

**Certified Public Manager Program**

**Class Project**

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**Organization:** SC Department of Revenue

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**Service Level Agreements (SLAs) for the**  
**Operations and Support Section**

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## 1. INTRODUCTION

### 1.1. Organizational Changes

Funny thing happened while I was in the middle of developing the Service Level Agreements (SLA) for the Technology Infrastructure Management section (TIMs) at the Department of Revenue, of which I am the manager. TIMs was absorbed into a larger section that was created to consolidate all Information Technology under the Information Resource Management Division at the DOR. This reorganization created the **Operation and Support** section, which not only contained TIMs, but also the other main technology areas that supports our legacy mainframe systems. Oh, and the funny part, I am the manager of this new section. This new organizational structure changed the content of the SLAs that I was developing for TIMs because I now had to look at the SLAs from an Operations and Support view. The biggest impact is that the TIMs Help Desk is now an Operations and Support Help Desk and covers a broader spectrum of support.

I modified the remainder of this report to reflect the organizational changes, including the original Problem Statement that was developed and approved.

### 1.2. Problem Statement

The Operations and Support section at the South Carolina Department of Revenue cannot effectively determine when additional resources are needed for customer support issues.

The HelpDesk area within Operations and Support provides 24x7 Helpdesk assistance for all internal and external users and stakeholders on a first come first served basis.

When an incident is reported it can be addressed at 3 different levels and can flow as described below:

- **Level 1** - Incidents that can be addressed by the phone support personnel answering the call are referred to as Level 1 support.
- **Level 2** - If Level 1 is unable to address the problem, the call can be transferred to a Level 2 technician if available. Once Level 2 has been assigned the issue, they will work the request until complete and establish target dates if the request cannot be completed the day it is received.
- **Level 3** - If Level 2 determines that they need additional assistance outside of their organizational structure, i.e., another support area outside of Operations and Support, or an external vendor is needed to provide input, this is considered a Level 3 assignment.

**Why is this a problem?** There is no prioritization method to determine which calls are to be handled before others and no predetermined amount of time that each type of incident can be addressed and resolved. The support simply flows through the 3-level process on a first in first out (FIFO) method. This lack of prioritization causes some incidents to be addressed before other higher priority incidents. This not only causes customer dissatisfaction, but hinders Operations and Support from being able to grade itself against a pre-determined baseline.

### **1.3. Future Support Issues**

The SLAs that were developed for this project are for the sole intent of determining staffing and resource needs in the Operations and Support section within the Information Resource Management Division at the Department of Revenue. The Helpdesk is currently considered an Operations and Support HelpDesk and is staffed with resources from this section to provide assistance to the agency for needs within this area. All calls

for technology assistance are directed to the Helpdesk, but any assistance needed outside of the Operations and Support physical organization is considered Level 3, as described above, and outside of the SLAs that were developed for Operations and Support.

Additional SLAs will need to be developed by the other support areas within IRM and tied to the Operations and Support SLAs, or new SLAs developed to replace an existing one.

## **2. SUB-PROBLEMS/ROADBLOCKS**

### **2.1. Call Types**

When an incident is logged it can be assigned one of many call types. These call types are not always a clear indication of what the reporting problem is. The Call Types needed to be redefined to make the assignment of a priority for that particular problem easier. The redefined Call Types (Appendix 5.3) were reduced from 30 to 13 and more clearly defined to allow for better assignment to a request.

### **2.2. Severity and Priority**

As mentioned in the Problem Statement, there is no clear cut definition of how to prioritize the work or even to determine what the severity of the issue is so that a priority can be established. Severity Levels and their definitions need to be established to allow HelpDesk staff to assign work out with as much information as possible so that Level 2 technicians can determine which work needs to be done first. The creation of Severity Levels and their definitions were developed and distributed to the Level 1 HelpDesk

technicians to assist them in determining the severity of a request and the assignment of a priority based on other requests that have come in.

### **2.3. Baseline**

A current baseline needs to be established that shows how much time it takes to acknowledge and complete each particular call type. When the data was gathered it was painfully obvious that it didn't matter what the call type was, the overall target dates (Appendix 5.4) were not being met for any request. This baseline will be reflected in each SLA that is created.

## **3. SERVICE LEVEL AGREEMENTS**

### **3.1. What is an SLA?**

*The SLA is a contract between the vendor and the user that specifies the level of service that is expected during its term. SLAs are used by vendors and customers as well as internally by IT shops and their end users. They can specify bandwidth availability, response times for routine and ad hoc queries, response time for problem resolution (network down, machine failure, etc.). [www.cellglide.com/glossarys.shtml](http://www.cellglide.com/glossarys.shtml)*

In simpler terms, it is an agreement between a service area and its customers that outlines what type(s) of service and support are to be provided and a recommended timeframe for completing the requested service successfully. It can also include penalties for not completing work on time as well as incentives for above standard support.

### **3.2. Why do we need SLAs?**

#### **3.2.1. Customer Service**

As manager of the Operations and Support section I get complaints directly from our user community. They are usually centered on someone not knowing whether their request was received, when it is going to be completed, and if the time frame is acceptable to them. Aside from being approached directly with these concerns, I also send out surveys periodically to see what our users feel about the service that we are providing. In September 2005 an internal customer satisfaction survey was conducted on behalf of the Operations and Support Helpdesk. A list of users who had received assistance within 3 months prior to the survey was extracted from the Helpdesk database. A cross-section was further identified based on Call Type to the Helpdesk, service technician, and the customers' own departmental position in the Agency. Survey invitations were emailed to a total of fifty-two customers.

