative Smith, and the Ways & Means General Government Subcommittee;

Below, please find follow-up information as requested during the February 16, 2015 subcommittee meeting.

Representative Komp requested the asset value amount that comes from the 81 Agency IT projects.

As of May 22, 2014

Type	Description	# of Items	Value ($)
1	Active Projects	32	$ 638,568,640
2	Planned Projects	21	$ 325,545,787
3	On-Hold Projects	4	$ 15,485,795
4	Closed/Completed Projects	1	$ 3,000,000
5	Operational Initiatives/Activities	12	$ 102,612,891
	Totals:	**70**	**$ 1,085,213,113**

Senator Whitsett asked how much it would cost and how many hours it would take to upgrade the Transparency website.

There is an inherent tension between the desire for more information to be provided in a more user-friendly manner and the statutory requirement that the agency design and maintain the website within existing resources, at no additional cost and without reallocating resources. The statute is provided below with a highlight on the financial restrictions in place.

The state has a contract with NIC-USA to host and design the state's overall web presence. As part of that contract, NIC-USA could redesign the transparency website into a more user-friendly manner for an estimated $14,000 of staff time (500 hours). However, that redesign would still be hampered by the availability of data, the format in which the data is provided and the resource restrictions in law and budget.

There are legislative proposals related to the website this session. The CIO's office has not yet completed a fiscal analysis. When that is done we will provide it to the committee.

184.483 Oregon transparency website. (1) The Oregon Department of Administrative Services shall develop and make available an Oregon transparency website. The website shall allow any person to view information that is a public record and not exempt from disclosure under ORS 192.410 to 192.505, including but not limited to information described in subsection (3) of this section.

(2) State agencies and education service districts, to the extent practicable and subject to laws relating to confidentiality, when at no additional cost, using existing data and existing resources of the state agency or education service district and without reallocation of resources, shall:

(a) Furnish information to the Oregon transparency website by posting reports and providing links to existing information system applications in accordance with standards established by the Oregon Department of Administrative Services; and

(b) Provide the information in the format and manner required by the Oregon Department of Administrative Services.

(3) To the extent practicable and subject to laws relating to confidentiality, when at no additional cost, using existing data and existing resources of the state agency or education service district and without reallocation of resources, the Oregon transparency website shall contain information about each state agency and education service district, including but not limited to:

(a) Annual revenues of state agencies and education service districts;

(b) Annual expenditures of state agencies and education service districts;

(c) Annual human resources expenses, including compensation, of state agencies and education service districts;

(d) Annual tax expenditures of state agencies, including, when possible, the identity of the recipients of each tax expenditure;

(e) For each state agency, a description of the percentage of expenditures made in this state and the percentage of expenditures made outside this state under all contracts for goods or services entered into by the state agency during each biennium;

(f) A prominently placed graphic representation of the primary funding categories and approximate number of individuals served by the state agency or the education service district;

(g) A description of the mission, function and program categories of the state agency or education service district;

(h) Information about the state agency from the Oregon Progress Board;

(i) A copy of any audit report issued by the Secretary of State for the state agency or of any audit reports issued for the education service district;

(j) The local service plans of the education service districts;

(k) A copy of each report required by statute for education service districts; and

(L) A copy of all notices of public meetings of the education service districts.

(4) In addition to the information described in subsection (3) of this section:

(a) The department shall post on the Oregon transparency website notices of public meetings required to be provided by the state agency under ORS 192.640. If the state agency maintains a website where minutes or summaries of the public meetings are available, the state agency shall provide the department with the link to that website for posting on the Oregon transparency website.

(b) The department shall post on the Oregon transparency website a link for the website maintained by the Secretary of State for rules adopted by the state agency. If the state agency maintains a website where the rules of the agency are posted, or where any information relating to the rules of the agency is posted, the state agency shall provide the department with the link to that website for posting on the Oregon transparency website.

(c) The department shall provide links on the Oregon transparency website for information received by the department regarding contracts and subcontracts entered into by a state agency or education service district, to the extent disclosure of that information is allowed by law and the information is already available on websites maintained by the state agency or education service district. To the extent available, the information linked to under this section must include:

(A) Information on professional, personal and material contracts;

(B) The date of each contract and the amount payable under the contract;

(C) The period during which the contract is or was in effect; and

(D) The names and addresses of vendors.

(5) In creating, operating, refining and recommending enhancements to the Oregon transparency website, the Oregon Department of Administrative Services and the Transparency Oregon Advisory Commission created in ORS 184.486 shall consider and, to the extent practicable, adhere to the following principles:

(a) The website must be accessible without cost and be easy to use;

(b) Information included on the Oregon transparency website must be presented using plain, easily understandable language; and

(c) The website should teach users about how state government and education service districts work and provide users with the opportunity to learn something about how state government and education service districts raise and spend revenue.

(6) If a state agency or an education service district is not able to include information described in this section on the Oregon transparency website because of the lack of availability of information or cost in acquiring it, the Transparency Oregon Advisory Commission created in ORS 184.486 shall list the information that is not included for that state agency or education service district in the commission's report to the Legislative Assembly required under ORS 184.486.

(7) The Oregon Department of Administrative Services shall include on the Oregon transparency website a page that provides links to websites established by local governments, as defined in ORS 174.116, and by special government bodies, as defined in ORS 174.117, for the purpose of providing transparency in the revenues, expenditures and budgets of the public bodies. The department shall include a link to the website of the public body upon receiving a request from the public body, and shall consider recommendations from the Transparency Oregon Advisory Commission for the inclusion of other links to local and special government body websites. The department shall include a prominent link on the home page of the Oregon transparency website for information posted to the page described in this subsection. [2009 c.838 §2; 2011 c.368 §2; 2011 c.705 §20; 2013 c.357 §1; 2013 c.645 §3]

Note: Section 1, chapter 746, Oregon Laws 2013, provides:

Sec. 1. (1) On or before January 1, 2015, the Oregon Department of Administrative Services shall develop a plan for providing the following information, or providing links to the following information, on the Oregon transparency website:

(a) Information on expenditures made by state agencies under contracts, including the text of the contracts and information on the work to be performed, or products or services to be provided, under the contracts.

(b) Information regarding the terms of state agency contracts that is listed by categories, such as contracts not yet completed and anticipated completion dates, in a manner that allows persons accessing the website to search each category separately.

(c) Information regarding vendors and other contractors under state agency contracts that is listed by categories, such as city, state and zip code of a vendor's or contractor's residence, in a manner that allows persons accessing the website to search each category separately.

(d) Findings or determinations under ORS 279B.030 and 279B.036, and supporting documentation for those findings or determinations.

(e) Annual revenue, annual expenditures and contracting and subcontracting information for school districts and community colleges.

(2) On or before February 15, 2015, the Oregon Department of Administrative Services shall report to the Legislative Assembly, in the manner provided in ORS 192.245, the details of the plan developed under this section. [2013 c.746 §1]

Senator Whitsett asked what the current cost for maintaining the state's current HR system was.

The cost of 'doing nothing,' meaning maintaining the current two human resource applications (PPDB and PICS) through June 2028 is $79 million. Please see attached detailed graphic.

Senator Smith asked about liability, risk and exposure to the state for local government or an outside entity's use of data storage as it pertains to the breach of data stored on state servers.

Customers request services from us through our on-line system S3 (https://www.oregonsdc.org/). Most, but not all, customers also sign our Service Level Agreement (attached) which does describe the services we provide. The Service Level Agreement does not, however, address the subject of liability in any way in the event there is a data breach or other incident that impacts the availability, confidentiality or integrity of the data. The liability or risk that the state incurs related to hosting data for non-state entities would be described in the relevant statutes.

Senator Steiner Hayward asked what happens to the State Data Center with the extra space saved?

This is a topic that has come up with the Information Technology Advisory Committee and we will continue to evaluate our options as we go through the ETS service changes.

Sincerely,

Michael Jordan, COO
DAS Director

CC: Paul Siebert, Legislative Fiscal Office

Attachments

Exhibit 21: Total Cost Comparison

Alternative	Estimated Project Cost [1]	Estimated Operational Costs [2]	Estimated Total Costs	Net Present Value	Project Length [3]	Estimated Go-Live Month
A: Do nothing and continue to use the existing core HR systems	$0	$79,151,047	$79,151,047	($59,886,082)	0	N/A
B: Build a custom HR application to replace PPDB and PICS	$48,951,454	$78,413,913	$127,365,367	($93,801,563)	42 months	Jan 2018
C1: Acquire a COTS HRIS solution, housed on premise (DAS SDC)	$22,991,817	$58,236,548	$81,228,365	($54,716,333)	36 months	Sep 2017
C2: Acquire a COTS HRIS solution, housed off premise (vendor site)	$21,997,240	$66,784,997	$88,782,237	($60,813,519)	36 months	Sep 2017
C3: Acquire a COTS HRIS SaaS solution, housed in the cloud	$13,134,879	$55,461,181	$68,596,060	($43,134,476)	24 months	Sep 2016

[1] All costs include inflation applied at 2.5% per year.

