



GeoNOVA Service Level Agreement Template

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Version 3 – Final

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Executive Summary

The purpose of the GeoNOVA Service Level Agreement Template is to provide the GeoNOVA Program with a framework for the development of future Service Level Agreements with its service providers. The template also provides instruction as to the purpose of each section of the agreement template so as to foster a consistent and comprehensive approach to establishing Service Level Agreements in the future.

GeoNOVA is the Province's corporate approach to the creation, maintenance, and distribution of geographic information. GeoNOVA encourages the creation of corporate geographic information resources collected, maintained, and distributed to accepted standards and shared amongst all users within the Province to support decision-making and to reduce duplication of effort.

The GeoNOVA Program has been established to implement this approach. The GeoNOVA Program has adopted a multi-level, needs-driven governance structure that includes a Steering Committee and several nodes (working groups).

The GeoNOVA Program's focus for the present five-year program cycle is to make geographic data accessible, specifically at the desktop. The primary mechanism, through which this will be achieved, is the GeoNOVA Portal.

In support of the ongoing development and evolution of the GeoNOVA Portal, the GeoNOVA Program has initiated Operational Model Planning and Development. This process will develop business models to effectively manage the operational implementation of the GeoNOVA Portal. Implementation of a service management and support process is crucial to ensuring a stable and reliable service.

This document is the result of the work conducted within this context. Specifically, this document was developed during the Business and Technical Analysis Initiative to address the need for a service management and support process. The relevant deliverables generated during this initiative include the following:

- GeoNOVA Portal Assessment of Current Support Processes
- GeoNOVA Support Processes and Procedures Manual
- GeoNOVA Exchange Agreement Template
- GeoNOVA Service Level Agreement Template

These documents provide a broad assessment of the current service management and support processes related to the GeoNOVA Portal as well as provide support processes and procedures to support operational implementation in the future.

It is important to note that although the focus of this work is related to the operational implementation of the GeoNOVA Portal, the GeoNOVA Support Processes and

Procedures, GeoNOVA Exchange Agreement Template and the GeoNOVA Service Level Agreement Template may be used in the broader context of the GeoNOVA Program. There may be opportunities to leverage these processes and templates when considering the operational management of GeoNOVA Program activities outside the context of the Portal.

It should also be noted that at this time, the GeoNOVA Secretariat is referenced as the key organization responsible for the ownership and execution of the majority of the support processes. This is due to the fact that the GeoNOVA Portal is in a state of evolution and is not fully implemented at this time. In order to ensure service support quality, the GeoNOVA Secretariat will retain control of operational support processes until the Portal is fully implemented. At that time, other support organizations may be identified that would be given ownership and execution responsibilities for these processes.

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Introduction to Service Level Agreement (SLA) Template

This SLA template is based on the Information Technology Infrastructure Library (ITIL) methodology. This template is meant to be instructional in nature. Therefore, explanations for each of the sections of this document are provided in italics at the beginning of each section. A Sample Service Level Agreement is provided in the second part of this document for reference.

A Service Level Agreement may be as formal or informal as required. This is typically dictated by the nature of the relationship between the parties involved in the agreement. Generally the Service Level Agreement is meant to achieve two goals including setting the legal context between the parties and setting expectations as to what and how services are to be delivered. Note that Service Level Agreements are typically created for the delivery of IT services. However this template may also be used for non-IT related services.

This template provides a consistent format for a Service Level Agreement (SLA) between a Service Provider and one or more customers requiring services. The purpose of this document is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the customer by the Service Provider.

The following page begins the template document. The cover page is intended to identify the parties involved in the Agreement, the document owner as well as approval and termination information.