The survey itself (Appendix 5.1) was a Microsoft Word fillable form that was published to the SCDOR's intranet. The survey group was directed to the survey via web address and encouraged to download, complete, and email it directly to a Customer Service proxy mailbox that had been created for this purpose. Each survey was then manually entered into an Access database for final analysis. The final report (Appendix 5.2) is based on completed surveys received from thirty-three customers for a 63% response rate. The results clearly indicate that our customers are not satisfied with the level of service that they are receiving, especially in the area of timeliness. This confirmed our need to develop some type of Service Level Management that would help us determine when and where we are not meeting the needs of our customers.

### **3.2.2. Resource Needs**

There are 3 things that can be done if you are not meeting your Service Level

Agreements with your customers.

1. Is your staff working at their fullest potential? Determine if there are some resources that may not be able to provide the assistance needed. There could be a staff training needs issue that should be addressed.
2. Negotiate with your customers to increase the time required to fulfill a service request.
3. Add additional resources to the support team.

The creation of SLAs will allow management to determine which of the above solutions would be the most beneficial.

### **3.3. What SLAs do we need?**

The management team in the Operations and Support section determined, based on past history compiled from service requests, that there are 8 primary areas of support that we provide that could benefit from some type of SLA. These 8 areas result in the majority of assistance required of Operations and Support based on our Helpdesk calls. In addition, an overall Helpdesk Support document (not included in this report) needs to exist to explain the Service Level Management concept to the user community.

It was the development of the 8 SLAs that make up the majority of this report. They are as follows:

1. Application Hosting (Appendix 5.5)
2. Desktop Services (Appendix 5.6)
3. Electronic Mail (Appendix 5.7)
4. File and Print (Appendix 5.8)
5. Helpdesk (Appendix 5.9)
6. Network Access (Appendix 5.10)
7. Remote Access (Appendix 5.11)
8. Telecommunications (Appendix 5.12)

### 3.4. SLA Template

Before the first SLA was developed, a standard template was created that would be the foundation for all SLAs that the Operations and Support section would maintain. The template needed to include sections that would describe what the SLA was for, the detail support that would be covered, performance measurements to determine whether the SLA was being met, and escalation procedures. With these key needs in mind, the following sections were developed:

1. Purpose
2. Scope of Services
3. Prerequisites and Dependencies
4. Communications Commitment
5. Customer Requirements
6. Performance Measurements
7. Report Routing Procedures
8. Escalation Process
9. Approval

Some of the SLAs may include other information depending on its uniqueness. The most important aspect of the SLA is number 6, **Performance Measures**. These were developed specifically for each SLA to determine if and when we are not meeting our

service standards. A common measurement throughout all the SLAs is Response and Resolution Time. An example of the measurements is shown in the chart below:

<b>Response and Resolution Times:</b>			
<b>Severity</b>	<b>Response Goal</b>	<b>Resolution Goal</b>	<b>Target Rate *</b>
1 – Critical	immediate	30 minutes	90%
2 – High	< 30 minutes	1 business hours	90%
3 – Medium	< 2 hours	6 business hours	90%
4 – Low	< 4 business hours	5 business days	90%
5 – Scheduled	< 1 business day	On scheduled date	100%

\*Note: Applies to both Response and Resolution goals.

This table is broken down by the severity of the issue. The response and resolution goals were requested by DOR management as acceptable times and the target rate percentage was selected by Operations and Support management. This establishes a baseline for acceptable response and resolution for service request. The actual measurement calculation for this particular service type, which happens to be Desktop Services, is shown in the following tables:

**Response Time:**

Data Incident Management System

Source:

Calculation: 
$$\frac{\text{Number of all Desktop Service Tickets} - \text{Number of tickets where "First Update" is more than specified time}}{\text{Number of all Desktop Service Tickets}} = \text{Actual \% of incidents responded to within Target}$$

Frequency: Monthly

Distribution: Helpdesk Manager

**Resolution Time:**

Data Incident Management System

Source:

Calculation: 
$$\frac{\text{Number of all Desktop Service Tickets resolved for each severity} - \text{Number of tickets by Severity where resolution time is more than specified time}}{\text{Number of all Desktop Service Tickets by severity that are resolved}} = \text{Actual \% of incidents resolved within Target by severity}$$

These process measurements are included in each SLA. Other measurements may be included depending on the uniqueness of the SLA and the data needed to determine whether we are meeting our target goals.

**4. SUMMARY**

The development of these 8 SLAs will go a long way in helping the Operations and Support section at the South Carolina Department of Revenue effectively determine when additional resources are needed for customer support issues. The maintenance of these documents is critical due to the ever changing technology that the South Carolina Department of Revenue implements. The Operations and Support section will continue

to work with the other support areas to fine tune the SLAs so that they can incorporate them into their areas, or build upon them to provide a seamless support structure for all services at the DOR.

**5. APPENDIX**

### 5.1. Survey Template



TECHNOLOGY INFRASTRUCTURE MANAGEMENT

**Help us... Help you !**

In an effort to continually improve the TIMs support services, we're asking you to take a few moments to complete the survey below. Because you are a valued customer, we'd like to know your thoughts about the support you have received from our team. We are committed to using this information to improve the services we deliver.