[2] The operational cost period is standardized through June 30, 2028 to include a full ten years of operational costs for each alternative.

[3] Project length includes a vendor RFP cycle, project development cycle, and solution implementation / training period.

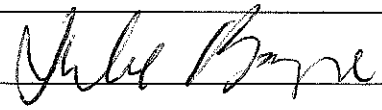
Enterprise Technology

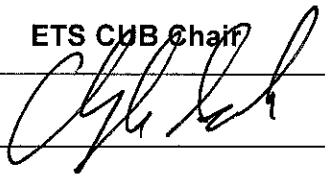
Services

SERVICE LEVEL

AGREEMENT (SLA)

Approved by:

DAS (Name & Title)	*Date*
Julie Bozzi, Administrator **Enterprise Technology Services**	
	12/2/13

Customer Utility Board	*Date*
Clyde Saiki, **ETS CUB Chair**	
	12/05/13

Changes:

Date	*Draft Version*	*DAS Staff Representatives*	*Customer Representatives*	*Description of changes*

SERVICE LEVEL AGREEMENT (SLA)

TABLE OF CONTENTS (TOC)

1. Introduction

1.1. Background

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

The CUB's have four primary responsibilities:

a) Approving general service level agreements.

b) Approving rate-setting methodologies and resulting rates.

c) Reviewing business plans and annual financial statements.

d) Settling unresolved service complaints.

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

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

1.2. Objectives and purpose of SLA

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

The SLA will:

a) Describe the services provided by Enterprise Technology Services.

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

c) Identify responsibilities of each party.

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

    1. Performance tracking and reporting to customers.
    2. Review and amendment of the SLA document.
    3. Service-related dispute resolution.

This SLA document is not meant to be static, but a working document that will reflect the continuous change in services delivered by DAS, service delivery operating processes, and service level expectations agreed between Enterprise Technology Services and customers.

1.3. Identification of Enterprise Technology Services

1.3.1. Short description of Enterprise Technology Services mission

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

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

1.3.2. Applicable statutes and legal underpinnings

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

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

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

2. Service Catalog

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

- The intent of the Service Catalog is to identify and describe services **from the customer's point of view.** This helps to emphasize and explain the **benefits, outcomes and deliverables that the customers receive** when purchasing a service, as opposed to describing the whole set of internal support processes and activities executed by ETS staff in order to deliver these services. As a result, business support processes and functions, such as account management or help desk functions, are not meant to be systematically captured or thoroughly explained in this catalog.
- The services included in this Service Catalog are those **available to ETS customers today**. Service descriptions reflect the different features and options currently available to ETS customers, enabling customers and ETS staff to know what to expect and not expect from a service. Clearly defined services inform customers about service offerings, including what each service does and does not include, service boundaries, how to request services, and how to get help, as well as other factors influencing the extent to which they can be currently enjoyed by ETS customers. Consequently, all narrative about future service features and offerings has been purposefully removed from the description of services included in this Catalog.
- In order to identify and describe services with the right level of detail, consideration has been given to describing **services or offerings that can be purchased in stand-alone mode**. If a given service needs to be purchased as part of a packaged offering, the package will be described in its own service sheet and the individual service will be described in the "What's included" section of the packaged offering service sheet.
- The purpose of the Service Catalog is to describe the **standard services and terms of service delivery**, not the exceptional services or service terms that can be offered to a given customer under special circumstances.

2.1. List of services provided by program

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

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

Service	Summary
Application Delivery	ETS provides application development or customization of purchased applications to enable agencies to meet short-term needs and support future growth. This service accelerates the delivery of high quality business applications on standard technology platforms with fewer defects, less rework and lower costs over the lifetime of the application. ETS also provides optional on-going maintenance and support of custom-built or purchased applications to help preserve the value of the applications over their lifecycle by optimizing application performance, enhancing capabilities, and even deleting obsolete functions.
E-Government	ETS provides online services that allow government agencies to: • Better deliver services to citizens and improve interactions with business and industry through web-enabled applications and content • Improve efficiency of government management through tools that enable intra- and inter-governmental collaboration • Empower citizens through access to information using an open data portal that brings government information together from diverse sources in a uniform way
Phone	Phone services cover a broad range of capabilities that share the common characteristic of voice communications, from dial tone and handsets to meet the basic telephone communications needs of customers to capabilities such as voice mail and call center systems to the meet more advanced business needs
Desktop	Desktop services support the customer's desktop needs by providing: • Operational management of the customer's desktops, laptops, tablets, peripheral equipment (i.e. printers), and workplace tools such as email. Standard desktop software includes Microsoft Access, Excel, Outlook, PowerPoint, Publisher, Word and Visio • Management of the customer's internal network (Local Area Network) that allows sharing of resources such as data, files, printers and applications
Computer Lab	Computer lab services provide a fully equipped site at DAS East (1225 Ferry St., Salem) for customers to use to meet short term desktop computing needs such as training. The lab rental includes Windows-based computers and presentation tools.

3. Service Level Expectations

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

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

3.1. Performance metrics

Metric	Service or Process Measure Applies To	Metric explanation
1. Availability	• State network access • Local area network • Hosting • Back-up • Colocation services • E-Government	Availability is the ability of a service to perform its agreed function when required over a stated period of time. It is usually expressed as the availability ratio, i.e. the proportion of time that the service is actually available for use by the customers within the agreed service hours.
2. Mean Time Between Failure (MTBF)	• State network access • Local area network • Hosting	MTBF is the average time between failures of a service.
3. Backup Job Success	• Back up	Percent of backup jobs that succeed without errors.
4. Backup File Success	• Back up	Percent of files that were marked for backup and not skipped.
5. On time order request fulfillment	• Request fulfillment process	Percent of orders for new service requests delivered on or before the mutually agreed to Expected Delivery date.
6. Days to deploy critical patches	• State network access • Local area network • Hosting • Back-up • Colocation services • E-Government	Number of days between when ETS receives notice about critical patches and when it is installed.
7. Down time during maintenance	• State network access • Local area network	Actual amount of time customer systems are unavailable during planned maintenance.

hours	• Hosting • Back-up • Colocation services	
8. Time to respond	• Incident management process	Time to respond is the time between when ETS Staff is notified that a service has become unavailable and the time ETS staff acknowledges customer requests and provides initial contact to gather requirements
9. Time to restore	• Incident management process	Time to restore is the time between when ETS is notified that a service has become unavailable and the time the service is restored.

3.2. Service levels/ performance targets

3.2.1. Service specific metrics:

Service	Availability	Change Management And Patching
Network • State Network Access	99.9% Available TBD[1] Mean Time Between Failure (MTBF) 99.9% DNS Availability	TBD[2] Days to deploy critical patches. TBD[3] Down time during maintenance hours.
• Local Area Network	99.9% Available TBD[1] Mean Time Between Failure (MTBF) 99.9% DNS Availability	TBD[2] Days to deploy critical patches. TBD[3] Down time during maintenance hours.
Hosting	99.9% ETS Sites 99.0% Customer Sites TBD[1] Mean Time Between Failure (MTBF)	TBD[2] Days to deploy critical patches. TBD[3] Down time during maintenance hours.

[1] Developmental measure target to be established Q4 - 2013

[2] Developmental measure target to be established Q1 - 2014

[3] Developmental measure target to be established Q1 - 2014

Service	Availability	Change Management And Patching
Backup	99.9% Available TBD Job Success TBD File Success	TBD[2] Days to deploy critical patches. TBD[3] Down time during maintenance hours.
Colocation Services	99.9% Available	TBD[3] Down time during maintenance hours.
Data Storage	Not Applicable since availability of disk is included in hosting	TBD[2] Days to deploy critical patches. TBD[3] Down time during maintenance hours.
E-Government	99.5% Available	90.0% of Critical Defects Corrected within 1 day.
Application Delivery	TBD[4] Available	TBD[5] Critical Defect Correction.
IT Professional Services	Not Applicable	Not Applicable
Phone	TBD[6]	TBD[6]
Desktop	No Availability expectation set.	TBD[3] Days to deploy critical patches.
Computer Lab	Not Applicable	TBD[3] Days to deploy critical patches.