Service Level Agreement (SLA)
between
The GeoNOVA Program
and
[Party A]

Effective Date: [Effective Date]

Document Owner:	[Document Owner – the individual who has overall responsibility for the document and maintains the master version of the agreement]
Business Relationship Manager(s):	[Business Relationship Manager(s) – the individual(s) responsible for maintaining the relationship between the parties and negotiating the service level agreement]

Version [Agreement version information used to track changes to the agreement]

Version	Date	Revision / Description	Author
[Version]	[Date]	[Revision / Description]	[Author]

Approval [Agreement approval information including all approvers and when they approved the agreement]

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	[Title and/or Affiliation]	Approval Date
[Approver]	[Title and/or Affiliation]	[Approval Date]

Agreement Termination [Agreement termination information including who terminated the agreement and when it was terminated]

Approvers	[Title and/or Affiliation]	Date of Termination
[Approver]	[Title and/or Affiliation]	[Approval Date]

Subsequent Agreement Ref.:	[Subsequent Agreement(s) Reference – a reference to any agreement(s) that supersede this agreement]
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1. Table of Contents

The purpose of the Table of Contents is to provide an overview and guide to the content of the Service Level Agreement

2. Agreement Overview

The purpose of this section is to provide a general introduction to the Agreement, identify the parties involved and address the revision and amendments to the Agreement.

For Example:

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between the GeoNOVA Program and <Party A> for the provision of services required to support and sustain the GeoNOVA Portal.

This Agreement remains valid until superseded by a revised Agreement mutually endorsed by the partners. Changes are recorded in the Amendments section of this Agreement and are effective upon mutual endorsement by the primary partners.

This Agreement outlines the parameters of all services covered as they are mutually understood by the primary partners. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

1.1 Definitions

The purpose of this Section is to supply any definitions specific to the environment or terminology referenced in this Agreement. Specifically each party involved in the agreement should be defined. Any specific terms used to define the services and terms that may have multiple interpretations need to be explicitly defined.

For Example:

GeoNOVA Program – GeoNOVA is the Province’s corporate approach to the creation, maintenance, and distribution of geographic information. GeoNOVA encourages the creation of corporate geographic information resources collected, maintained, and distributed to accepted standards and shared amongst all users within the Province to support decision-making and to reduce duplication of effort.

The GeoNOVA Program has been established to implement this approach. The GeoNOVA Program has adopted a multi-level, needs-driven governance structure that includes a Steering Committee and several nodes (working groups).

GeoNOVA Portal – The GeoNOVA Portal is an access point that allows users to find and view information and services that they are interested in without having detailed knowledge of the underlying technology or data storage locations. The GeoNOVA Portal will provide clients and partners a single point of entry to search for available Geospatial data and services; display and save maps produced by a map service; download and save map data; direct access to online “Web services”; view information about map features; and develop new map/data services.

Service Level Agreement: An agreement that sets the expectations between two or more parties and describes the products or services to be delivered, the point of contact for end-user problems and the metrics by which the effectiveness of the process is monitored and approved.

Partner: Someone who may be affected by the Service Level Agreement; has a vested interest in the defined services and/or their impact on the organization; may provide content / information to the agreement; must buy-in to agreement; and, may have to implement organizational or procedural changes which result of this agreement.

Primary Partner: Partners that are directly involved in the creation, approval and management of the Service Level Agreement (i.e. individuals with signing authority to enter into the agreement).

2 Goals & Objectives

The purpose of this section is to identify the high-level purpose, goals and objectives of this Agreement.

For Example:

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the GeoNOVA Program by <Party A>.

The goal of this Agreement is to obtain mutual agreement for service provision between the GeoNOVA Program and <Party A>.

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support and delivery.

3 Partners

The purpose of this section is to identify the specific partners involved in the Agreement. Primary Partners are the individuals that have overall responsibility for the agreement from each party. Additional partners include individuals that have direct responsibility to implement or manage various aspects covered by this agreement.

Partners should include managers and key individuals that will be used as contact points for the agreement. For the GeoNOVA Program this should include the individuals involved with Service Provider Management and from the service provider organization including manager of the service desk, infrastructure support, application and data support areas.