**To complete the survey, click on the checkboxes, type in your name and comments, SAVE it to your desktop and then email the completed Word survey document to [CustSurvey@sctax.org](mailto:CustSurvey@sctax.org)**

	Strongly Agree	Agree	Disagree	Strongly Disagree	Does not apply
In documenting your call for support, you were asked the right questions to find out exactly what it was you needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Courtesy and professionalism was displayed during the course of resolving your problem.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your issue was handled in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You were kept informed of the status of your issue until it was resolved.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You were notified in a timely manner that your problem was resolved.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If any follow-up contact/visits were required, you were given an estimated time for the next contact.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The problem/resolution was explained to you at your level of technical understanding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If appropriate, you learned something during the resolution of your issue that you can use in the future.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your issue was resolved after a single contact. (ie, you did not have to call more than once about the same issue).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thinking about your overall experience, the service you received met the needs of the situation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How can we improve our support services for you?

**Customer Name**

Do you wish to keep your comments confidential?  
 A supervisor will evaluate your feedback and take action as needed, but will keep the specifics confidential if you request.  Yes  No

## 5.2. Survey Results

**FINAL** as of Oct 31, 2005**Crosstab All Responses – Operations and Support  
Customer Service Survey**

<b>Question</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>Does not</b>
1-In documenting your call for support, you were asked the right questions to find out exactly what it was you needed.	9	23			
2-Courtesy and professionalism were displayed during the course of resolving your problem.	16	16			1
3-Your issue was handled in a timely manner	12	20	1		
4-You were kept informed of the status of your issue until it was resolved.	8	21	4		
5-You were notified in a timely manner that your problem was resolved.	12	18	3		
6-If any follow-up contact/visits were required, you were given an estimated time for the next contact.	4	16	2	1	9
7-The problem/resolution was explained to you at your level of technical understanding.	7	20	3	1	2
8-If appropriate, you learned something during the resolution of your issue that you can use in the future.	8	14	2		8
9-Your issue was resolved after a single contact (ie, you did not have to call more than once about the same issue).	6	19	8		
10-Thinking about your overall experience, the service you received met the needs of the situation.	11	22			

### 5.3. Call Types

<i>Call Type</i>	<i>Category</i>	<i>Cause</i>
Account Management	Break/Fix General Request How-To Maintenance	Move/Change New Employee Terminated
Change Request	Change Management Project Management	
Communications	Break/Fix General Request How-To Maintenance	Insufficient Access Inquiry Request Third Party Untrained Unknown
Email	Break/Fix General Request How-To Maintenance	Insufficient Access Inquiry Request Scheduled Maint. Server Down Unknown
Equipment	Break/Fix General Request How-To Maintenance	Accident Configuration Connection Fail Consumable Driver Equipment Failure HW Malfunction Incompatible Line Failure Needs Upgrade Power Outage Process Failure Request Shipping Untrained Wrong Part Unknown

<i>Call Type</i>	<i>Category</i>	<i>Cause</i>
General	Break/Fix General Request How-To Maintenance	Insufficient Access Inquiry Request Unknown
Internet/Intranet	Break/Fix General Request How-To Maintenance	Insufficient Access Browser Server Down Request Scheduled Maint. SW Failure SW Malfunction Update Request Unknown
Network Issues	Break/Fix General Request How-To Maintenance	Insufficient Access Browser Server Down Request Scheduled Maint SW Failure SW Malfunction Unknown
Reboot Computer Remote Access	Quick Call Break/Fix General Request How-To Maintenance	Insufficient Access HW Failure Request Scheduled Maint SW Failure Unknown
Reset Password	Quick Call	Compromised Expired Forgot Password Intruder Lock Sync Issues Unknown
Reset Session	Quick Call	Log Out Reboot Unknown

<i>Call Type</i>	<i>Category</i>	<i>Cause</i>
Software/Systems/Apps	Break/Fix	Insufficient Access
	Down System	Configuration
	General Request	Corrupt/Missing
	How-To	Customer
	Maintenance	Incompatible
		Internet
		New Install
		SW Failure
		SW Malfunction
		SW Update
		Unauthorized SW
		Untrained
		Virus
		Unknown

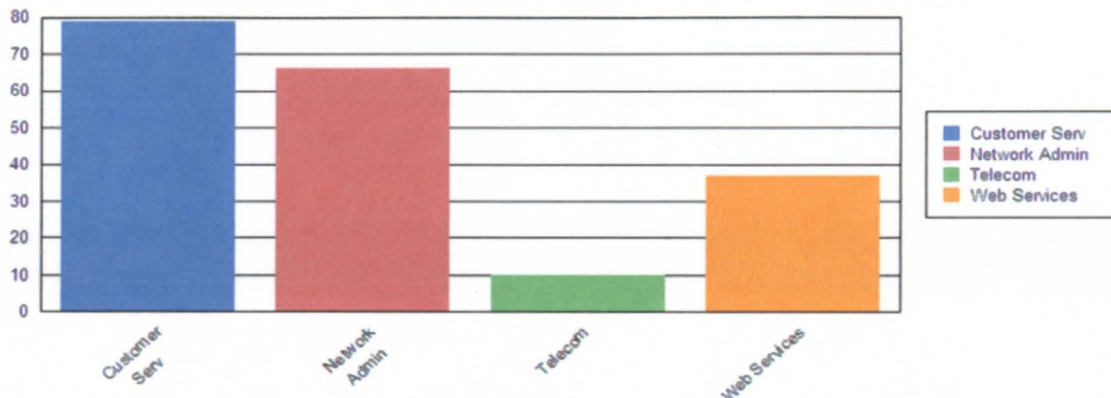
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### 5.4. Overdue Calls

