

COMPUTING SERVICE DIVISION
SERVICE LEVEL AGREEMENT

Table with 2 columns: Enterprise SharePoint Services, Lottery

Table with 2 rows: CTS Service Level Agreement Number 2012-002, CTS Customer Service Agreement Number 1160-0

814 E 4th Ave
Olympia, WA 98506

1. Purpose

This Service Level Agreement Number 2012-002(SLA) is executed by the Consolidated Technology Services (CTS), Computing Services and Lottery (Customer) pursuant to the terms and conditions of Customer Service Agreement Number 1160-0 (CSA).

2. Term and Termination

The term of this Service Level Agreement is effective upon the date of execution by both parties. Either party may terminate this agreement with sixty (60) days written notification unless defined otherwise in an attached Service Schedule.

3. Order of Precedence

In the event of any inconsistency in this SLA, the inconsistency shall be resolved in the following order of precedence:

- 3.1. Applicable federal and state statutes, laws, and regulations;
3.2. CTS Service Level Agreement 2012-002.
3.3. CTS Customer Service Agreement 1160-0.

4. Access to Software

Customer understands that CTS licenses software from third party providers for the purpose of providing services to its Customers. Such software may be accessed by Customer as part of the services provided to the Customer hereunder.

MOSS 2007 offers both a Standard and Enterprise feature set based on agency-purchased Client Access License (CAL) level. Agencies are responsible for maintaining the correct CAL level for their intended use of the CTS SharePoint service.

5. Service Description

The Consolidated Technology Services (CTS) offers SharePoint Service to agencies that are part of the Statewide Governmental Network (SGN) and Statewide Enterprise Active Directory (EAD). This service provides agencies with access to a shared SharePoint server without having to purchase and maintain their

own. This service is based on Microsoft Office SharePoint Server 2007, hereinafter referred to as MOSS 2007.

The CTS SharePoint service customer can purchase either a Site Collection (SC) or Web Application (WebApp) as described below:

SC features:

- The Web site address for a SC will consist of a root domain followed by the Lotteryd SC subdirectory – for example: <http://sharepoint.dis.wa.gov/customernamedSC>
- Default SharePoint functionality with no CTS customization
- Unlimited sub-site creation (up to 250,000)
- Default site templates including:
 - Wiki site templates
 - Blog site templates
 - Document workspace and collaboration site templates
 - Meeting workspace site templates
- Up to 1GB of storage will be inclusive per SC, thereafter \$15 per GB.
- Optional – External User Access

WebApp features:

- All of the SC features plus
- Enterprise Portal publishing templates
- The Web site address for a WebApp will consist of a Lotteryd root domain – for example: <http://customernamedWebApp.customerdomain.wa.gov>
- CTS will work with the customer to implement custom SharePoint functionality including:
 - Custom Web Parts
 - Custom site templates
 - Custom workflows
 - Business Intelligence*
 - Enterprise Search*
 - Excel Services*
- Creation of up to 20 separate SC. 1GB of storage per site collection will be inclusive (or 20GB total for the entire Web Application), thereafter \$15 per GB.
- Optional – External User Access

CTS is not charging for bandwidth but reserves the right to limit bandwidth at the discretion of CTS. Any limit will be coordinated with the customer prior to implementation.

*Note: These services require the Enterprise CAL. Agencies are responsible for maintaining the correct CAL level for their use. See section 4, 'Access to Software' for more details.

6. Availability Management

The system(s) defined in this Service Level Agreement will be available 24 hours a day 7 days a week with the exception of scheduled maintenance as defined in this Service Level Agreement.

CTS provides the following hours of support:

- Operations Support on-site 24 hours a day 7 days a week including weekends and holidays
- Technical Support on-site Monday through Friday 8 am to 5 pm
- Technical Support on-call Monday through Friday after 5 pm and before 8 am *
- Technical Support on-call 24 hours a day on weekends and holidays *

* With one-hour response. One-hour response means that within one-hour of the CTS Service Desk receiving a customer phone call the customer will receive a return phone call from CTS Technical Support.