For Example:

The following representatives from the GeoNOVA Program and <Party A> will be used as the basis of the Agreement and represent the primary partners associated with this Service Level Agreement:

The GeoNOVA Program: <Primary Partner, Title/Role>

Party A: <Primary Partner, Title/Role>

The following partners are responsible for the deployment and ongoing support of this Agreement:

Partner	Title / Role	Contact Information
<u><Partner></u>	<u><Title / Role></u>	<u><Contact Information></u>
<u><Partner></u>	<u><Title / Role></u>	<u><Contact Information></u>
<u><Partner></u>	<u><Title / Role></u>	<u><Contact Information></u>
<u><Partner></u>	<u><Title / Role></u>	<u><Contact Information></u>

4 Service Environment

The purpose of this section is to identify and define the specific environment and services covered by this Agreement including the user base, applications, infrastructure components and dependencies for the SLA.

For Example:

The following information provides detail on the users, tools, applications and/or other components supported by this SLA:

Number of End Users: [# End Users]

Number of Concurrent Users: [# Concurrent Users]

Number of Registered Users: [# Registered Users]

User Base Description:	[A description of the users of the service. Who they are and how they utilize the applications / services]
In-Scope Applications:	[A description of the specific application(s) supported by this agreement]
Infrastructure Services:	[A description of the specific infrastructure services supported by this agreement]
SLA Dependencies:	[Any relevant Service Level Agreements that are required to be implemented in order to support this agreement – e.g. vendor hardware and/or software support agreements]

5 Periodic Review

The purpose of this section is to identify the specific review periods for this Agreement, who is responsible for the periodic reviews, who updates the document and where the document is stored/located.

For Example:

This Agreement is valid from the Effective Date outlined herein and is valid until the Date of Termination. This Agreement should be reviewed at a minimum twice per fiscal year; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The Business Relationship Manager is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary partners and communicated to all affected parties. The Document Owner will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

This Agreement will be posted to the following location and will be made accessible to all partners:

Document Location: [SLA Directory and/or Location]

6 Service Agreement

The purpose of this section is to identify the specific types of services covered by this Agreement including the services offered and the various parties' responsibilities for the Agreement.

For Example:

The following detailed service parameters are the responsibility of the <Part A> in the ongoing support of this Agreement.

6.1 Service Scope

The purpose of this section is to identify the specific services covered by this Agreement. It is important that all specific services be clearly identified and described.

For Example:

The following Services are covered by this Agreement; full descriptions, specifications and costs are outlined in the Service Catalogue.

Reference No.	Service
1	[Defined Service 1]
2	[Defined Service 2]
3	[Defined Service 3]

6.2 GeoNOVA Program Requirements

The purpose of this section is to identify the GeoNOVA Program's Requirements for this Agreement. This should include all specific activities of the GeoNOVA program that will be required to properly implement the agreement including providing information to the partner, identify changes as they relate to the services being provided and all specific activities that are the responsibility of the GeoNOVA program.

For Example:

The GeoNOVA Program responsibilities and/or requirements in support of this Agreement include:

- [List of GeoNOVA Program Requirements]

6.3 <Party A> Requirements

The purpose of this section is to identify Party A's Requirements for this Agreement. This should include all specific activities by the Partner that will be required to properly implement the agreement including how specific services are to be provided, resource requirements, adhering to the defined schedule of activities and all service delivery processes used/support by the partner.

For Example:

<Party A>'s responsibilities and/or requirements in support of this Agreement include:

- [List of Service Provider Requirements]

6.4 Service Assumptions

The purpose of this section is to identify any assumptions made for this Agreement. Assumptions may include items including how the services will be used in the future, projected growth rates that may impact how services are to be delivered and future changes that were considered but not included in the agreement.

For Example:

Assumptions related to in-scope services and/or components include:

- [List of Service Assumptions]

7 Service Management

Effective support of in-scope services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability, monitoring, measurement and reporting of in-scope services and related components.

7.1 Service Availability

The purpose of this section is to document specific times customers require service availability. Depending on the service(s) covered by the agreement, each service may have its availability defined specifically or a number of services may be grouped if their availability requirements are the same. Availability may be defined based on when the system is available for use, when it is supported and/or other availability items (e.g. limited support hours, reduced capacity times, etc.)

For Example:

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- [Standard hours of system availability]
- [Standard hours of support]
- [Other availability items as they relate to the services provided]

7.2 Availability Restrictions

The purpose of the section is to document specific times the Service Provider requires service restrictions. These restrictions include provisions for normal system maintenance and details of unscheduled system downtime.