For detailed description about these performance metrics, consult the SLA performance measure data dictionary in section 8.2 of this SLA document.

3.2.2. Process specific metrics:

Metric	Metric explanation	Target
On-time Order Delivery	Percent of orders delivered on or before the mutually agreed to Expected Delivery date.	90%

[4] Baseline data to be gathered and target set by Q1-2014

[5] Baseline data to be gathered and target set by Q4-2014

[6] To be added after phone vendor negotiations.

Metric	Metric explanation	Target
Severity 1[7] Time to Respond	Percent of Severity 1 incidents that are responded to within 15 minutes.	90%
Severity 2[8] Time to Respond	Percent of Severity 2 incidents that are responded to within 1 hour.	90%
Severity 3[9] Time to Respond	Percent of Severity 3 incidents that are responded to within 1 day.	95%
Severity 4[10] Time to Respond	Percent of Severity 4 incidents that are responded to within 2 days.	95%
Severity 1 Time to Restore	Percent of Severity 1 incidents that are restored within 2 hours.	70%
Severity 2 Time to Restore	Percent of Severity 2 incidents that are restored within 4 hours.	75%
Severity 3 Time to Restore	Percent of Severity 3 incidents that are restored within 1 business day.	90%
Severity 4 Time to Restore	Percent of Severity 4 incidents that are restored within 3 business days.	95%

For detailed description about these performance metrics, consult the SLA performance measure data dictionary in section 8.2 of this SLA document.

Severity	Definition
1 - Critical	Major incident that is affecting a large group of users or critical business processes. Severity 1 incidents need to be agreed upon by ETS and Agency Management.
2 - High	Significant incident that is causing work to slow or stop.

[7] Severity 1 Major incident that is affecting a large group of users or critical business processes. Incidents need to be agreed upon by ETS and Agency Management.

[8] Severity 2 Significant incident that is causing work to slow or stop.

[9] Severity 3 Incidents that may be impacting work.

[10] Severity 4 Incidents with low impact.

Severity	Definition
3 - Medium	Incidents that may be impacting work.
4 - Low	Incidents with low impact.

4. Financial Processes

4.1. Billing

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

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

- Network and voice services: ets-billing@state.or.us
- All other services: sdc.servicedesk@state.or.us

4.2. Billing disputes

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

4.3. Payment

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

5. Service Management Processes

5.1. Performance measurement and reporting

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

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

5.1.1. Quarterly reports

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

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

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

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

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

   An action plan will include:

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

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

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

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

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

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

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

   a. Identify number of complaints received by type.

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

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

5.1.2. Annual performance reports

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

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

The annual performance report will include:

1. The same information as the quarterly performance reports for the performance of each measure identified in the SLA document over the last quarter of the year.
2. An additional section with follow up information about the corrective actions implemented and the results achieved for the measures where performance was not in compliance with the agreed SLE's in any given quarter within the year.

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

5.2. SLA review and amendment

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

5.2.1. Ongoing SLA review

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

1. A new service or a service enhancement is incorporated into Enterprise Technology Services catalog, allowing for new associated SLE´s to be developed and added to the SLA document
2. Changes in Enterprise Technology Services' ability to perform as a result of:
    a. Significant and sustained change in workload demands.
    b. A significant and sustained increase or reduction in Enterprise Technology Services resources.
    c. A need to conform to other unforeseen organizational constraints within DAS or within state government.
3. When customer's expectations and/or performance service level needs have changed.
4. Evolution in Enterprise Technology Services tools and processes, which allow for better metrics and/or evolved performance level targets.
5. Missing performance targets by 15% (whether actual performance is over or under the target) in more than 2 consecutive quarters.
6. When Enterprise Technology Services' corrective action recommends a reassessment in the performance targets agreed for a service.

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

1. The request to review and modify the SLA document can be initiated by Enterprise Technology Services or any customer represented at the CUB.
2. Based on the nature or scope of the SLA modification request, the CUB and Enterprise Technology Services may undertake the modification and approval of the amended SLA document in the course of a regular CUB meeting or choose to create a SLA review team/workgroup for this purpose.
3. If an SLA review team is created, the workgroup will review and draft the recommended changes/updates to the content of the SLA document.
4. The draft amended SLA document will be submitted to the CUB for review and approval.

5.2.2. Biennial SLA review.

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

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

1. The CUB and Enterprise Technology Services will designate a SLA review team consisting of customer and Enterprise Technology Services representatives. Customer representation will include at a minimum a member from the CUB.
2. The SLA review team will conduct an analysis and evaluation of the SLA agreement and identify any potential amendments to the SLA document. To do so, the SLA review team will:
    a. Conduct an analysis of the SLE´s against the actual performance results achieved in the last two years, identifying opportunities and/or needs to readjust service level expectations or performance targets.
    b. Conduct a review of previous and potential performance issues that may affect services.
    c. Conduct an evaluation of the success in the adoption, acceptance and commitment to the SLA by both parties:
        i. How successful has the SLA been - has it made a difference?
        ii. Has it been used by Enterprise Technology Services staff, and if not, why?
        iii. Have customers used it or adhered to it, and if not, why?
        iv. Has it helped manage customers' expectations?
        v. What barriers/problems have there been and what other feedback has the service provider received?
3. The SLA team will review and make recommended changes/updates to the content of the SLA document
4. The draft amended SLA document will be submitted to the CUB for review and approval.

5.3. Incident management.

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

Customer agencies can report a service disruption by calling (503) 373-1000. Email is not a preferred method for reporting outages.

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

Severity	Definition	Incident Management Targets	
		Response Time	Resolution
Sev. 1 - Critical	Major incident that is affecting a large group of users or critical business processes. Severity 1 incidents need to be agreed upon by ETS and Agency Management.	Notice of the issue to relevant customers and communication of the expected downtime must occur within 15 minutes.	< 2 hours

Severity	Definition	Incident Management Targets	
		Response Time	Resolution
Sev. 2 - High	Significant incident that is causing work to slow or stop.	Response to the customer must take place within 1 hour.	< 4 hours
Sev. 3 - Medium	Incidents that may be impacting work.	Response to the customer must take place within 1 day.	< 1 business day
Sev. 4 - Low	Incidents with low impact.	Response to the customer must take place within 2 days.	< 3 business days

Escalations:

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

Customer Sites:

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

5.4. Complaint Resolution and Remediation

5.4.1. Principles

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

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

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

1. All complaints submitted using the process outlined below in 5.4.2 will be considered formal, and they will be logged, documented and published by the service provider.
2. Formal performance complaints shall only be considered resolved when:
    a. Enterprise Technology Services and the affected customer (s) **have agreed on an action plan to solve/correct the problem;** and
    b. **Applicable remedies** to compensate and/or exact reparation to the affected customer(s) **have been agreed** to the satisfaction of both parties.

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

5.4.2. Raising and recording formal complaints

Performance complaints will be submitted to Enterprise Technology Services via a complaint intake email inbox (mailto://ets.info@state.or.us) or through the complaint form on the Enterprise Technology Services' web portal (https://www.oregonsdc.org) . All complaints submitted via this process will be considered formal complaints.

Formal complaints should include:

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

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

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

5.4.3. Complaint escalation process

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

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

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

- The Account Manager. If unresolved, escalate to
- Enterprise Technology Services Administrator. If unresolved, escalate to
- Deputy Director of DAS. If unresolved, escalate to
- Enterprise Technology Services CUB.

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

5.4.4. Remedies

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

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

6. Glossary: Acronyms & Definitions

6.1. Acronyms

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

6.2. Definitions

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

- **Incident Management:** Process for dealing with service incidents and restoring normal service operation as quickly as possible, minimizing the adverse impact on business operations.
- **Rate (Service rate)**: A price that incorporates the costs of delivering the service at the service levels agreed to by both parties.
- **Remediation (a.k.a. Remedies or Remedial actions/ measures):** In the event of a formal complaint raised by a customer**,** remediation refers to the list of actions/ measures DAS or any of its service delivery units can take or offer to compensate and/or exact reparation to the affected customer(s) above and beyond agreeing on an action plan to correct the underlying service problem.
- **Service**: A bundle of activities and resources (processes, people and IT resources) combined to provide a clear business outcome or output/ deliverable received by the customer.
- **Service Agreement:** A document, signed by service provider and a single customer, reflecting customer-specific information such as choice of services from service catalog, specific operational procedures between the parties, or contact information for critical information systems or processes, etc.
- **Service Catalog:** A description of the services and service offerings provided by a service provider. This can be a multi-level set of information with linked and discrete hierarchies of services, child services and specific 'offerings' (specific tasks) available for these services, and will typically describe service terms, standards, packages (if available), exclusions (if applicable), etc.
- **Service Level Agreement (SLA):** A document, specific per service provider, which includes the following core elements: (1) A service catalog; (2) A set of agreed SLE's (performance targets); (3) A statement of responsibilities of service provider and customers; and (4) A description of key service management processes. All of these elements help improve service delivery, manage expectations, clarify responsibilities and facilitate communication between the service provider and its customer base.
- **Service Level Expectation (SLE):** Written, measureable target for a service or a process performance agreed between service provider and customers.
    a. For any given service with an SLE, service performance targets will be common to all customers (concept of utility services).
    b. If a service offering includes different packages/ levels of service, different packages of the same service can have different performance targets but these will be common to all customers of the same package/ level of service.
- **Utility Service**: DAS Utility services are those most efficiently provided through DAS in order to maximize efficiency or capture economies of scale—where it makes economic sense to have a single supplier for all users for any of the following reasons: economies of scale; policy reasons; the need for one integrated system; or a strong need for uniformity.