#### Assignments Resolved Past Target by Group Name

For Assignments Resolved between 2005-11-01 to 2005-11-30

Hours of Operation: Helpdesk



Customer Serv  
Network Admin  
Telecom  
Web Services

79 Overdue Assignment(s)  
66 Overdue Assignment(s)  
10 Overdue Assignment(s)  
37 Overdue Assignment(s)

**Grand Total: 176**

## 5.5. Application Hosting

### Application Hosting Services

Document Status:	(Draft, Active, Review, Inactive)	Preparation Date:	09/15/2005
		Expiration Date:	n/a
Document Author:	Mario Alvarez	Last Updated:	1/19/2006

#### Purpose

This agreement is between the HelpDesk and the Application Hosting Services Group. The Application Hosting Services Group provides the underlying infrastructure related to Application Hosting and Deployment services including technical architecture support. This document defines the service levels for Application Infrastructure services and outlines the commitments of the HelpDesk and the Application Hosting Services Group.

#### Scope of Services

##### System Availability

Provide tape backup and restore services

- Respond to alerts from systems and services monitored as established
- Coordinate service call in event of equipment failure and bringing systems back on line
- Recovery system and services operations in case of destructive failure

Install and configure operating system and support server software

- Establish system and services monitoring to maintain continuous operations
- Provide scripted services and integration with other systems
- Maintain operating system and base services, updates, patches
- Analyze and implement changes (**migrations**) for systems and applications execution
- Monitor security patches applied to servers

##### Maintenance

- Scheduled down times for system maintenance
- Scheduled down times for upgrade of vendor software

## Support

For all support issues, contact the HelpDesk at **803-898-5590** or via email to **helpdesk@sctax.org**

Provide issue resolution and receive, monitor and report service requests  
Provide routing procedures  
Provide escalation procedures  
Provide restoration services  
Coordinate software and hardware issue resolution

## **Prerequisites and Dependencies**

The following Service Level Agreements are also necessary:

- HelpDesk SLA

## **Communication Commitments**

- Notification of unscheduled downtime or maintenance via the HelpDesk, during normal business hours

## **Customer Requirements**

- Adhere to SCDOR security policies
- Provide timely notification to Application Hosting Services if users have been terminated or no longer require access to application
- Provide availability requirements
- Provide number of users
- Notify Application Hosting Services if the number of users will increase
- Provide response time requirements
- Provide all information required for troubleshooting the problem:
  1. Contact name
  2. Contact phone number
  3. Physical location
  4. Descriptive nature of problem, any error messages and any steps taken toward resolution

**Performance Measurements**

**Technology Measurements:**

Server Availability:

Defined Measurements: 98.0%

Data Source: Various Network Monitoring devices accumulated in an Excel Spreadsheet

Calculation: Application availability is calculated taking into account Scheduled maintenance downtime. It is derived from the following formula.  
 (hours per day) x (days per month) – (application down time)

---

(hours per day) x (days per month)

Frequency: Monthly

Distribution: Support Manager

**Resource Measurements:**

The table below reflects the agreed to severities and associated response and resolution goals. Severity definitions can be found in the Helpdesk User Guide and the Helpdesk Service Level Agreement.

<b>Response and Resolution Times:</b>			
<b>Severity</b>	<b>Response Goal</b>	<b>Resolution Goal</b>	<b>Target Rate</b>
1 – Critical	immediate	30 minutes	90%
2 – High	< 30 minutes	1 business hours	90%
3 – Medium	< 2 hours	6 business hours	90%
4 – Low	< 4 business hours	5 business days	90%
5 - Scheduled	< 1 business day	On scheduled date	100%

**Response Time:**

Data Incident Management System(Heat)

Source:

Calculation: 
$$\frac{\text{Number of all Application Hosting Tickets} - \text{Number of tickets where "First Update" is more than specified time}}{\text{Number of all Application Hosting Tickets}} = \text{Actual \% of incidents responded to by within Target}$$

Frequency: Monthly

Distribution: Support Manager

**Resolution Time:**

Data Incident Management System(Heat)

Source:

Calculation: 
$$\frac{\text{Number of all Application Hosting Tickets resolved for each severity} - \text{Number of tickets where resolution time is more than specified time}}{\text{Number of all Application Hosting Tickets resolved}} = \text{Actual \% of incidents resolved within Target by severity}$$

Frequency: Monthly

Distribution: Support Manager

**Routing Procedures**

Posting of all reports to internal website

**Escalation Procedures**

<b>Escalation</b>	<b>Contact Information</b>	<b>Contact Channel</b>
First escalation contact	Sue Bevier, Customer Service Supervisor	Phone: 803-898-5548 Email: beviers@sctax.org
Second escalation contact	Bob Simmons, Network Administrator	Phone: 803-898-5524 Email: simmonb@sctax.org
Third escalation contact	Mario Alvarez, Technology Infrastructure Manager	Phone: 803-898-5531 Email: Alvarem@sctax.org

**Approval**

The signatures on this document indicate agreement to its content, that it is valid, has achievable objectives, and represents the intent of the HelpDesk and Application Hosting Services to meet the needs of SCDOR as they relate to Application Hosting Services.