- 6.1. CTS staff pro-actively monitor availability of managed systems using:
 - 6.1.1. Tools that automate testing the services provided by each system and generate alerts and reports on failures.
 - 6.1.2. Tools that provide central reporting on the status of server hardware.
 - 6.1.3. Application and system event logs providing date, time and name of process monitored
 - 6.1.4. Tools that identify hardware failure and pre-failure conditions
 - 6.1.5. Software that measures the availability and responsiveness of servers, applications and databases

7. Change Management

- 7.1. CTS CSD supports a complex multi-server environment for multiple customers. A minimum of 14 days notice for the introduction of hardware, software, configuration and application changes through the scheduled maintenance window with dates and times mutually agreed with Customer. See Change Management Policy and Procedures at <http://www-ign.dis.wa.gov/EBS/Docs/ChangeRequestForm.doc>.
- 7.2. CTS is responsible for patch management. See patch management policy and procedures at <http://www-ign.dis.wa.gov/EBS/Docs/Servers/PatchMgmt.doc>.
- 7.3. Emergency software or hardware, configuration and application changes will be made without explicit documented consent from Customer's delegated authority to authorize and approve changes as specified in the Contact section of this Service Level Agreement.
- 7.4. Customer will provide CTS with a comprehensive change management calendar of future or forecasted changes to ensure appropriate resource allocation and efficient coordination of changes.

8. Scheduled Maintenance

CTS has found that SharePoint maintenance is best accomplished 'as needed' which often means after hours in the middle of the week. Having this flexibility results in better service for our customers as we are able to more quickly address customer needs. Maintenance for this service will be scheduled as needed and will only be used when necessary (hardware and software upgrades, software patches, faulty hardware replacement, application changes, etc.). CTS will notify the Customer in advance of any scheduled maintenance that will affect Customer in accordance with the CTS Problem and Change Management policy <http://change.dis.wa.gov/>.

9. Problem Management

- 9.1. The CTS Service Desk is the single point of contact for Customer problem reporting, escalation and notification.
- 9.2. CTS provides automated event-driven problem management through use of monitoring tools.
- 9.3. CTS provides Customer notification of identified events that may have an adverse affect on service delivery to customers.
- 9.4. CTS provides Customer notification of system failures and outages.
- 9.5. CTS provides Customer problem resolution satisfaction by tracking, alerting, escalating and solving problems.
- 9.6. CTS will make all attempts to provide customer information within 72 business hours of a failure or outage on problem cause, corrective action taken, and prevention of reoccurrence.

10. Security Management

- 10.1. CTS provides a security system infrastructure that protects its Customers from unauthorized external access to or broadcast on the Internet of the customer's intellectual property, proprietary and confidential data.
- 10.2. CTS policy allows physical access to the Data Center by CTS authorized personnel only.

- 10.3. CTS will secure the platform against known security risks. Any observed security breaches or suspicious activity will be reported to the Customer.
- 10.4. CTS and the Customer will cooperate in efforts to maintain platform and network security including patch management.

11. Physical Environment Management

- 11.1. Physical access to data center is restricted and electronically monitored
- 11.2. Rack mounted computer systems
- 11.3. Environmental controls and monitoring of Data Center physical environment
- 11.4. Fire detection and suppression systems
- 11.5. Conditioned power
- 11.6. Un-interruptible power supply
- 11.7. Raised floor

12. Restoration Management

- 12.1. This service provides system backups for the SharePoint Server and the SQL database that contains the SharePoint configuration information. It does not provide for the restoration of the data on the Site Collection or Web Application – this type of restoration is the responsibility of the customer using the built-in MOSS 2007 Recycle Bin feature.
- 12.2. CTS is responsible for restoring the system from the last backup in the event system restoration is needed. Backups are created nightly and stored both on and off site. Backups are created via Tivoli Storage Manager according to a policy dictates 7 days of backup.

13. Business Continuity and Disaster Recovery

- 13.1. Business Continuity (BC) is an overarching plan developed to provide continuation of the Agency's business function in the event of an interruption to the normal conditions of operation. This involves planning for facilities, resources and other infrastructure.

- 13.1.1. CTS' facility (see section 11, Physical Environment Management) mitigates a number of potential threats to BC in place for the threats of power loss, fire, unauthorized access, and component failure.

- 13.2. Disaster Recovery (DR) is a plan to recover a specific part of the business after an outage caused by an interruption to the normal conditions of operation. This involves planning to operate the specific part of the business at an alternate location.

- 13.2.1. In the event of a declared disaster, CTS will rebuild the SharePoint service based on the best alternative at the time. CTS is currently designing disaster recovery architecture including an appropriate Recovery Time Objective (RTO) and Recovery Point Objective (RPO) for SharePoint services. In the interim, should a declared disaster occur, CTS will assess the situation, determine the best alternative for recovery, and communicate timelines to the customer. Every effort will be given restore service in a timely manner.