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

7. Contact Data

Enterprise Technology Services:

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

8. Appendixes

8.1. Service Catalog sheets

Service Catalog

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

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

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

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

ETS Services

Service	Summary	Page
Application Services		
Application Delivery	ETS provides application development or customization of purchased applications to enable agencies to meet short-term needs and support future growth. This service accelerates the delivery of high quality business applications on standard technology platforms with fewer defects, less rework and lower costs over the lifetime of the application. ETS also provides optional on-going maintenance and support of custom-built or purchased applications to help preserve the value of the applications over their lifecycle by optimizing application performance, enhancing capabilities, and even deleting obsolete functions.	24
E-Government	ETS provides online services that allow government agencies to: • Better deliver services to citizens and improve interactions with business and industry through web-enabled applications and content • Improve efficiency of government management through tools that enable intra- and inter-governmental collaboration • Empower citizens through access to information using an open data portal that brings government information together from diverse sources in a uniform way.	29
Data Network Services		
Local Area Network	Local area network services provide networking of computing devices within the customers' physical locations and to the state network, allowing: • Computing resources such as files, printers and applications to be shared • Data and messages to be sent and received in a secure and reliable manner.	33
State Network Access	State network access services provide connectivity to state and agency resources (such as servers at the SDC), to other governmental offices that are connected to the state network, and to the Internet.	36
Data Storage Services		
Backup	Backup services create reliable copies of data, related software and supporting configurations for the purpose of reproducing data from a specific point in time in the event the original is lost, erased,	39

	damaged, or changed in error.	
Data Storage	Data storage services provide secure technology and capacity management to store customers' data in a manner that meets their performance and availability needs.	42
IT Professional Services		
IT Professional Services	IT professional services provide general technical support, consulting and IT project management to meet customer short-term technology needs.	45
Managed Computing Services		
Colocation	Colocation services provide a secure location in an access controlled facility for housing servers and related equipment that customers own and manage. This service can assist with disaster recovery, redundancy and backups or simply provide a physical space for proprietary equipment to be located with hosted applications	48
Hosting	ETS engineers, builds and supports customized hosting solutions designed to help customers improve IT quality, efficiency and reliability. Depending on infrastructure needs, ETS can virtualize existing servers, build an entire custom hosted infrastructure, or simply provide a managed server. ETS' wide array of professional capabilities to provide the right solution to meet customers' needs.	51
Workplace Productivity Services		
Computer Lab	Computer lab services provide a fully equipped site at DAS East (1225 Ferry St., Salem) for customers to use to meet short-term desktop computing needs such as training. The lab rental includes Windows-based computers and presentation tools.	56
Desktop Service	Desktop services support the customer's desktop needs by providing: • Operational management of the customer's desktops, laptops, tablets, peripheral equipment (i.e. printers), and workplace tools such as email. Standard desktop software includes Microsoft Access, Excel, Outlook, PowerPoint, Publisher, Word and Visio • Management of the customer's internal network (Local Area Network) that allows sharing of resources such as data, files, printers and applications	59
Enterprise Email	Enterprise email services enable the sending, receiving and reviewing of emails from Outlook clients, web browsers or mobile devices. It incorporates calendaring and instant messaging within	62

	the email system and removes mailbox limitations.	
Phone	Phone services cover a broad range of capabilities that share the common characteristic of voice communications, from dial tone and handsets to meet the basic telephone communications needs of customers to capabilities such as voice mail and call center systems to the meet more advanced business needs	65

Application Delivery

1. What is the service?	
a. Service Summary	ETS provides application development and customization of purchased applications to enable agencies to meet short-term needs and support future growth. This service accelerates the delivery of high quality business applications on standard technology platforms with fewer defects, less rework and lower costs over the lifetime of the application. ETS also provides optional on-going maintenance and support of custom-built or purchased applications to help preserve the value of the applications over their lifecycle by optimizing application performance, enhancing capabilities, and even deleting obsolete functions.
b. What is included/detailed description of the features and benefits of the service	Application delivery services provide experienced staff to meet customers' applications needs, whether developing new applications or customizing applications purchased and licensed by the customer. The base service for application development includes: 1. Statement of work that describes: • Work to be performed by ETS • Cost and time estimates. Estimates will include associated application hosting costs and timelines 2. Requirements gathering/analysis. Requirements will be documented, actionable, measurable, testable, traceable, related to identified business needs or opportunities, and defined to a level of detail sufficient for a system design 3. Design proposal/recommendations identifying the solution to meet the customers' needs and including: • Architecture design identifying the hardware, software and network components needed for the application • Application design detailing a high-level view of the application structure and how the components of the application interact • Implementation design providing the methodology for migrating the application to a production environment for end-user use • Quality assurance plan identifying the potential risks related to the software quality and the salient, planned testing considerations • Other documentation to be developed and delivered during the application development including interfaces/APIs

<table>
<tr><th colspan="2">Application Delivery</th></tr>
<tr><td></td><td>4. Establishing a user acceptance testing environment
5. Delivering of the application as agreed to in the statement of work and/or design proposal</td></tr>
<tr><td>c. Offerings and options</td><td>There are three basic offerings customers can choose depending upon their needs:
1. Application development: For customers needing a new application to be designed and programmed in program languages such as:
• .Net
• C++
• Visual Basic
• Java
• Perl - Open Source
• COBOL
ETS may also be able to provide application delivery services using languages not listed above.
2. Licensed software customization (See data sheet for technical information): For customers who need support or customization for an existing, purchased application.
3. Application maintenance and support (See data sheet for technical information): For customers who need on-going support for a custom built or purchased. This offering may be incorporated as part of an engagement for application development or customization or may be negotiated as a stand-alone offering.
Customers may also choose any of the following options for each engagement of this service:
1. User documentation to detail how end users would navigate the system
2. User training for end users or business application managers
3. End user support for application use
4. Data cleanup of existing data to be migrated to application
5. Migration of existing data into application
6. Custom report writing for retrieving specific or statistical information from the data stored with the application
7. Disaster recovery or continuation of application performance in the event of a</td></tr>
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	natural or human-induced disaster 8. Performance tuning of the application 9. Application monitoring for performance and/or availability 10. Application maintenance, testing and upgrading
d. Service prerequisites	1. All customer applications and systems be appropriately licensed 2. State network access (See state network access for description) 3. Compliance with requirements of Statewide IT Policy 107-004-130, Information Technology Investment Review/Approval if appropriate 4. Signed and approved statement of work for the engagement
e. (Service-specific) Customer and Provider responsibilities	**Customer Responsibilities:** 1. Defined business requirements, usage and customer projections 2. Timely response to requests for information or document approvals 3. End user testing (user acceptance testing) of customer application or systems 4. User acceptance testing and sign off that the application meets the functionality of the agreed upon requirements 5. End-user devices (desktops, printers, plotters, etc.) and management of those devices 6. Migration of existing data into application 7. Data/application business continuity 8. Business application management 9. End-user management and access **ETS Responsibilities:** 1. Providing all documentation agreed to in the statement of work and/or design proposal 2. Managing the application development tasks and activities 3. Following development standards and methodology 4. Unit and functional testing to ensure application functions as requirements specify 5. Maintenance of the hosting platform 6. Installation of application on the production environment (hosting platform)

Application Delivery	
	7. Configuration of application or system on the hosting platform 8. Application change management to put the application into production 9. Application system security 10. Infrastructure and system software management for hosting environment: • Operation and support of the hardware • Hardware and system software lifecycle management • Security • Patch management • Troubleshooting and tuning of environments for optimum availability and performance • Equipment and operating system monitoring • Scheduled and ad hoc maintenance • Managed equipment and system software configuration • 24 x 7 support • Redundant power sources and climate control for equipment at the state data center • Operating system platform and system software change management • Operating system platform and system software security
f. Description of what is not included in the service	1. IT project manager for any associated or parent project creating the need for the service. ETS methodology provides the project management for the application development effort only. 2. Tasks or expectations not identified in the statement of work and/or design proposal. 3. Support for end-user devices such as desktops or printers.
2. How is the service requested?	
a. How is this service requested	Services are requested through S3, the ETS secure on-line support system, at https://www.oregonsdc.org. New customers may call 503-378-6758 or email ets@das.state.or.us.
b. What forms are used/ needed to	Online general request form on S3.