For Example:

Availability restrictions specific to the service(s) covered in this Agreement are as follows:

- [Holidays and weekend schedule]
- [Scheduled maintenance windows]
- [Unscheduled maintenance windows]
- [Backup window]
- [Other availability restrictions as they relate to the services provided]

7.3 Service Measurement

The purpose of this section is to document specific metrics used to measure service quality. To ensure that an acceptable level of quality is provided and maintained, Service Measurement is used to ensure that Party A knows, understands and reports on the service metrics.

Service Measurements are discrete metrics used to ensure service standards. Measurements can be defined in terms of service availability (i.e. uptime), service performance (i.e. throughput, response time) and service quality (i.e. number of unscheduled outages, customer stratification surveys).

For example:

The following measurements will be established and maintained by the <Party A> to ensure optimal service provision to the GeoNOVA Program:

Measurement	Definition	Performance Target
[Measurement Category]	[Description of how the category is to be measured]	[percentage or number of hours applicable]

7.4 Service Level Reporting

The purpose of this section is to document reports used to measure service levels. These reports must align with the service measurements from the previous section and support these measurements.

For example:

The Service Provider will supply the Customer with the following reports on the intervals indicated:

Report Name	Interval	Recipient	Responsible
	[Time frame for report]	[Receivers of the report]	[Person responsible for creating/sending report]

7.5 Service Requests

The purpose of this section is used to document the process and timeframe for responding to service requests.

For example:

In support of services outlined in this Agreement, the Service Provider will respond to service related incidents and/or requests submitted by the Customer within the following time frames:

- [Defined time frames for responding to service requests by priority]

7.6 Service Maintenance

The purpose of this section is to document service maintenance windows. Party A will typically require a defined time period to perform maintenance activities. The defined window of time will be used to perform these activities.

For example:

All services and/or related components require regularly scheduled maintenance ("Maintenance Window") in order to meet established service levels. These activities will render systems and/or applications unavailable for normal user interaction for the following timeframes:

Time	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Begin							
End							

7.7 Service Exceptions

The purpose of this section is to document any specific service exceptions as they relate to the services covered in this agreement.

For example:

Any deviations from current policies, processes and standards are noted by the following Service Exceptions:

Service	Ref#	Exception(s)

8 Financial Considerations

This section is used to document any Financial Considerations associated with this agreement. This section must include details of the how services are charged between the parties and identifies any financial penalties that may be applied when services are not properly delivered or services levels are not met.

As the GeoNOVA Program typically does not charge for or collect fees for their services, the example given indicates that no costs are associated with this agreement.

For Example:

The services defined in this Service Level Agreement are provided no charge to either party. Failure to provide the services or meet the service level targets defined in this agreement would results in one of three actions:

1. Escalation of the issue to senior management for resolution;
2. Renegotiation of this agreement; or,
3. Termination of this agreement.

Appendix A: Service Performance Reviews

This section may contain additional details on SLA reviews, if required. Service Performance Reviews should include details as to the frequency of the reviews, how these will be performed and the probable outcomes from the review (i.e. renegotiate/amend SLA, service enhancement action plan, etc.)

Appendix B: Business Continuity Management

This section may contain service recovery plans and related details, if required. The section should identify the requirements for Business Continuity Management including the timeframe for restoring key business functions and the timeframe for restoring all business functions.

Appendix C: Third Party Contracts

This section may contain information on related underpinning contracts that affect service support and/or delivery.

Appendix D: Amendments

Use this Appendix to reference any subsequent amendments to this Agreement.

Sample Service Level Agreement (SLA)
between
The GeoNova Program (GeoNOVA)
and
Corporate Information Technology Operations (CITO)

Effective Date: Jan 1, 2005

Document Owner:	Bill Smith
Business Relationship Manager:	Bill Smith

Version

Version	Date	Revision / Description	Author
1.0	Jan 1, 2005	Sample SLA Document for GeoNOVA Program	Steve Crouse

Approval

(By signing below, all Approvers agree to all terms and conditions outlined in this Agreement.)