Responsible Application Hosting Manager:

**Bob Simmons, *Network Administrator***

Telephone: (803) 898 - 5524

Email: [simmonb@sctax.org](mailto:simmonb@sctax.org)

Signature:

Responsible HelpDesk Manager:

**Sue Bevier, *Customer Service Supervisor***

Telephone: (803) 898 - 5548

Email: [beviers@sctax.org](mailto:beviers@sctax.org)

Signature:

Responsible Organization Manager:

**Mario Alvarez, *Operations and Support Manager***

Telephone: (803) 898 - 5531

Email: [alvarem@sctax.org](mailto:alvarem@sctax.org)

Signature:

Responsible IRM Administrator:

**Michael Garon, *Sr. Administrator and CIO***

Telephone: (803) 898 - 5586

Email: [garonm@sctax.org](mailto:garonm@sctax.org)

Signature:

SCDOR Primary Customer Representative

**Harry Cooper, *Deputy Director SCDOR***

Telephone: (803) 898 - 5140

Email: [cooperh@sctax.org](mailto:cooperh@sctax.org)

Signature:

## 5.6. Desktop Services

### Desktop Services

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		Expiration Date:	N/A
Document Author:	Mario Alvarez	Last Updated:	1/19/2006 11:06 AM

### Purpose

This agreement is between the **HelpDesk** and the **Desktop Services Group**. Desktop Services provides procurement, installation, configuration, and support of S.C. Department of Revenue approved PC Hardware, base software applications, peripherals, and specialized business software. This document defines the service levels for Desktop Services and outlines the commitments of the HelpDesk and the Desktop Services Group.

### Scope of Services

- Provide procurement, installation, and configuration of S.C. Department of Revenue approved Desktop or Laptop PCs with standard Operating System and base applications
- Provide S.C. Department of Revenue approved Operating System and base application upgrades on existing desktop and laptop PCs
- Provide installation and configuration of S.C. Department of Revenue approved specialized utility software applications (e.g., Visio, MS Project, etc.) and business applications
- Installation, configuration and maintenance support of S.C. Department of Revenue approved PDA devices and associated software in conjunction with PDA Service Partner.
- Provide procurement, installation, and configuration of S.C. Department of Revenue approved peripheral devices (**Exhibit A**). Any new devices must be approved by the Operations and Support Manager and CIO before procuring.

### Security

- Perform installation, upgrades and patches to security software including:
  - Virus Protection Software
  - Windows Security updates
  - Adware and Spyware control

**Maintenance**

Perform S.C. Department of Revenue approved upgrades and patches to operating system and utility software and recommend hardware upgrades as appropriate

**Support**

On-site and remote support for the standard SCDOR desktop utility software applications. Examples are:

- Word
- Excel
- Access (excluding customized database creation and vendor created databases)
- PowerPoint
- Groupwise
- Project

On-site and remote support (i.e. how to functionality, requests, and known problems) for the SCDOR supplied desktop, laptop, and associated approved peripherals.

**Hardware and Software Requirements****Standard Desktop and Laptop Specifications**

Current Dell leased hardware and supplied software Exhibit B

**Peripheral Specifications**

Any SCDOR approved peripheral device (ie, printers, label makers, scanners, PDAs, etc) SCDOR has no standards for peripheral devices.

**Standard Software Package (applies to Desktop and Laptop PCs) Exhibit C**

including but not limited to:

Operating System

word processing, spreadsheet, presentation applications

Web Browser

Anti-Virus Protection Software

**Prerequisites and Dependencies**

The following Service Level Agreements are also necessary:

- HelpDesk SLA

- Network Access Services SLA
- Telecommunications SLA
- Remote Access SLA

### **Customer Requirements**

- Adhere to SCDOR business practices and the SCDOR Personnel Policy Manual
- Do **not** perform hardware or software configuration changes, upgrades, or installations, or physically move the hardware. Attempts to self-install hardware or software may result in loss of productivity
- Consult Desktop Services on all hardware (PCs, PDA, peripherals) and software purchases before purchasing (to determine compatibility)
- Consult Desktop Services on all hardware and software procurements that are not defined in this Service Level Agreement prior to placing orders to ensure the products and/or services best meet Client needs and can be supported accordingly. When requesting exceptions the following items must be obtained:
  - Business Case (IRM Work Request)
  - IT Management approval
  - Testing with Desktop Services
  - HelpDesk approval to support
- Provide all information required for troubleshooting problems encountered:
  5. Contact name
  6. Contact phone number
  7. Physical location
  8. Descriptive nature of problem, any error messages and any steps taken toward resolution
- When a support issue requires desk side support, the customer, or designee who is knowledgeable of the problem, must be available to assist with the problem resolution (describe symptoms of problems) and provide access to the physical facilities where computer is located.

### **Communication Commitments**

Proactive notification of unscheduled downtime or maintenance via the Help Desk, during Help Desk business hours.

**Performance Measurements**

**Resource Measurements:**

The table below reflects the agreed to severities and associated response and resolution goals. Severity definitions can be found in the Helpdesk User Guide and the Helpdesk Service Level Agreement.

<b>Response and Resolution Times:</b>			
<b>Severity</b>	<b>Response Goal</b>	<b>Resolution Goal</b>	<b>Target Rate</b> *
1 – Critical	immediate	30 minutes	90%
2 – High	< 30 minutes	1 business hours	90%
3 – Medium	< 2 hours	6 business hours	90%
4 – Low	< 4 business hours	5 business days	90%
5 – Scheduled **	< 1 business day	On scheduled date	100%

\*Note: Applies to both Response and Resolution goals.