Application Delivery	
request this service	
c. When can you expect to have your service request fulfilled	Delivery time for an application delivery engagement depends on the needs of the customers, the complexity of the development, and the hosting environment required. After initial assessments are completed, the customer will be provided a statement of work identifying the agreed upon delivery date for the application. The statement of work is typically delivered within 30 days of the initial request. Engagement of the application delivery service begins after customer approval of the statement of work.
3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?	
a. Self-service support	There is currently no self-service support for this service.
b. Requesting support	If experiencing a disruption of service or severe degradation of service, call 503-373-1000 (ETS Service Desk) or email SDC.Servicedesk@state.or.us. For changes or modifications to the service, use the general request process through S3.
c. When can you expect to get a response	Change or modification to the application: Customers will normally receive a response within one day to a request for a change. ETS will work with the customer to determine if the change is required to be made at that point or if it is to be bundled with other changes for a future update or release of the application. Disruption of service or severe degradation of service will handled thru the standard ETS Incident Management processes. After an initial assessment is made, the customer will be notified of the cause and the intended recovery time if the disruption is within systems and services provided by ETS. Communication updates will be negotiated with the customer based on the severity and impact.

E-Government

1. What is the service?	
a. Service Summary	ETS provides online services that allow government agencies to: • Better deliver services to citizens and improve interactions with business and industry through web-enabled applications and content • Improve efficiency of government management through tools that enable intra- and inter-governmental collaboration • Empower citizens through access to information using an open data portal that brings government information together from diverse sources in a uniform way Services are delivered through highly customized environments to meet the specific needs of individual agencies.
b. What is included/detailed description of the features and benefits of the service	The core E-Government service provides: • Publicly accessible websites with content management tools • Web-based applications • Online regulatory licensing • E-Commerce • Online data catalog (data portal) • Web-based collaboration platform for inter- and agency collaboration. Customers may choose to use any or all of the core elements of the service. See section 1c for more information on each option.
c. Offerings and options	The services agencies can chose to participate in include: • Publicly accessible websites, including templates for customers to build their own websites • Custom developed web and mobile applications for interaction with the agency's customer base • Regulatory online licensing ability customizable to the needs of the agency • Online payment capability with credit card, e-check, direct debit and web-based mobile payments through a level one certified PCI compliant system • Collaboration websites for external or inter-agency use that enable cross-

<table>
<tr><th colspan="2">E-Government</th></tr>
<tr><td></td><td>organization, cross-government, vendor and stakeholder collaboration
• Intranets for internal agency use
Online data catalog that provides a single platform of Oregon open data that the public can share and filter with a powerful one-click search</td></tr>
<tr><td>d. Service prerequisites</td><td>Intranet hosting requires Microsoft SharePoint Client Access Licenses for both standard and enterprise; Agencies must purchase these from Microsoft</td></tr>
<tr><td>e. (Service-specific) Customer and Provider responsibilities</td><td>Customer Responsibilities:
1. Compliance with requirements of Statewide IT Policy 107-004-130, Information Technology Investment Review/Approval
2. Defining business requirements; acceptance of changes in schedule and additional costs, if any, created by inaccurate or changing business requirements
3. End user testing (user acceptance testing) of and sign off that functionality of the agreed upon requirements is met
4. End-user devices (desktops, printers, plotters, etc.) and management of those devices
5. Migration of existing data into application
6. Data/application business continuity
7. Business application management: End-user management and access, where appropriate
ETS Responsibilities:
1. Ongoing support, training and maintenance of the services provided.
2. Independent security audits
3. Maintaining Payment Card Industry level 1 security
4. Providing all documentation agreed to in the statement of work and/or design proposal
5. Managing the application development tasks and activities
6. Unit and functional testing to ensure application functions as requirements specify
7. Maintenance of the hosting platform
8. Installation of application on the production environment (hosting platform)</td></tr>
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E-Government	
	9. Configuration of application or system on the hosting platform 10. Application change management to put the application into production 11. Application system security 12. Infrastructure and system software management for hosting environment
f. Description of what is not included in the service	The following items are not included with the service, but may be available through a custom solution or another ETS service: 1. Internal custom workplace applications that do not interact with the public 2. Updating agency content on websites 3. Online payment types not authorized by Treasury (e.g. PayPal) 4. Hosting customer- or 3rd party-developed applications
2. How is the service requested?	
a. How is this service requested	Submit a Project Request to the E-Government Service Desk 1. Online (https://egovservicedesk.zendesk.com) 2. Email (egovhelp@state.or.us) 3. Call (503)-378-2126
b. What forms are used/ needed to request this service	E-Government Services Project Request form available at http://www.oregon.gov/DAS/ETS/EGOV
c. When can you expect to have your service request fulfilled	The electronic Government Portal Advisory Board, established by Oregon state law, is responsible for prioritizing new government service applications provided by means of an electronic government portal and maintains the queue of services to be implemented.
3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?	
a. Self-service support	Self-service support is available through: 1. Dedicated support portal 2. Video on demand training

E-Government	
	3. User groups
b. Requesting support	Contact the E-Government Service Desk: 1. Online(https://egovservicedesk.zendesk.com) 2. Email (egovhelp@state.or.us) 3. Call (503-378-2126)
c. When can you expect to get a response	ETS follows standardized response times for all services. Customers should expect ETS staff to respond within the following time frames: Severity 1 service disruptions – 15 minutes Severity 2 service disruptions – 30 minutes Severity 3 service disruptions – 1 day Severity 4 service disruptions – 2 days Requests for changes or modifications– 3 days

Local Area Network

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

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

Local Area Network	
b. Requesting support	If experiencing a disruption of service or severe degradation of service, call 503-373-1000 (ETS Service Desk) or email SDC.Servicedesk@state.or.us. For changes or modifications to the service, use the general request process through S3.
c. When can you expect to get a response	ETS follows standardized response times for all services. Customers should expect ETS staff to respond within the following time frames: Severity 1 service disruptions – 15 minutes Severity 2 service disruptions – 30 minutes Severity 3 service disruptions – 1 day Severity 4 service disruptions – 2 days Requests for changes or modifications– 3 days Severity levels for service disruptions are determined by the scope and impact of the individual incident. See incident response section of SLA for description of severity levels.

State Network Access

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

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

State Network Access	
b. Requesting support	If experiencing a disruption of service or severe degradation of service, call 503-373-1000 (ETS Service Desk) or email SDC.Servicedesk@state.or.us. For changes or modifications to the service, use the general request process through S3.
c. When can you expect to get a response	ETS follows standardized response times for all services. Customers should expect ETS staff to respond within the following time frames: Severity 1 service disruptions – 15 minutes Severity 2 service disruptions – 30 minutes Severity 3 service disruptions – 1 day Severity 4 service disruptions – 2 days Requests for changes or modifications– 3 days Severity levels for service disruptions are determined by the scope and impact of the individual incident. See incident response section of SLA for description of severity levels.

Backup

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

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

Backup	
	interface as used for monitoring.
b. Requesting support	If experiencing a disruption of service or severe degradation of service, call 503-373-1000 (ETS Service Desk) or email SDC.Servicedesk@state.or.us. For changes or modifications to the service, use the general request process through S3.
c. When can you expect to get a response	ETS follows standardized response times for all services. Customers should expect ETS staff to respond within the following time frames: Severity 1 service disruptions – 15 minutes Severity 2 service disruptions – 30 minutes Severity 3 service disruptions – 1 day Severity 4 service disruptions – 2 days Requests for changes or modifications– 3 days Severity levels for service disruptions are determined by the scope and impact of the individual incident. See incident response section of SLA for description of severity levels.