Approvers	[Title and/or Affiliation]	Approval Date
Bill Smith	Manager, GeoNOVA	Jan 1, 2005
John Doe	Manager, CITO	Jan 1, 2005

Agreement Termination

Approvers	[Title and/or Affiliation]	Date of Termination

Subsequent Agreement Ref.:	Not Applicable
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Sample.2. Sample Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between the Corporate Information Technology Operations (CITO) and the GeoNOVA Program (GeoNOVA) for the provision of services required to support and sustain the GeoNOVA Portal.

This Agreement remains valid until superseded by a revised Agreement mutually endorsed by the partners. Changes are recorded in the Amendments section of this Agreement and are effective upon mutual endorsement by the primary partners.

This Agreement outlines the parameters of all services covered as they are mutually understood by the primary partners. This Agreement does not supersede current processes and procedures unless explicitly stated herein.

Sample.1.1. Definitions

GeoNOVA Program – GeoNOVA is the Province’s corporate approach to the creation, maintenance, and distribution of geographic information. GeoNOVA encourages the creation of corporate geographic information resources collected, maintained, and distributed to accepted standards and shared amongst all users within the Province to support decision-making and to reduce duplication of effort.

The GeoNOVA Program has been established to implement this approach. The GeoNOVA Program has adopted a multi-level, needs-driven governance structure that includes a Steering Committee and several nodes (working groups).

GeoNOVA Portal – The GeoNOVA Portal is an access point which allows users to find and view information and services that they are interested in without having detailed knowledge of the underlying technology or data storage locations. The GeoNOVA Portal will provide clients and partners a single point of entry to search for available Geospatial data and services; display and save maps produced by a map service; download and save map data; direct access to online “Web services”; view information about map features; and develop new map/data services.

CITO – CITO is the Service Provider of this agreement. CITO is the Corporate Information Technology Operations organization within the Nova Scotia Government.

SAP Portal – Generally the SAP Portal refers to the software and associated infrastructure that supports the GeoNOVA Portal. The SAP Portal specifically refers to the portal software provided by SAP Canada. This software is used to host the GeoNOVA Program’s Portal.

Server Hardware – The server hardware is the specific computer components (i.e. CPU, memory, hard drives, etc.) that the SAP Portal software runs on. The server hardware for the SAP portal is provided by SUN Microsystems.

Server Operating System – The server operating system is the software that controls the execution of computer programs. The server operating system for the SAP Portal is Solaris from SUN Microsystems.

Local Area Network – Communication equipment use to interconnect computer system within the same location.

Wide Area Network - Communication equipment use to connect together multiple local area network using wide area network services from telecommunications carriers.

Firewall - A combination of hardware and software that secures access to and from the local area and wide area networks.

Sample.3. Goals & Objectives

The purpose of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to GeoNOVA by CITO.

The goal of this Agreement is to obtain mutual agreement for service provision between the CITO and GeoNOVA.

The objectives of this Agreement are to:

- Provide clear reference to service ownership, accountability, roles and/or responsibilities.
- Present a clear, concise and measurable description of service provision to the customer.
- Match perceptions of expected service provision with actual service support and delivery.

Sample.4. Partners

The following CITO and GeoNOVA representatives will be used as the basis of the Agreement and represent the **primary partners** associated with this SLA:

The GeoNOVA Program: Bill Smith, Manager

CITO: John Doe, Manager

The following partners are responsible for the deployment and ongoing support of this Agreement:

Stakeholder	Title / Role	Contact Information
Bill Smith	Manager, GeoNOVA	Phone: 424-9999 Email: smithb@gov.ns.ca
Bob Smith	Program Administrator, GeoNOVA	Phone: 424-8888 Email: smithb@gov.ns.ca
Additional GeoNOVA Representative(s)		
John Doe	Manager, CITO	Phone: 424-1234 Email: doej@gov.ns.ca
John Smith	Manager, CITO Service Desk	Phone: 424-2345 Email: smithj@gov.ns.ca
Jane Doe	Manager, CITO Infrastructure Support	Phone: 424-3456 Email: doeja@gov.ns.ca
Jane Smith	Manager CITO SAP Portal	Phone: 424-4567 Email: smithja@gov.ns.ca
Additional CITO Representative(s)		