\*\*Note: Example, employee setups that need to be scheduled for remote users.

**Response Time:**

Data Incident Management System(Heat)

Source:

Calculation: 
$$\frac{\text{Number of all Desktop Service Tickets} - \text{Number of tickets where "First Update" is more than specified time}}{\text{Number of all Desktop Service Tickets}} = \text{Actual \% of incidents responded to within Target}$$

Frequency: Monthly

Distribution: HelpDesk Manager

**Resolution Time:**

Data Incident Management System(Heat)

Source:

Calculation: 
$$\frac{\text{Number of all Desktop Service Tickets resolved for each severity} - \text{Number of tickets where resolution time is more than specified time}}{\text{Number of all Desktop Service Tickets resolved}} = \text{Actual \% of incidents resolved within Target by severity}$$

Frequency: Monthly

Distribution: HelpDesk Manager

### **Routing Procedures**

Posting of all reports to internal website.

### **Escalation Procedures**

<b>Escalation</b>	<b>Contact Information</b>	<b>Contact Channel</b>
First escalation contact	Sue Bevier, Customer Service Supervisor	Phone: 803-898-5548 Email: beviders@sctax.org
Second escalation contact	Mario Alvarez, Technology Infrastructure Manager	Phone: 803-898-5531 Email: Alvarem@sctax.org

**Approval**

The signatures on this document indicate agreement to its content, that it is valid, has achievable objectives, and represents the intent of the HelpDesk and the Desktop Services Group to meet the needs of the S.C. Department of Revenue as they relate to Desktop Services.

Responsible Desktop Services Manager:

And Responsible HelpDesk Manager:

**Sue Bevier, *Customer Service Supervisor***

Telephone: (803) 898 - 5548

Email: [beviers@sctax.org](mailto:beviers@sctax.org)

Signature:

Responsible Organization Manager:

**Mario Alvarez, *Operations and Support Manager***

Telephone: (803) 898 - 5531

Email: [alvarem@sctax.org](mailto:alvarem@sctax.org)

Signature:

Responsible IRM Administrator:

**Michael Garon, *Sr. Administrator and CIO***

Telephone: (803) 898 - 5586

Email: [garonm@sctax.org](mailto:garonm@sctax.org)

Signature:

SCDOR Primary Customer Representative

**Harry Cooper, *Deputy Director SCDOR***

Telephone: (803) 898 - 5140

Email: [cooperh@sctax.org](mailto:cooperh@sctax.org)

Signature:

**Exhibit A – Approved Peripheral Devices**

- Dell, Model 5200 Printer
- Dell, Model 5300Cn Color Printer
- HP, Models, 8000, 4050, 4000, 4200, 4300, 4100
- Dymo Label writer

**Exhibit B – Current Dell Leased Equipment**

- Dell, Model Latitude D610
- Dell, Model Latitude D810
- Dell, Model Optiplex GX620 SFF and MT

**Exhibit C - Standard Software Package (applies to both Desktop  
and Laptop PCs)**

- Microsoft Office Suite – Word, Excel, Powerpoint, Publisher
- Microsoft Access
- Groupwise
- FullShot
- BlueZone
- TEV – Travel Voucher
- Microsoft Project
- Microsoft Office Visio
- Heat

## 5.7. Electronic Mail

### Electronic Mail Services

Document Status:	(Draft, Active, Review, Inactive)	Preparation Date:	09/15/2005
		Expiration Date:	n/a
Document Author:	Mario Alvarez	Last Updated:	1/19/2006 11:07 AM

#### Purpose

This agreement is between the **HelpDesk** and the **Electronic Mail Services Group**. The Electronic Mail Services Group offers a standard mailbox to access the SCDOR mail system, which allows communication with the agency global community as well as external communication. This document defines the service levels for Electronic Mail Services and outlines the commitments of the HelpDesk and the Electronic Mail Services Group.

#### Scope of Services

##### System Availability

Provide access to mailbox

- Provide Distribution List creation
- Provide Public Folder creation
- Provide Internet mail and general mail traffic flow monitoring and troubleshooting
- Provide calendar scheduling functionality
- Provide best effort content filtering and spam control
- Provide Global Address List (GAL)

##### Security

- Provide virus protection for individual mailbox through internet mail servers
- Provide standard mail encryption services

### Maintenance

- Perform upgrades and patches to e-mail server environment
- Provide Distribution List maintenance
- Provide Public Folder maintenance
- Provide electronic mail server hardware and software monitoring
- Provide GAL maintenance
- Daily server backup (for disaster recovery and legal purposes *only*)

### Support

For all support issues, contact the HelpDesk at **803-898-5590** or via email to **helpdesk@sctax.org**

- Mail system support (how to, problems, requests)
- Individual mailbox restorations

### Outside Scope of Services

- Electronic mail systems whose services are self-supported by affiliated companies (e.g. AOL, Hotmail, etc.)

## **Hardware and Software Requirements**

### E-mail Software Requirements:

- Support Mail System Server

## **Prerequisites and Dependencies**

The following Service Level Agreements are also necessary:

- HelpDesk SLA
- Remote Access SLA
- Network Access Services SLA

### **Communication Commitments**

- Notification of unscheduled downtime or maintenance via the HelpDesk.

