State of Utah

# SERVICE LEVEL AGREEMENT

**Agreement Number: 4901.00.11**

## BETWEEN
## THE DEPARTMENT OF TECHNOLOGY SERVICES
## AND
## THE DEPARTMENT OF PUBLIC SAFETY

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**Effective Date:** From: July 01, 2010 to: June 30, 2011
**Amended Date:** March 30, 2010

## PURPOSE

This document defines and clarifies major information technology products and services provided by the Department of Technology Services (DTS) in support of the business objectives of The Department of Public Safety (DPS).

## CONTACT INFORMATION

**Agency IT Director:** Phil Bates
**Phone:** 801-209-9343
**E-mail:** pbates@utah.gov

## KEY BUSINESS PRODUCTS AND SERVICES

The key business products and services listed below will be provided to DPS. Detailed information can be found in the applicable product description.

### Key Products and Services

- 4901.01.11 – Public Safety Records Management System
- 4901.02.11 – Utah Drivers License System
- 4901.03.11 – Utah Criminal Justice Information System
- 4901.04.11 – Utah Highway Patrol Mobile Application System
- 4901.05.11 – Document Imaging System
- 4901.06.11 – POST Training System
- 4901.07.11 – Fusion Center System

## PERFORMANCE

As part of the Governor's efforts to reduce costs, support the green initiative, and improve operating efficiency DTS will continue to optimize its environment through FY 2011.

As we continue optimization of IT services, DTS recognizes that The Department of Public Safety has unique IT requirements and skill requisites necessary to support the agency's business services.

It is the responsibility of the DTS IT Director assigned to The Department of Public Safety to ensure the unique IT skill sets required to support The Department of Public Safety are identified in order for DTS to provide the resources essential for The Department of Public Safety business success.

DTS is therefore committed to support the agency IT Director by providing the skills and services necessary to enable The Department of Public Safety's business success.

With this scenario in place, DTS commits to delivering services as defined in this SLA and applicable product descriptions, including meeting the defined service level metrics.

While service-specific metrics may be defined in individual product descriptions, the Department of Public Safety IT Director and DTS Chief Operating Officer will meet at least quarterly to review the following high level metrics as key indicators:

- First Call Problem Resolution Rate
- Responsiveness to Critical Needs
- Agency Key Business Application Availability as Identified in this SLA
- Agency Customer Satisfaction

In addition to the quarterly review of measures The Department of Public Safety and DTS Executive Director/CIO will meet annually to review DTS performance levels and to review the performance of the IT Director.

DTS remains committed to helping The Department of Public Safety meet its business objectives and to meeting or exceeding the performance standards achieved in FY-10.

## ACCOUNTABILITY

The IT Director, Phil Bates, assigned to the Department of Public Safety will:

- Ensure the agency's business and technology services requirements are met.
- Coordinate and negotiate the development of proposed Agency Service Level Agreements (SLA) and ensure concurrence with the SLAs on behalf of the agency.
- Ensure that all DTS services adhere to requirements defined in the SLAs. Track and Report performance and effectiveness of delivered services.

- Ensure Agency projects are defined and completed according to time, budget and scope commitments. Track and Report status of projects using DTS approved methods and tools.

This individual will continue to report to the Executive Director of DTS to ensure easy access for escalation should service delivery not meet expectations. DTS will commit to consulting with The Department of Public Safety for any change or reassignment of the Agency IT Director.

## ENTERPRISE PRODUCTS AND SERVICES

DTS provides approximately 68 enterprise products and services with established rates, descriptions, and service metrics. For more complete information, visit the DTS Web site at dts.utah.gov select "Services" or call your assigned DTS Customer Relationship Manager or other DTS contact. If you are not sure whom to call, contact the DTS Customer Support Center via the Web or at 801-538-3440 for assistance. The list includes products such as those shown below.