Sample.5. Service Environment

The following information provides detail for the users, tools, applications and/or other components supported by this SLA:

Number of End Users: unlimited

Number of Concurrent Users: 150

Number of Registered Users: 400

User Base Description:	The GeoNOVA Portal provides Nova Scotia geographic information and it's available to both registered users and the public at large.
In-Scope Applications:	This agreement is targeted specifically for the SAP Portal that is used to host the GeoNOVA Portal Application.
Infrastructure Services:	Infrastructure services that support the SAP Portal include the following: <ul style="list-style-type: none">• SAP Portal server(s) including:<ul style="list-style-type: none">○ Server hardware○ Server operating system○ Support utilities and tools• Provincial network providing communications to the Portal including:<ul style="list-style-type: none">○ Local area network hosting the servers○ Wide area network○ Provincial Firewall○ Associated network hardware and routers
SLA Dependencies:	Terms of this agreement are dependant on the underlying contracts/SLAs with vendors providing the Infrastructure components including: <ul style="list-style-type: none">• SAP Canada – support of the SAP Portal.• SUN Canada – support for the Server hardware and software.• Aliant – support for the Provincial Wide Area network.• Cisco System – support for the network hardware and routers.

Sample.6. Periodic Review

This Agreement is valid from January 1, 2005 outlined herein and is valid until April 1, 2009. This Agreement should be reviewed at a minimum once every six (6) months; however, in lieu of a review during any period specified, the current Agreement will remain in effect.

The **Business Relationship Manager** (Bill Smith) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required, provided mutual agreement is obtained from the primary partners and communicated to all affected parties. The CITO Representative will incorporate all subsequent revisions and obtain mutual agreements / approvals as required.

This Agreement will be posted to the following location and will be made accessible to all partners:

Document Location: Defined network directory (\\server\agreements\CITO-GeoNOVA SLA.doc) or web URL (www.gov.ns.ca/agreements/CITO-GeoNOVA_SLA.pdf)

Sample.7. Service Agreement

The following detailed service parameters are the responsibility of CITO in the ongoing support of this Agreement.

Sample.7.1. Service Scope

The following Services are covered by this Agreement:

Reference No.	Service
1	Support and maintenance of the SAP Portal software including software updates and bug fixes.
2	Support and maintenance of the SAP server hardware and operation system (including related utilities and tools) including operating system updates and bug fixes.
3	Support and maintenance of the Provincial network for access to SAP Portal.
4	Support and maintenance of the Provincial Firewall to enable access to SAP Portal.
5	Support and maintenance of the SAP Portal Security including creating / maintaining user accounts, passwords and access restrictions.
6	Monitor system and network usage, including performing capacity planning and enhancements when necessary.
7	Provide Tier 3 telephone support for the SAP Portal for GeoNOVA.
8	Perform daily backups of SAP Server, network and firewall.
9	Provide contingency planning (disaster recovery) for the SAP Portal.
10	Monitor and manage agreements associated with dependant SLAs; including hardware, software and network suppliers.

Sample.7.2. Customer Requirements

GeoNOVA responsibilities and/or requirements in support of this Agreement include:

- Reporting identified problems to the service provider.
- Identifying changes to service user base that may affect capacity plans.
- Identifying service modifications and enhancements.
- Maintaining and support the SAP Portal application (i.e. GeoNOVA Portal application.)

Sample.7.3. Service Provider Requirements

CITO responsibilities and/or requirements in support of this Agreement include:

- Supporting the services as defined in section 6.1 within the defined service availability as defined in section 7.0.
- Maintaining an appropriate level of trained primary and backup resources to maintain the identified services.
- Limiting unscheduled downtime.
- Providing regular status reporting for incidents and service requests.

- Capacity planning for services.
- Maintaining a Configuration Management Database of all items covered in this Agreement.
- Performing availability and contingency management of services.
- Daily backup off all software and hardware configurations used to support the defined services.