Data Storage

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

Data Storage	
	4. Classification and management of stored data **ETS Responsibilities:** 1. Storage system administration 2. Storage system monitoring 3. Managing system performance
f. Description of what is not included in the service	Backup services are provided separately from the storage service.
2. How is the service requested?	
a. How is this service requested	Services are requested through S3, the ETS secure on-line support system, at https://www.oregonsdc.org. New customers may call 503-378-6758 or email ets@das.state.or.us.
b. What forms are used/ needed to request this service	Online general request form on S3.
c. When can you expect to have your service request fulfilled	Most storage services can be delivered within 30 days. Some environments may take more or less time depending on complexity.
3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?	
a. Self-service support	There is currently no self-service support for this service.
b. Requesting support	If experiencing a disruption of service or severe degradation of service, call 503-373-1000 (ETS Service Desk) or email SDC.Servicedesk@state.or.us. For changes or modifications to the service, use the general request process through S3.
c. When can you expect to get a	ETS follows standardized response times for all services. Customers should expect ETS staff to respond within the following time frames:

Data Storage	
response	Severity 1 service disruptions – 15 minutes Severity 2 service disruptions – 30 minutes Severity 3 service disruptions – 1 day Severity 4 service disruptions – 2 days Requests for changes or modifications– 3 days Severity levels for service disruptions are determined by the scope and impact of the individual incident. See incident response section of SLA for description of severity levels.

IT Professional Services

1. What is the service?	
a. Service Summary	IT professional services provide general technical support, consulting and IT project management to meet customer short-term technology needs.
b. What is included/detailed description of the features and benefits of the service	The base service provides an hourly IT resource and may be engaged in two ways: 1. A request for a resource to accomplish specific tasks or activities, such as consulting or project management. 2. A request for a task or activity to be performed, such as a customer request to modify a firewall.
c. Offerings and options	Resources can be provided for: 1. General technical expertise/support – Resource performs IT work for the customer. These requests may be submitted for a specific task to be completed or for a resource such as an application development. 2. Technical consulting – Resource recommends how IT work should be performed. These requests would generally be submitted as a request for consulting relating to a specific IT-related situation such as recommendation in designing a network 3. IT project management – Resource includes coordination with other IT functions and brings specific project management expertise to the project effort. These requests would submitted as a request for an IT project manager for a specific IT project.
d. Service prerequisites	None
e. (Service-specific) Customer and Provider responsibilities	**Customer Responsibilities:** 1. Define the work that needs to be done 2. Submit the request for work 3. Any responsibilities as agreed upon in the request or an associated statement of work if required **ETS Responsibilities:** 1. Assignment of skilled staff to accomplish the request

IT Professional Services	
	2. Management of the assigned resources 3. Some engagements, such as a request for project manager services, may require the creation of a statement of work outlining responsibilities of ETS and of the customer. The responsibilities will depend on the complexity of the project and the level of project management expertise required by the project. 4. Project management engagements will follow ETS project management methodology.
f. Description of what is not included in the service	Hardware, software or any goods that are required to implement an IT solution is not provided as part of this service.
2. How is the service requested?	
a. How is this service requested	Services are requested through S3, the ETS secure on-line support system, at https://www.oregonsdc.org. New customers may call 503-378-6758 or email ets@das.state.or.us.
b. What forms are used/ needed to request this service	Online general request form on S3.
c. When can you expect to have your service request fulfilled	Because of the variety of requests for IT professional services, fulfillment of the request will vary depending on the needs. Most simple requests can be delivered within 5 days if the requirements of the work are specified. More complex or longer term requests, such as a request for project manager services, will take longer to initiate and will depend on the availability of a resource and the needs of the requester.
3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?	
a. Self-service support	There is currently no self-service support for this service.
b. Requesting support	The general request process through S3 should be used for changes or modification to an existing service.

IT Professional Services	
c. When can you expect to get a response	Customer will normally receive a response within one day.

Colocation

1. What is the service?	
a. Service Summary	Colocation services provide a secure location in an access controlled facility for housing servers and related equipment that customers own and manage. This service can assist with disaster recovery, redundancy and backups or simply provide a physical space for proprietary equipment to be located with hosted applications.
b. What is included/detailed description of the features and benefits of the service	Colocation facilities offer physical space for customer-owned equipment and include: 1. High physical security and access control, including 24 hours video surveillance 2. Fire detection and extinguishing devices 3. Multiple connection feeds and bandwidth 4. Uninterruptable and filtered power, with backup power generators 5. Redundant air-conditioning 6. Intrusion detection at network border 7. Staff and automated 24x7 monitoring of environmental and physical security
c. Offerings and options	Customers can choose from: 1. Open floor space for your equipment 2. Caged floor space for a higher level of security 3. Space in an existing rack
d. Service prerequisites	Network access to the colocation facility
e. (Service-specific) Customer and Provider responsibilities	**Customer Responsibilities:** 1. Managing all user-installed servers and equipment 2. Ensuring colocated equipment meets all industry electrical, thermo and magnetic standards required by the facility 3. Complying with access control policies of facility 4. Investigating reports of potential security vulnerabilities and removing equipment as appropriate

Colocation	
	5. Hardware and software delivery, asset tracking and lifecycle 6. Rack-mount kits for rack space **ETS Responsibilities:** Managing and troubleshooting network equipment up to the connection to the customer's equipment
f. Description of what is not included in the service	1. This service does not provide management, maintenance, or monitoring of the colocated equipment or applications on the equipment. 2. Rack mounting kits are not included.
2. How is the service requested?	
a. How is this service requested	Services are requested through S3, the ETS secure on-line support system, at https://www.oregonsdc.org. New customers may call 503-378-6758 or email ets@das.state.or.us.
b. What forms are used/ needed to request this service	Online general request form on S3.
c. When can you expect to have your service request fulfilled	Open floor space and rack space can usually be provided within two weeks.
3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?	
a. Self-service support	There is currently no self-service support for this service.
b. Requesting support	If experiencing a disruption of service or severe degradation of service, call 503-373-1000 (ETS Service Desk) or email SDC.Servicedesk@state.or.us. For changes or modifications to the service, use the general request process through S3.
c. When can you expect to get a	Under standardized response times, customers should expect ETS staff to respond

Colocation	
response	to the requests for changes or modifications within three business days.

Hosting

1. What is the service?

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

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

Hosting	
	7. Power and cooling for customer-site systems 8. End user testing of customer application or systems 9. Customer application or system change management 10. Customer application or system security **ETS Responsibilities:** 1. Infrastructure and system software management: • Operation and support of the hardware • Hardware and system software lifecycle management • Security • Patch management • Troubleshooting and tuning of environments for optimum availability and performance • Equipment and operating system monitoring • Scheduled and ad hoc maintenance • Managed equipment and system software configuration 2. 24 x 7 support 3. Redundant power sources and climate control for equipment at the state data center 4. Operating system platform and system software change management 5. Operating system platform and system software security
b. Description of what is not included in the service	1. Customer application or system to be installed 2. Customer application or system configuration 3. Development, debugging or maintenance of customer application or system 4. Administration of the customer application. 5. Installation of the application or system 6. Migration of customer data 7. De-installation of customer applications, systems or data 8. Support for end-user devices such as desktops or printers
2. How is the service requested?	

Hosting	
d. How is this service requested	Services are requested through S3, the ETS secure on-line support system, at https://www.oregonsdc.org. New customers may call 503-378-6758 or email ets@das.state.or.us.
e. What forms are used/ needed to request this service	Online general request form on S3.
f. When can you expect to have your service request fulfilled	Most hosting options can be delivered within the timeframes listed below: 1. Mainframe – 90 days 2. Midrange – 60 days 3. Middleware – 30 days 4. Servers – 30 days Some set ups may take more or less time depending on complexity.
3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?	
g. Self-service support	There is currently no self-service support for this service.
h. Requesting support	If experiencing a disruption of service or severe degradation of service, call 503-373-1000 (ETS Service Desk) or email SDC.Servicedesk@state.or.us. For changes or modifications to the service, use the general request process through S3.
i. When can you expect to get a response	ETS follows standardized response times for all services. Customers should expect ETS staff to respond within the following time frames: Severity 1 service disruptions – 15 minutes Severity 2 service disruptions – 30 minutes Severity 3 service disruptions – 1 day Severity 4 service disruptions – 2 days Requests for changes or modifications– 3 days Severity levels for service disruptions are determined by the scope and impact of the individual incident. See incident response section of SLA for description of

	severity levels.