14. Setup and Migration Services

CTS will assist the customer with establishing SharePoint policies and other configurations to be performed at the SharePoint Server level. CTS will assist the customer with the setup of their first Web Application or Site Collection and will provide support documentation for the SharePoint Service.

15. Support

Support for agency workstations and local applications, including Microsoft Office, are the sole responsibility of the agency. CTS does not offer onsite support for configuration, installation or maintenance of agency desktops or software.

16. CTS Does Not Support:

- 16.1. Custom application, web parts, workflows, or templates for the individual site collection.
- 16.2. Customer written or purchased applications implemented into the SharePoint service. CTS will assist with implementation that is necessary from the server, but will not provide assistance or troubleshooting with the application. The customer must provide all specifications for configuration and perform a risk assessment to the effect of the application on other customers on the system. CTS reserves the right to remove applications that cause system instability or performance issues.
- 16.3. Desktop and end user support at the agency site.

17. Service Fees

A summary of the total monthly service fee is set forth in Attachment A.

During the month of installation, if installation is completed on or before the 15th, the entire month will be billed. If installation is complete on or after the 16th, billing will begin the following month.

18. Service Level Agreement Changes

This SLA may be modified at any time upon mutual written agreement of the parties. Any such modifications will be annotated in an amendment to this SLA and will take precedence over the applicable section of the SLA.

CTS and Customer may hold annual pricing review meetings. The purpose of these meetings will be to review pricing and levels of support associated with the changes in this agreement. If it is determined that service levels have changed, prices will be adjusted to reflect those changes.

19. Roles and Responsibilities

CTS and Customer will establish additional mutually agreed upon roles and responsibilities that will be set out in Attachment B. CTS and Customer will assign staff accountable to review and update these roles and responsibilities when the need arises, and to manage CTS and Customer expectations and increase confidence in the working relationship.

20. Customer and CTS Contact List

Customer and CTS Contact Information is defined in Attachment C.

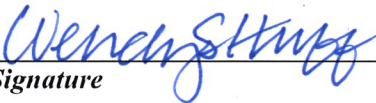
21. Authorization/Acceptance


This SLA and the underlying CSA constitute the entire agreement between the parties and supersedes all other communication, written or oral, related to the subject matter of this SLA. Execution of this SLA by both parties constitutes an addendum to the underlying CSA, which remains in full force and effect, except as may be specifically modified and agreed to between the parties within this SLA. Customer hereby authorizes CTS to perform the services described. The Parties hereby acknowledge and accept the terms and conditions of this SLA.

IN WITNESS WHEREOF, the parties have executed this Service Level Agreement.

APPROVED
State of Washington
Consolidated Technology Services
Computing Services Division

APPROVED
State of Washington
Lottery
Information Services

 12/2/11
Signature *Date*
Wendy Huff
Print or Type Name
Assistant Director
Title

 11/9/2011
Signature *Date*
Terry Rudeen
Print or Type Name
IS Director
Title

Enterprise SharePoint Services Lottery Summary of Fees	Attachment 2012-002A
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Description of SharePoint Service Fees

SERVICE	MONTHLY COST	ONE-TIME COST
Site Collection	\$100.00	
Site Collection Setup Fee *		\$100.00
Optional: Site Collection External User Access (per Site Collection)	\$50.00	
Note: There is a monthly cost of \$15.00 per GB over 1GB for Site Collection Storage. This cost will be charged only when your Site Collection storage exceeds 1GB.		
OR		
Web Application	\$1,500.00	
Web Application Setup Fee *		\$500.00
Optional: Web Application External User Access	\$250.00	
Note: There is a monthly cost of \$15.00 per GB over 1GB over the inclusive 20GB for up to 20 Site Collections, thereafter a charge of \$15.00 per GB will be charged.		

* This includes standard setup procedures. Setup required beyond standard procedures will be negotiated additionally.