Sample.7.4. Service Assumptions

Assumptions related to in-scope services and/or components include:

- No assumptions have been identified at this time

Sample.8. Service Management

Sample.8.1. Service Availability

Coverage parameters specific to the service(s) covered in this Agreement are as follows:

- The standard hours of systems availability are 24 hours per day, 7 days per week with the exception of the time described in section 7.2.
- The standard hours of the Technical Staff availability are 8:30am to 4:30pm, Monday to Friday excluding Public Holidays.
- After hours support services beyond standard working hours for the systems availability, Technical Staff availability could be made available by mutual agreement provided that 5 working days notice is given prior to start of the services. Payment of the overtime costs for after-hours services by GeoNOVA is subject to mutual agreement.

Sample.8.2. Availability Restrictions

- Holidays are defined as the Public Holidays declared by the Province of Nova Scotia. Where holidays fall on weekends and are augmented by a holiday on a weekday, systems will operate in unattended mode and support at this time is unavailable. If support staff is required on site during a Public Holiday, arrangements may be made at least 5 business days prior to the event. Payment of the overtime costs for after-hours services by GeoNOVA is subject to mutual agreement.
- Services provided by the CITO will normally be available every day of the year on a 24-hour basis, with the exception of the following situations:
 - *Scheduled Downtime*: GeoNOVA will be notified via email at least 3 working days in advance of any planned maintenance or upgrades likely to affect the availability of services. Downtime will be scheduled outside core business hours when possible. Urgent downtime notices will be made via telephone to the designated Contact Person. The primary contact for the Customer affected should then notify users by the most appropriate means.
 - *Unscheduled Downtime*: An unplanned outage may occur without adequate user notification. The CITO will make a “best effort” to provide notification to the GeoNOVA, but cannot guarantee notification to all users in certain circumstances, such as where the network (whole or part) is effectively out of service due to a hardware or software failure.
 - *Maintenance Window* – Normal maintenance on services will be conducted on a scheduled basis. A designated time period weekly that will be used to effect changes to the servers. The servers may or may not be available for

use during this period. The scheduled maintenance window is Sunday morning from 1am to 5am AST.

- *Backup Window* – Normal backup of services will be conducted on a scheduled basis. The servers will not be available for use during this period. The scheduled backup window is 12am to 1am AST daily.

Sample.8.3. Service Measurement

The following measurements will be established and maintained by the Service Provider to ensure optimal service provision to the Customer:

Measurement	Definition	Performance Target
Service up time	The percentage of time the service is available excluding scheduled maintenance and backup windows	99.5%
Emergency priority incident completion time	The average closure time for Emergency Incidents.	8 hours
High priority incident completion time	The average closure time for High priority Incidents.	24 hours
Medium priority incident completion time	The average closure time for Medium priority Incidents.	5 days

Sample.8.4. Service Level Reporting

The Service Provider will supply the Customer with the following reports on the intervals indicated:

Report Name	Interval	Recipient	Responsible
Uptime Report	Weekly and Monthly	Agreement Partners	CITO Representative
Incident Summary Report	Weekly	Agreement Partners	CITO Representative
Service Request Summary Report	Monthly	Agreement Partners	CITO Representative

Sample.8.5. Service Requests

In support of services outlined in this Agreement, the CITO will respond to service related incidents and/or requests submitted by the GeoNOVA within the following time frames:

SERVICE REQUEST TIMING TABLE		
Priority	Response Time	Resolution Time
1	2 hours	4 hours

2	1 business day	2 business days
3	1 business week	1 business week
4	1 month	1 month

Priorities will be assigned based on the following priority definitions:

Problem Criteria	Modification Criteria	Priority
<i>A severe problem has made an application unusable or unavailable</i> No workaround exists	The application is missing critical functionality No workaround exists	1
<i>A severe problem has made an application unusable or unavailable</i> A workaround exists	The application is missing critical functionality A workaround exists	2
<i>The problem degrades system functionality</i> Major functions of application still work	A functional or performance improvement visible to the users	3
<i>The problem does not degrade the system functionality</i> Major functions of application still work	A technical enhancement or minor functional enhancement visible to the users	4