Computer Lab

1. What is the service?	
a. Service Summary	Computer lab services provide a fully equipped site at DAS East (1225 Ferry St., Salem) for customers to use to meet short term desktop computing needs such as training. The lab rental includes Windows-based computers and presentation tools.
b. What is included/detailed description of the features and benefits of the service	The base service includes: 1. 17 computers with Windows 7 including the most current service packs and updates, MS Office 2007, Acrobat Reader, Internet Explorer, Hyperion System 11, Passport Mainframe 2. A secured network with access to the internet. 3. Projector, Smartboard, podium, flipcharts, laser jet printer 4. Speaker phone 5. Basic office supplies.
c. Offerings and options	Lab rental: 1. 4 hour block with 15 minutes on each side of the rental for set-up/clean-up 2. 8 hour block with 15 minutes on each side of the rental for set-up/clean-up Options: Customers may opt to have additional, customer-owned software installed.
d. Service prerequisites	None
c. (Service-specific) Customer and Provider responsibilities	**Customer Responsibilities:** 1. Installation of presentations on the instructor PC 2. Attachment of customer-owned PC to the digital projector if to be used 3. Appropriate licensing of any customer-owner software to be used in the lab. 4. Keeping the room clean 5. Removal of meeting materials and trash from the lab 6. No rearrangement of workstations in the lab

Computer Lab	
	7. No download or upload files from the internet to the lab PC 8. Ensuring no confidential or private data is left on workstations 9. Responsible for any physical loss or damage to the room and/or equipment **ETS Responsibilities:** 1. Provision and maintenance of the lab PCs and other equipment 2. Installation and removal of customer requested software 3. Showing lab to customers 4. Rearrangement of lab configuration if requested by and agreed to with customer
d. Description of what is not included in the service	The following are not included with the service: 1. Classes and/or training led by ETS 2. Parking 3. Set-up and clean-up of the room.
2. How is the service requested?	
j. How is this service requested	Submission of TSC computer lab reservation form.
k. What forms are used/ needed to request this service	Reservation form online at http://oregon.gov/DAS/ETS/TSC/docs/Lab_Reservation.pdf
l. When can you expect to have your service request fulfilled	Requester will normally receive response to the reservation form request within 2 business days. The date requested will be confirmed if the lab is available. If the lab is previously rented on date requested, ETS will work with requester to arrange an acceptable alternate date.
3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?	
m. Self-service support	There is currently no self-service support for this service.

Computer Lab	
n. Requesting support	For problems during lab rental period, contact the TSC Help Desk at 503-378-2135. The number is also listed on the phone next to presenter/instructor computer.
o. When can you expect to get a response	If the issue cannot be resolved by phone at the initial request, the first available technician will be dispatched to the lab.

Desktop Services

1. What is the service?	
a. Service Summary	Desktop services support the customer's desktop needs by providing: • Operational management of the customer's desktops, laptops, tablets, peripheral equipment (i.e. printers), and workplace tools such as email. Standard desktop software includes Microsoft Access, Excel, Outlook, PowerPoint, Publisher, Word and Visio • Management of the customer's internal network (Local Area Network) that allows sharing of resources such as data, files, printers and applications.
b. What is included/detailed description of the features and benefits of the service	ETS bundles standard services and functions expected on today's office workstations, using Windows operating systems. The bundle includes: 1. Purchase, installation, configuration and maintenance of customer-owned equipment, operating systems and standard desktop software licenses; all products are maintained at vendor-supported levels and versions. 2. Fully functional Outlook email, including email archiving and user account management 3. Active directory for user account management and for assigning and enforcing security policies for equipment and software 4. File servers which provide a location where customer files are stored and shared among users 5. Print servers to accept print jobs from multiple computers 6. Remote desktop access to allow users to access computing resources from external location 7. End user help desk for desktop-related questions and issues.
c. Offerings and options	Desktop services are a standard bundle of services. Customers may opt out of using file servers or the print servers if that meets their needs.
d. Service prerequisites	State network access service which provides Internet services needed to manage the desktops.
e. (Service-specific) Customer and Provider	**Customer Responsibilities:** 1. Compliance with Statewide Policy 107-004-110, "Acceptable Use of State

Desktop Services	
responsibilities	Information Assets" 2. Building wiring and connectivity required for internal network and connection to the state network 3. Equipment and software costs. ETS manages the equipment and standard desktop application purchases on behalf of the customer **ETS Responsibilities:** Lifecycle management of all equipment and standard desktop software, including purchasing, installation, operational maintenance, and retirement
f. Description of what is not included in the service	The following items are not included with the standard service: 1. Custom application support 2. Non-standard hardware (hardware not purchased through TSC) 3. Non-standard desktop software licenses and support 4. Desktop backup 5. Building changes, such as rewiring, required to support desktop services. These services may be available through special agreement or through another service provided by ETS.
2. How is the service requested?	
p. How is this service requested	Services are requested through ETS Technology Support Center (TSC) at 503-373-2135 or tsc.helpdesk@state.or.us
q. What forms are used/ needed to request this service	There is no standard form used to request this service. After the details are agreed to, ETS will prepare an agreement to be signed by ETS and the customer detailing all expectations.
r. When can you expect to have your service request fulfilled	Most services can be delivered within sixty days of agreement signing. Some environments may take more of less time depending on the location/s and the number of users.
3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?	
s. Self-service	Password resets

Desktop Services	
support	
t. Requesting support	Contact the TSC help desk at tsc.helpdesk@state.or.us or 503-373-2135
u. When can you expect to get a response	ETS follows standardized response times for all services. Customers should expect ETS staff to respond within the following time frames: Severity 1 service disruptions – 15 minutes Severity 2 service disruptions – 30 minutes Severity 3 service disruptions – 1 day Severity 4 service disruptions – 2 days Requests for changes or modifications– 3 days

Enterprise Email

1. What is the service?	
a. Service Summary	Enterprise email services enable the sending, receiving and reviewing of emails from Outlook clients, web browsers or mobile devices. It incorporates calendaring and instant messaging within the email system and removes mailbox limitations.
b. What is included/detailed description of the features and benefits of the service	The service is based on number of mailbox accounts. Each account includes: 1. A state.or.us email address for each mailbox account 2. Archiving, search and discovery capabilities based on a customer determined retention and customizable retention period 3. Effectively unlimited email storage to prevent denial of service attacks and to provide easier mailbox management for users 4. Ability to access emails through Outlook Client, web browser and/or mobile devices depending on the needs of the customer 5. Calendaring with the ability to share calendaring information with other enterprise email system customers 6. Instant messaging (IM) tool with messages stored in the email system. At the discretion of the customer, IM can be used across customer agencies using the enterprise email system
c. Offerings and options	The service is all inclusive of the items listed above. Customers can chose not to take advantage of all features, such as instant messaging or calendaring sharing across enterprise email customers. Options: Customers have the following options relating to managing of their agency's mailbox accounts: 1. Password resets: • Allow end users to reset their own passwords; or • Require password resets by designated staff only 2. Account administration such as the ability to add, delete or change accounts and synchronizing with the global directory: • Designate agency staff as account administrators • Have ETS administer accounts with designated agency staff authorizing

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

Enterprise Email	
your service request fulfilled	expect a six to eight weeks preparation time once planning begins.
3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?	
y. Self-service support	Optional self-service password resets
z. Requesting support	If experiencing a disruption of service or severe degradation of service, call 503-373-1000 (ETS Service Desk) or email SDC.Servicedesk@state.or.us. For changes or modifications to the service, use the general request process through S3.
aa. When can you expect to get a response	ETS follows standardized response times for all services. Customers should expect ETS staff to respond within the following time frames: Severity 1 service disruptions – 15 minutes Severity 2 service disruptions – 30 minutes Severity 3 service disruptions – 1 day Severity 4 service disruptions – 2 days Requests for changes or modifications– 3 days

Phone

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

Phone	
	rules 3. Phone additions, moves and changes 4. Definition and management of log and archive files 5. Monitoring, troubleshooting and tuning of environments for optimum performance and availability
j. Description of what is not included in the service	The following items are not included with the service, but may be available through a custom solution or another ETS service: 1. Construction, wiring, and power within and to customer sites 2. LAN configuration required for VOIP for customers supporting their own network 3. Cellular telephone service 4. Call encryption
2. How is the service requested?	
bb. How is this service requested	1. Voice Help Desk: 503-378-4687 2. E-Mail: ETS_SD_Voice_Dist@das.state.or.us 3. Technical Service Order (TSO) Service Desk: 503-378-4949 4. TSO Email: TSO.Hotline@das.state.or.us
a. What forms are used/ needed to request this service	Voice TSO Form is located on the following webpage: http://www.oregon.gov/DAS/ETS/Documents/Voice_TSO_form.pdf
b. When can you expect to have your service request fulfilled	Delivery times vary depending on the complexity of the request. Standard move/add/change/disconnect service of 20 phones or less is completed within 5-7 business day
3. How do I get help? How does the program/Service Enterprise provide support to customers of this service?	
c. Self-service support	There is currently no self-service support for this service.
d. Requesting	Repair Desk: Dial 199 or 106 from Portland, or 1-800-422-0124

Phone		
support	Remote Changes:	PBXChange@das.state.or.us PSOBchange@das.state.or.us VoIPchange@das.state.or.us
e. When can you expect to get a response	Within 15 minutes	

8.2. SLA performance measure data dictionary

SLA Metric #1: Availability

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

Purpose: This metric is one of the most critical stability attributes associated with the delivery of information technology services.