### Enterprise Products and Services

| DTS Enterprise Service Catalog Listing | | | |
|---|---|---|---|
| **Number** | **Division** | **Product Description Title** | **X** |
| 3131.07.11 | Administration | Rules/Policies/Procedures | X |
| 6011.01.11 | AGRC | TURN GPS Network | |
| 6011.07.11 | AGRC | SGID | |
| 6011.08.11 | AGRC | GIS Application For Agencies | |
| 6011.09.11 | AGRC | GIS Web-Based Applications | |
| 6011.11.11 | AGRC | Utah GIS Portal | |
| 6012.02.11 | AGRC | Regular Plots (AGRC) | |
| 6012.03.11 | AGRC | Mylar Plots (AGRC) | |
| 6012.05.11 | AGRC | GIT Data Support (AGRC) | |
| 6012.06.11 | AGRC | GIT Professional Labor (AGRC) | |
| 6019.01.11 | AGRC | GIT Training (AGRC) | |
| 2321.01.11 | Desktop Services | Desktop Services | X |
| 2321.02.11 | Desktop | GroupWise Enterprise Services | X |
| 2762.01.11 | Desktop Services | Enterprise Service Desk | X |
| 2362.01.11 | DTS Security | Enterprise Information Security | X |
| 3134.03.11 | Finance | DTS Training Center Administration | |
| 3121.01.11 | Finance | DTS Finance Products | X |
| 3122.01.11 | Finance | DTS Equipment Inventory System | |
| 3131.01.11 | Finance | Agency Contracts | X |
| 3131.06.11 | Finance | Purchasing | X |
| 3132.02.11 | Finance | Master License Agreements | X |
| 2312.02.11 | Hosting | Enterprise Hosting Services | X |
| 2724.01.11 | Print | High Speed Laser Printing | |
| 2724.02.11 | Print | Other Print Services | |

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|---|---|---|---|
| 2132.02.11 | Project Management Office | Project Management | X |
| 2621.02.11 | Solutions Delivery | Application Maintenance | X |
| 2621.03.11 | Solutions Delivery | Web Development and Graphic Design | X |
| 2623.01.11 | Solutions Delivery | Acceptance Testing | X |
| 2651.01.11 | Solutions Delivery | Database Hosting Consulting | X |
| 2652.01.11 | Solutions Delivery | Shared Oracle Hosting (Linux) | X |
| 2728.01.11 | Solutions Delivery | Shared SQL Server Database Hosting | X |
| 2531.01.11 | Storage | Qualified Dedicated Storage | X |
| 2533.01.11 | Storage | Disk Storage - Mainframe | |
| 2534.01.11 | Storage | Mainframe Tape (including migrated) | |
| 2535.01.11 | Storage | Backup & Restore Services | X |
| 2536.01.11 | Storage | SAN Storage | X |
| 2372.01.11 | TELCOM | Phone Tech Labor Telephony | X |
| 2412.01.11 | TELCOM | Voice Monthly Service (URATE) | X |
| 2413.01.11 | TELCOM | Voice Mail | X |
| 2416.01.11 | TELCOM | Auto Attendant | X |
| 2417.01.11 | TELCOM | Call Management System | X |
| 2424.01.11 | TELCOM | Long Distance Service | X |
| 2424.02.11 | TELCOM | Long Distance Service Access Charge | X |
| 2424.03.11 | TELCOM | International Long Distance | X |
| 2427.01.11 | TELCOM | 1-800 Service | X |
| 2427.02.11 | TELCOM | 1-800 Service - Advanced Features | X |
| 2428.16.11 | TELCOM | Video Conference | X |
| 2412.04.11 | TELECOM | Audio Conferencing | X |
| 2385.01.11 | WAN | DSL Remote Access | |
| 2382.01.11 | WAN | Network Services | X |
| 2382.05.11 | WAN | Network Services Non-State | |
| 2392.01.11 | WAN | Wiring Design and Consulting | X |
| 2353.01.11 | Wireless | Radio Repair Labor | X |
| 2354.02.11 | Wireless | Install Bay Labor | X |
| 2382.04.11 | Wireless | 802.11 Wireless Services | X |
| 2432.01.11 | Wireless | Microwave Maintenance Labor | X |
| 2432.02.11 | Wireless | Tower Labor | X |
| 2433.01.11 | Wireless | Communication Sites | X |
| 2434.01.11 | Wireless | State Radio System (SRS) Note: LES not included in PD. | X |
| 2439.01.11 | Wireless | Misc. Data Circuits | X |

## SECURITY AND CONFIDENTIALITY

All DTS staff that performs work for The Department of Public Safety will be subject to the same confidentiality requirements expected of The Department of Public Safety agency employees. DTS staff whose primary work location is a Department of Public Safety facility will submit to the confidentiality requirements of agency staff, including signing of confidentiality agreements and participation in related training.

Further, all DTS staff assigned to provide services to The Department of Public Safety will complete a background check. The results of the background check must meet or exceed the requirements of The Department of Public Safety.

