State of Utah

SERVICE LEVEL AGREEMENT

Agreement Number: 4212.00.11

BETWEEN
THE DEPARTMENT OF TECHNOLOGY SERVICES
AND
THE UTAH DEPARTMENT OF CORRECTIONS

Effective Date: From: July 1, 2010 to: June 30, 2011
Amended Date: January 20, 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 Utah Department of Corrections.

CONTACT INFORMATION

Agency IT Director: William A. Boudreau
Phone: 801-545-5508
E-mail: bboudreau@utah.gov

KEY BUSINESS PRODUCTS AND SERVICES

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

Key Products and Services

- 4212.01.11 - Offender Tracking System (O-Track)
- 4212.02.11 - Medical Tracking System (M-Track)
- 4212.03.11 - NORM
- 4212.04.11 - Application Management (developed / maintained in house)
- 4212.05.11 - COTS (Commercial Off-The-Shelf)
- 4212.06.11 - Backup and Restore Services
- 4212.07.11 - UDOCA (Document Management)
- 4212.08.11 - IT Security
- 4212.09.11 - Service Desk

- 4212.10.11 - Business Development / Consultation
- 4212.11.11 - On-Call & Overtime
- 4212.12.11 - User Developed Applications
- 4212.13.11 - Facilities Applications and hardware
- 4212.14.11 - Sex Offender Registry
- 4212.15.11 - Business Intelligence

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 Utah Department of Corrections 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 Utah Department of Corrections to ensure the unique IT skill sets required to support the Utah Department of Corrections are identified in order for DTS to provide the resources essential for the Utah Department of Corrections business success.

DTS is therefore committed to support the agency IT Director by providing the skills and services necessary to enable the Utah Department of Corrections 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 Utah Department of Corrections 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 Utah Department of Corrections 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 Utah Department of Corrections meet its business objectives and to meeting or exceeding the performance standards achieved in FY-10.

ACCOUNTABILITY

The IT Director, William A. Boudreau, assigned to the Utah Department of Corrections 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 Utah Department of Corrections 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	
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 Services	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	
3122.01.11	Finance	DTS Equipment Inventory System	X
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	
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	
2623.01.11	Solutions Delivery	Acceptance Testing	
2651.01.11	Solutions Delivery	Database Hosting Consulting	
2652.01.11	Solutions Delivery	Shared Oracle Hosting (Linux)	
2728.01.11	Solutions Delivery	Shared SQL Server Database Hosting	
2531.01.11	Storage	Qualified Dedicated Storage	
2533.01.11	Storage	Disk Storage - Mainframe	
2534.01.11	Storage	Mainframe Tape (including migrated)	
2535.01.11	Storage	Backup & Restore Services	
2536.01.11	Storage	SAN Storage	
2372.01.11	TELCOM	Phone Tech Labor Telephony	
2412.01.11	TELCOM	Voice Monthly Service (URATE)	X
2413.01.11	TELCOM	Voice Mail	X
2416.01.11	TELCOM	Auto Attendant	
2417.01.11	TELCOM	Call Management System	
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	
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	
2353.01.11	Wireless	Radio Repair Labor	
2354.02.11	Wireless	Install Bay Labor	
2382.04.11	Wireless	802.11 Wireless Services	
2432.01.11	Wireless	Microwave Maintenance Labor	
2432.02.11	Wireless	Tower Labor	
2433.01.11	Wireless	Communication Sites	
2434.01.11	Wireless	State Radio System (SRS) Note: LES not included in PD.	
2439.01.11	Wireless	Misc. Data Circuits	

SECURITY AND CONFIDENTIALITY

All DTS staff that performs work for the Utah Department of Corrections will be subject to the same confidentiality requirements expected of the Utah Department of Corrections agency employees. DTS staff whose primary work location is a Utah Department of Corrections 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 Utah Department of Corrections will complete a background check. The results of the background check must meet or exceed the requirements of the Utah Department of Corrections.

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 the Utah Department of Corrections 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 the Utah Department of Corrections. 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/or 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.

AGENCY RESPONSIBILITIES

The Utah Department of Corrections 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.
- To maintain close contact with the DTS IT Director assigned to the agency to help coordinate efficient DTS services within the agency.

- That 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.

- To provide space and accomodations for DTS employees' file, print, and storage requirements.

VERIFICATION AND AGREEMENT

The Department of Technology Services and the Utah Department of Corrections 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 Utah Department of Corrections 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. The Utah Department of Corrections 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			
Signature:		Date: 10/12/10	
Name (Printed):	Thomas Patterson	Title (Printed):	UDC Executive Director

DTS Representative			
Signature:		Date:	10/12/10
Name (Printed):	J. Stephen Fletcher	Title (Printed):	CIO/DTS Executive Director