### **Customer Requirements**

- Adhere to SCDOR network security policies (use of electronic mail for business purposes only)
- Adhere to SCDOR business practices and the SCDOR Personnel Policy Manual
- Provide all information required for troubleshooting the problem:
  9. Contact name
  10. Contact phone number
  11. Physical location
  12. Descriptive nature of problem, any error messages and any steps taken toward resolution

**Performance Measurements**

**Technology Measurements:**

Email Availability:

Defined Measurements: 99.5%

Data Source: Email server

Calculation: Application availability is calculated taking into account Scheduled maintenance downtime. It is derived from the following formula:

$$\frac{(((\text{hours per day}) \times (\text{days per month})) - (\text{scheduled down time})) - (\text{unscheduled down time})}{(((\text{hours per day}) \times (\text{days per month})) - (\text{scheduled down time}))} \times 100 = \% \text{ Available}$$

Frequency: Monthly

Distribution: Support Manager

**Resource Measurements:**

The table below reflects the agreed to severities and associated response and resolution goals. Severity definitions can be found in the Helpdesk User Guide and the Helpdesk Service Level Agreement.

<b>Response and Resolution Times:</b>			
<b>Severity</b>	<b>Response Goal</b>	<b>Resolution Goal</b>	<b>Target Rate</b>
1 – Critical	immediate	30 minutes	90%
2 – High	< 30 minutes	1 business hours	90%
3 – Medium	< 2 hours	6 business hours	90%
4 – Low	< 4 business hours	5 business days	90%
5 - Scheduled	< 1 business day	On scheduled date	100%

**Response Time:**

Data Incident Management System(Heat)

Source:

Calculation:  $\frac{\text{Number of all E-mail Tickets} - \text{Number of tickets where "First Update" is more than specified time}}{\text{Number of all E-Mail tickets}}$

= Actual % of incidents responded to within target

Frequency: Monthly

Distribution: Support Manager

**Resolution Time:**

Data Incident Management System(Heat)

Source:

Calculation: 
$$\frac{\text{Number of all E-mail Tickets resolved for each severity} - \text{Number of tickets where resolution time is more than specified time}}{\text{Number of all E-mail Tickets resolved}} = \text{Actual \% of incidents resolved within target by severity}$$

Frequency: Monthly

Distribution: Support Manager

**Routing Procedures**

Posting of all reports to internal website.

**Escalation Procedures**

<b>Escalation</b>	<b>Contact Information</b>	<b>Contact Channel</b>
First escalation contact	Sue Bevier, Customer Service Supervisor	Phone: 803-898-5548 Email: beviere@sctax.org
Second escalation contact	Scott Shealy, Network Administrator	Phone: 803-898-5526 Email: shealys@sctax.org
Third escalation contact	Mario Alvarez, Technology Infrastructure Manager	Phone: 803-898-5531 Email: Alvarem@sctax.org

**Approval**

The signatures on this document indicate agreement to its content, that it is valid, has achievable objectives, and represents the intent of the HelpDesk and the Electronic Mail Services Group to meet the needs of the SCDOR as they relate to Electronic Mail Services.

Responsible Electronic Mail Manager:

**Bob Simmons, *Network Administrator***

Telephone: (803) 898 - 5524

Email: [simmonb@sctax.org](mailto:simmonb@sctax.org)

Signature:

Responsible HelpDesk Manager:

**Sue Bevier, *Customer Service Supervisor***

Telephone: (803) 898 - 5548

Email: [beviers@sctax.org](mailto:beviers@sctax.org)

Signature:

Responsible Organization Manager:

**Mario Alvarez, *Operations and Support Manager***

Telephone: (803) 898 - 5531

Email: [alvarem@sctax.org](mailto:alvarem@sctax.org)

Signature:

Responsible IRM Administrator:

**Michael Garon, *Sr. Administrator and CIO***

Telephone: (803) 898 - 5586

Email: [garonm@sctax.org](mailto:garonm@sctax.org)

Signature:

SCDOR Primary Customer Representative

**Harry Cooper, *Deputy Director SCDOR***

Telephone: (803) 898 - 5140

Email: [cooperh@sctax.org](mailto:cooperh@sctax.org)

Signature:

## 5.8. File and Print

### **File and Print Services**

Document Status:	(Draft, Active, Review, Inactive)	Preparation Date:	09/15/2005
		Expiration Date:	n/a
Document Author:	Mario Alvarez	Last Updated:	1/19/2006 11:07 AM

### **Purpose**

This agreement is between the HelpDesk and of the File and Print Services Group. File and Print Services is focused on providing an integrated and secure environment of individual and group file sharing and print capabilities across the network. This document defines the service levels for File and Print Services and outlines the commitments of the HelpDesk and File and Print Services Group.

### **Scope of Services**

#### System Availability

- Provide local and WAN printing capabilities for individuals and groups
- Provide group share folders for a business group within a facility
- Provide individual private home folders for personalized archiving of critical data files
- Provide multi-group sharing capabilities within a facility
- Provide multi-group sharing capabilities in different facilities
- Provide group share folders for business groups in different facilities
- Provide mobile users remote access to shared folders
- Provide file level access control at all folder levels
- Provide FTP file transfer capabilities

#### Security

- Antivirus scanning for files stored within shared individual and group folders

#### Maintenance

- Perform upgrades and patches to file and print servers
- Perform nightly backups for all file servers providing shared folder services

## Support

For all support issues, contact the HelpDesk at **803-898-5590** or via email to **helpdesk@sctax.org**

- How to, problems, and requests related to accessing files on a server
- File restoration services

## **Hardware and Software Requirements**

### Standard Printer Specifications

- SCDOR approved print devices

### Standard File Server Specifications

- Intel-based architecture in line with current technology
- Windows 2003 Server

## **Prerequisites and Dependencies**

The following Service Level Agreements are also necessary:

- Network Access Services SLA
- Remote Access Services SLA
- Desktop Services SLA
- HelpDesk Services SLA

### **Communication Commitments**

- Proactive notification of unscheduled downtime or maintenance via the HelpDesk.