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

Metric calculation formula:

Availability% = (Total Service Hours – Down Time) / (Total Service Hours)

Detailed measure definition/ clarification

- Down Time will be calculated from the SDC Request Tracker (RT) system as a sum of all of the downtime recorded for each service disruption.
- The Total Service Hours is the total number of hours within a given period that all instances of a service was expected to be available. (e.g. Server availability or the month of January for a 24x7 service with a 110 hrs. of maintenance window and 1500 servers: 31 x 24 - 110= 634 x 1500 = 951,000 hours)

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

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

Service	Availability
Network • State Network Access	99.9% Available 99.9% DNS Availability
• Local Area Network	99.9% Available 99.9% DNS Availability
Hosting	99.9% ETS Sites 99.0% Customer Sites
Backup	99.9% Available
Colocation Services	99.9% Available

Service	Availability
E-Government	99.5% Available
Application Delivery	TBD[11] Available
Phone	TBD[12] Available

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

SLA Metric #2: Mean Time Between Failure (MTBF)

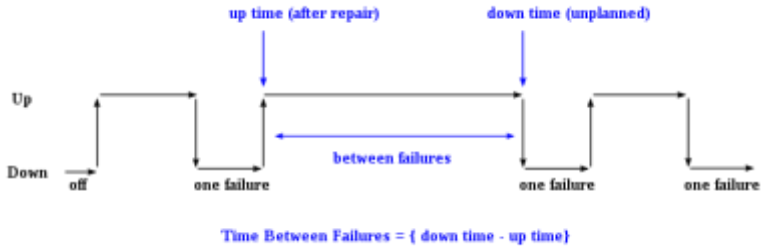
Description: Time Between Failures is the number of hours between the restoration of the last failure and the start of next failure.

Purpose: This metric along with availability is a critical stability attribute associated with the delivery of information technology services.

Comparability: Mean Time Between Failure is an industry standard metric for information technology services, fewer providers publish their MTBF data.

Metric calculation formula:

Time Between Failures is the number of hours between the restoration of the last failure and the start of next failure. The Mean Time Between Failure is the average time between failures of a service.



MTBF = Total Time Between Failures / Total Failures

Detailed measure definition/ clarification

- Total Time Between Failures is the sum of all the time between the creations of a Service Disruption Ticket in the ETS Request Tracker (RT) system for the month.
- The Total Failures is the total number of Service Disruption Ticket in the ETS Request Tracker (RT) system for the month.

Baseline: Baseline will be set Q4 -2013 using historical data from RT.

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

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[11] Baseline data to be gathered and target set by Q1-2014

[12] To be added after phone vendor negotiations.

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

SLA Metric #3: Backup Job Success

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

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

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

Metric calculation formula:

Backup Job Success = total number of jobs that completed successfully / total number of jobs scheduled

Detailed measure definition/ clarification

- Total number of jobs completed successfully is the number of jobs that the ETS backup software reports as successful.
- Total number of jobs scheduled is the number of jobs scheduled by the ETS backup software.

Baseline: TBD

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

Frequency of reporting / timeliness: Data is expected to be collected monthly, and reported quarterly depending on the ability of the ETS backup software to provide that information.

SLA Metric #4: Backup File Success

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

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

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

Metric calculation formula:

Backup Job Success = total number of jobs that completed successfully / total number of jobs scheduled

Detailed measure definition/ clarification

- Total number of jobs completed successfully is the number of jobs that the ETS backup software reports as successful.
- Total number of jobs scheduled is the number of jobs scheduled by the ETS backup software.

Baseline: TBD

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

Frequency of reporting / timeliness: Data is expected to be collected monthly, and reported quarterly depending on the ability of the ETS backup software to provide that information.

SLA Metric #5: On time order request fulfillment

Description: Once ETS and the customer agree on the requirements and ETS determines the solution design for the request, ETS will provide the customer an expected delivery date (Due Date). If the requirements and/or the solution design changes, then the Expected Delivery Date may change. The customer will be notified prior to any change to the Expected Delivery Date. After the services are operational and available for the customer to use, they are recorded as delivered and the Delivery Date recorded.

Purpose: This metric is used to ensure that customer requests are delivered when expected.

Comparability: The NIC USA uses a 20% variance on each delivery and a 90% target.

Metric calculation formula:

Percent Delivered on time = total number of requests delivered on time / total number of requests

Detailed measure definition/ clarification

- Total number of on time requests is the number of requests that were delivered on or before the Expected Delivery Date.
- Total number of total number of requests.

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

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

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

SLA Metric #6: Average Days to deploy critical patches

Description: Number of days between when ETS receives notice about critical patches and when it is installed.

Purpose: This metric is used to ensure that managed systems are stable and secure. Critical patches are used to correct serious defects.

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

Metric calculation formula:

Average days to deploy critical patches = total number of days to deploy a patch to each device / total number of devices

Detailed measure definition/ clarification

- Total number of day to deploy a critical patch is calculated by adding up the number of days between when the critical patch was released and when they were applied to the individual device
- Total number of devices is the number of devices requiring critical patching. (ex. Device 1 = 3 day, Device 2 = 3 days, Device 3 = 4 Days. Total Days = 3+3+4 = 10 days. Total Devices = 3. Average Days = 10/3 = 3.33 days.)

Baseline: TBD

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

Frequency of reporting / timeliness: Data is expected to be collected monthly, and reported quarterly depending on the ability of the ETS backup software to provide that information.

SLA Metric #7: Down time during maintenance hours

Description: Actual amount of time customer systems are unavailable during planned maintenance.

Purpose: This metric is used to ensure that customer systems are available as much as possible even during planned maintenance windows.

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

Metric calculation formula:

Down time during maintenance = The total time that customer systems were unavailable during planned maintenance.

Detailed measure definition/ clarification

Total time is the sum of all the time services were not available. The data source has not been determined.

Baseline: TBD

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

Frequency of reporting / timeliness: Data is expected to be collected monthly, and reported quarterly depending on the ability of the ETS data source to provide that information.

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

Description: Time to respond is the time between when ETS Staff is notified that a service has become unavailable and the time ETS staff acknowledges customer requests and provides initial contact to gather requirements. There are different expected times to respond based on the severity of the outage.

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

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

Metric calculation formula:

Percent Time to Respond = The number of incidents that ETS responded to within standard time / The total number of incidents.

Detailed measure definition/ clarification

- The number of incidents responded to within standard time is the number of incident tickets that ETS responded to via a Request Tracker system reply within the standard time for that initial severity.
- The total number of incidents is the total number of incident tickets recorded in the Request Tracker system.

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

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

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

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

SLA Metric #9: Percent of Time to Restore within Standard Expectation

Description: Time to restore is the time between when ETS is notified that a service has become unavailable and the time the service is restored.

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

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

Metric calculation formula:

Percent Time to Restore = The number of incidents that ETS restored to within standard time / The total number of incidents.

Detailed measure definition/ clarification

- The number of incidents restored to within standard time is the number of tickets from the ETS Request Tracker (RT) system where the down time of incident ticket is within the standard time for that initial severity.
- The total number of incidents is the total number of incident tickets recorded in the Request Tracker (RT) system.

Baseline: Baseline was set using the previous SLA.

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

Severity 1 Time to Restore	Percent of Severity 1 incidents will be restored within 2 hours.	70%
Severity 2 Time to Restore	Percent of Severity 2 incidents will be restored within 4 hours.	75%
Severity 3 Time to Restore	Percent of Severity 3 incidents will be restored within 1 business day.	90%
Severity 4 Time to Restore	Percent of Severity 4 incidents will be restored within 3 business days.	95%

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

8.3. Rate methodologies

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

The objectives included:

- To develop rates that represent the true cost of delivering a service.
- To foster the “business within a business” philosophy within the ETS organization.
- To develop documentation that is transparent so that rates can be scrutinized internally and externally.
- To use a process of successive refinement for budget planning and rate development.

A complete description of the methodology for ETS rates can be found by following the link below.

http://www.oregon.gov/DAS/ETS/Pages/rates.aspx