Summary of Monthly Costs:	
Site Collection	\$100.00
Site Collection External User Access Fee (optional)	\$50.00
Total Monthly cost	\$150.00

1. Customer Responsibility:

- 1.1. For Statewide Forest Active Directory Users
 - 1.1.1. Create User Accounts in AD
 - 1.1.2. Password Maintenance in AD
 - 1.1.3. Create and Maintain Global Groups in AD
- 1.2. Training
 - 1.2.1. End-Users
 - 1.2.2. Site Collection Administrators
 - 1.2.3. Developers
- 1.3. SharePoint User Support
- 1.4. Application Development
- 1.5. Workflow Development
- 1.6. Template Development
- 1.7. Workflow Job Management
- 1.8. Define and Maintain Sub-Sites

2. Nature of Data

SharePoint use is subject to the Information Service Board Security Standard or its successor. As a user of the SharePoint site, it is Your responsibility to classify all data submitted to the site. You represent and warrant that it is your responsibility to classify all data submitted and take the appropriate measure necessary to restrict access if the classification requires such restriction.

SharePoint is only to be used for transmitting Category 1 and Category 2 data, as classified under the Information Service Board Security Standard or its successor.

Currently, Category 1 "Public Information" means: information that can be or currently is released to the public. It does not need protection from unauthorized disclosure, but does need integrity and availability protection controls.

Currently, Category 2 "Sensitive Information" means: information that may not be specifically protected from disclosure by law and is for official use only. Sensitive information is generally not released to the public unless specifically requested.

You represent and warrant that your use of the Portal will only include Category 1 and Category 2. Please be advised that this includes the information you included in or attached to your submissions. It is Your responsibility to appropriately train Your staff. Further, You agree that CTS will not be liable for any damages arising out of your inclusion of Category 3 and 4 or personally identifiable information protected under law. You agree that CTS will not have any liability arising from a security breach, and that CTS' sole obligation is to notify You of a potential breach.

2. CTS Responsibility:

- 2.1. CTS will work with the designated site administrator and one backup. CTS is not obligated to provide user support beyond these administrators.
- 2.2. Will establish a SharePoint site for agency administrators to inform them of planned outages and maintenance activities.
- 2.3. Provide and manage system software on servers managed by CTS.
- 2.4. Provide hardware and software for Enterprise SharePoint Servers. Servers are equipped with RAID 1 fault tolerant hard drives and also SAN for the backend database server. Routine maintenance will occur according to schedules arranged by CTS administrators.
- 2.5. CTS will follow best practices for patch management as described by WACIRC and implemented by the ISB.
- 2.6. Will provide documentation and support agency technical contacts in setting up and accessing the SharePoint service.

1. Customer Contact List

Customer Help Desk	Phone	360-664-4700
	E-mail	Helpdesk@walottery.com
Signature/Purchase Authority	Name	Terry Rudeen
	Title	IS Director
	Phone	360-664-4708
	E-mail	trudeen@walottery.com
Primary Technical Contact	Name	Stephen Vaughn
	Phone	360-664-4788
	E-mail	svaughn@walottery.com
Secondary Technical Contact	Name	Rich Frady
	Phone	360-664-4705
	E-mail	rfrady@walottery.com
Billing Contact	Name	Tanya Mazzarelli
	Phone	360-664-4774
	E-mail	tmazzarelli@walottery.com
Billing Code/Account Number		1160-0-5900-SP

2. CTS Contact List

CTS Service Desk	Phone	360-753-2454 or 1-800-241-7597
	E-mail	servicedesk@dis.wa.gov
Service Owner	Name	Carlyle Ludwig
	Phone	(360) 902-3141
	E-mail	carlylel@dis.wa.gov

**AMENDMENT NUMBER 2002-002-01 TO
SERVICE LEVEL AGREEMENT 2002-002 FOR
VIRTUAL PRIVATE NETWORK (VPN) SERVICES**

In accordance with Section 17 *Service Level Agreement Changes* of Service Level Agreement 2002-002 between the State of Washington, Department of Information Services (DIS), Interactive Technologies Division and Washington State Lottery for Virtual Private Network (VPN) Services, the parties agree to amend the SLA as follows:

1. All instances in the Service Level Agreement (SLA) of SLA number T02-18 shall be replaced with 2002-002.
2. Schedule A is deleted in its entirety and replaced with the attached new Schedule A.

All other provisions of Service Level Agreement 2002-002 between DIS and Washington State Lottery shall remain in full force and effect. This Amendment is effective July 1, 2009.

Signed

**State of Washington,
Department of Information Services**



Signature

Agnes Kirk
Print or Type Name

CSU 3/23/10
Title **Date**

Signed

Washington State Lottery



Signature

Terry Rudeen
Print or Type Name

IS Director 2/26/2010
Title **Date**

Schedule A: VPN Subscriber Fee Schedule

VPN Service Subscription (Includes SecurID™ authentication token)	\$17.45 per user per month
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