Sample.8.6. Service Maintenance

All services and/or related components require regularly scheduled maintenance ("Maintenance Window") in order to meet established service levels. These activities will render systems and/or applications unavailable for normal user interaction for the following timeframes:

Time	Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Begin	1 am						
End	4 am						

Sample.8.7. Service Exceptions

Any deviations from current policies, processes and standards are noted by the following Service Exceptions:

Service	Ref#	Exception(s)
<i>SAP Portal Application Updates</i>	1	SAP Portal software updates will not be performed until fully tested in a non-production environment and signed off by the GeoNOVA Program.
<i>Operating System Updates</i>	2	The SAP server operating system updates will not be performed until fully test in a non-production environment and signed off by the GeoNOVA Program.

Sample.9. Financial Considerations

The services defined in this Service Level Agreement are provided no charge to either party. Failure to provide the services or meet the service level targets defined in this agreement would result in one of three actions:

1. Escalation of the issue to senior management for resolution;
2. Renegotiation of this agreement; or,
3. Termination of this agreement.

Sample Appendix A: Service Performance Reviews

Service Performance Reviews will be scheduled every six months between CITO and GeoNOVA. Performance reviews will be held in January and June of each year during the term of this agreement. The intent of a Service Performance Review will be to review service levels for the prior period, identify issues and actions resulting from the previous period's experience, identify future service enhancements or modification, and to amend this agreement based on the results of the Service Performance Review.

Sample Appendix B: Business Continuity Management

GeoNOVA has a requirement to maintain continual service to their customers therefore require 24 hours by 7 day per week available. However the GeoNOVA Program acknowledges that disaster happen that cause disruptions in business continuity. In the even of a disaster, GeoNOVA requires that a minimal level of service be restored to the GeoNOVA Portal within two (2) days of the disaster and full service restored within five (5) days of the disaster.

The minimal level of service required by GeoNOVA includes all SAP and GeoNOVA Portal functionality however; the system capacity may be reduced to a minimum of 50% of the capacity of the production system prior to the disaster.

CITO will provide Business Continuity planning to meet the above requirements, including the provision for the following:

- A cold backup site to be used as a temporary service facility including the appropriate network infrastructure;
- Off site, secure storage of backup tapes to be used to restore the GeoNOVA portal and associated SAP portal software and operating system; and,
- System documentation and configuration required to restore the GeoNOVA Portal.

Sample Appendix C: Third Party Contracts

Appendix C.1 SAP Canada

Under the terms of this agreement and to support the defined services, CITO will obtain and maintain a contract with SAP Canada to provide software support and maintenance services for the SAP Portal software. This contract provides for software upgrades, patch fixes and technical support and will be aligned with the Service Management (section 7) terms of this agreement.

Appendix C.2 SUN Canada

Under the terms of this agreement and to support the defined services, CITO will obtain and maintain a contract with SUN Canada to provide hardware and software support and maintenance services for the SAP Portal server. This contract provides for software upgrades, patch fixes and technical support and will be aligned with the Service Management (section 7) terms of this agreement.

Appendix C.3 Aliant

Under the terms of this agreement and to support the defined services, CITO will obtain and maintain a contract with Aliant to provide network support and maintenance services for the Provincial network, including the wide area communication services provides by Aliant.

Appendix C.4 Cisco Systems

Under the terms of this agreement and to support the defined services, CITO will obtain and maintain a contract with Cisco System to provide hardware and software support and maintenance services for the Provincial Network, including all the associated network switches, hub and routers that support the Provincial Network.

Sample Appendix D: Amendments

Amendment #1 March 17, 2004 – Security Management

Subsequent to terms of the initial Service Level Agreements, effective January 1, 2005 between Corporate Information Technology Operations (CITO) and the GeoNOVA Program, this amendment addresses a change of responsibilities with regards to Security Management.

- CITO will remain responsible for the management of user accounts on the SAP Portal; specifically creating users and the maintenance of their passwords.
- GeoNOVA will be responsible for defining and maintaining user access privileges within the GeoNOVA application.

Approvers	[Title and/or Affiliation]	Approval Date
Bill Smith	Manager, GeoNOVA	
CITO Representative	Title	