## STANDARD PROCESSES

### Change Management

Standard DTS Change Management processes apply to all products governed by this agreement.

### Security Infrastructure

DTS provides basic security services which include perimeter firewall protection, intrusion detection, whole disk encryption, secure email, anti-virus, anti-spyware, web content filtering, and monitoring and notification for the State of Utah wide area network.

### Rates and Billing

All products for which standard rates have been established will be billed in accordance with the current Enterprise Service Rates as established by the DTS Rates Committee. Placement of an order or a request for, or acceptance of, delivery of a standard product or service by Department of Public Safety constitutes an agreement to abide by the terms of the associated product description, including billing. Acceptance of such an order or request by DTS constitutes an agreement to provide the product or service as described in the associated product description. All other products will be provided and billed in accordance with a negotiated Memorandum of Understanding (MOU), Special Billing Agreement (SBA), or other agreement. Billing will continue until the agency enters an order to terminate the service with an effective date or until the agreement's end date is reached.

### Purchasing

Pursuant to Utah Code Authority 63F-1-205/206 and DTS Rule R895, the Chief Information Officer (CIO) has supervision and control over all Information Technology contracts and purchases for the executive branch agencies. The CIO may delegate the authority to make small purchases to the agencies, but this delegation must be in writing and may be limited as directed by the CIO. In order to comply with this mandate all IT purchases must be implemented via the DTS purchasing process in Remedy.

### Service Desk

In order to track, report, and improve DTS support to the agencies it is necessary for all requests and/or incidents to be made through DTS' enterprise service desk.

## DEPARTMENT OF TECHNOLOGY SERVICES RESPONSIBILITIES

The Department of Technology Services agrees to:

- Arrange, approve, and provide all in-state and out of state travel for DTS employees.
- Provide current expense items for DTS staff assigned to DPS. This includes the replacement of furniture, telephones, printers, fax machines, and office supplies (excluding office space, which will be provided by the agency).
- Provide and maintain DTS employees with desktop and laptop computers, monitors, and peripheral equipment, including a desktop standard configuration for each work station, and software tool kit as required by the business needs of the agency.
- Provide training for DTS employees.
- Reimburse the Agency up to $200 per DTS employee / per year for office supplies provided by the Agency and consumed by a DTS employee.
- Provide appropriate communications equiptment needed to support Public Safety's 24x7 operations. Telephones, cell phones, and network conectivity as needed for after hours support.
- Provide Security in accordance with CJIS Security Policy.
- Maintain compliance with 28 CFR Part 23.

## AGENCY RESPONSIBILITIES

The Department of Public Safety agrees to:

- Provide office space for DTS personnel at the work location. The work location of DTS personnel will not be subject to change by the agency without a duly signed written agreement between the agency and DTS. All agency furniture, computers, monitors, telephones, printers, fax machines, phone lines, LAN lines, and office supplies currently used to support DTS employees will remain available to DTS employees.

- Maintain close contact with the DTS IT Director assigned to the agency to help coordinate efficient DTS services within the agency.
- All agency specific desktop computer hardware and software that is not related to a DTS employee desktop standard configuration or DTS employee software tool kit will be billed to the agency as a "pass through" expense.
- Provide space and accomodations for DTS employees' file, print, and storage requirements.

## VERIFICATION AND AGREEMENT

The Department of Technology Services and the Department of Public Safety agree that this Service Level Agreement, together with the associated product descriptions and other associated agreements, if any, constitute a binding agreement between both parties for the specified products and related services. The Department of Technology Services agrees to provide the specified services for the Department of Public Safety as specified in the version of the product description current as of the date of this agreement, at the established rates, and for the period specified. Public Safety agrees to pay for the services as specified.

### Termination or Amendment

This agreement may be terminated only by mutual agreement. It may be amended if changes in circumstances warrant. Notice of intent to terminate this agreement or to negotiate amendments must be provided in writing to the other party at least 60 days in advance.

| Agency Representative | | | |
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| Signature: | D Lance Davenport | Date: 01 Jul 10 | |
| Name (Printed): | D. Lance Davenport | Title (Printed): | Public Safety Commissioner |

| DTS Representative | | | |
|---|---|---|---|
| Signature: | Steph Fletcher | Date: | 7/1/10 |
| Name (Printed): | Stephen Fletcher | Title (Printed): | CIO/DTS Executive Director |