### **Customer Requirements**

- Provide storage space requirements
- Provide printer requirements (LAN or WAN, special requirements)
- Adhere to SCDOR network security policies
- Adhere to the SCDOR network storage policies
  - Adhere to SCDOR business practices and the SCDOR Personnel Policy Manual
  - Provide all information required for troubleshooting the problem:
    13. Contact name
    14. Contact phone number
    15. Physical location
    16. Descriptive nature of problem, any error messages and any steps taken toward resolution

**Performance Measurements**

**Technology Measurements:**

**Server Availability**

Defined Measurements: 98.0%

Data Source: Various server monitoring tools accumulated in an Excel Spreadsheet

Calculation: Server Availability will be calculated as the aggregate minutes during such month that all File servers within a particular LAN are available, divided by the total aggregate minutes of required service.

$$\frac{(((\text{hours per day}) \times (\text{days per month})) - (\text{scheduled down time})) - (\text{unscheduled down time})}{(((\text{hours per day}) \times (\text{days per month})) - (\text{scheduled down time}))} \times 100 = \% \text{ Available}$$

Frequency: Monthly

Distribution: Support Manager

**Resource Measurements:**

The table below reflects the agreed to severities and associated response and resolution goals. Severity definitions can be found in the Helpdesk User Guide and the Helpdesk Service Level Agreement.

<b>Response and Resolution Times:</b>			
<b>Severity</b>	<b>Response Goal</b>	<b>Resolution Goal</b>	<b>Target Rate</b>
1 – Critical	immediate	30 minutes	90%
2 – High	< 30 minutes	1 business hours	90%
3 – Medium	< 2 hours	6 business hours	90%
4 – Low	< 4 business hours	5 business days	90%
5 - Scheduled	< 1 business day	On scheduled date	100%

**Response Time:**

Data Incident Management System(Heat)

Source:

Calculation: 
$$\frac{\text{Number of all File and Print Server Tickets} - \text{Number of tickets where "First Update" is more than specified time}}{\text{Number of all File and Print Server Tickets routed Service Partner}} = \text{Actual \% of incidents responded to within Target}$$

Frequency: Monthly  
 Distribution: Support Manager

**Resolution Time:**

Data Incident Management System(Heat)

Source:

Calculation: 
$$\frac{\text{Number of all File and Print Server Tickets resolved for each severity} - \text{Number of tickets where resolution time is more than specified time}}{\text{Number of all File and Print Sever Tickets}} = \text{Actual \% of incidents resolved within Target by Severity}$$

Frequency: Monthly  
 Distribution: Support Manager

**Routing Procedures**

Posting of all reports to internal website

**Escalation Procedures**

<b>Escalation</b>	<b>Contact Information</b>	<b>Contact Channel</b>
First escalation contact	Sue Bevier, Customer Service Supervisor	Phone: 803-898-5548 Email: beviers@sctax.org
Second escalation contact	Bob Simmons, Network Administrator	Phone: 803-898-5524 Email: simmonb@sctax.org
Third escalation contact	Mario Alvarez, Technology Infrastructure Manager	Phone: 803-898-5531 Email: Alvarem@sctax.org

**Approval**

The signatures on this document indicate agreement to its content, that it is valid, has achievable objectives, and represents the intent of the HelpDesk and File and Print Services to meet the needs of the SCDOR as they relate to File and Print Services.

Responsible File and Print Services Manager:

**Bob Simmons, *Network Administrator***

Telephone: (803) 898 - 5524

Email: [simmonb@sctax.org](mailto:simmonb@sctax.org)

Signature:

Responsible HelpDesk Manager:

**Sue Bevier, *Customer Service Supervisor***

Telephone: (803) 898 - 5548

Email: [beviers@sctax.org](mailto:beviers@sctax.org)

Signature:

Responsible Organization Manager:

**Mario Alvarez, *Operations and Support Manager***

Telephone: (803) 898 - 5531

Email: [alvarem@sctax.org](mailto:alvarem@sctax.org)

Signature:

Responsible IRM Administrator:

**Michael Garon, *Sr. Administrator and CIO***

Telephone: (803) 898 - 5586

Email: [garonm@sctax.org](mailto:garonm@sctax.org)

Signature:

SCDOR Primary Customer Representative

**Harry Cooper, *Deputy Director SCDOR***

Telephone: (803) 898 - 5140

Email: [cooperh@sctax.org](mailto:cooperh@sctax.org)

Signature:

## 5.9. HelpDesk

### Help Desk

Document Status:	(Draft, Active, Review, Inactive)	Preparation Date:	09/15/2005
Document Author:	Mario Alvarez	Expiration Date:	n/a
		Last Updated:	1/19/2006 11:07 AM

### Purpose

This agreement is between the **HelpDesk** and the **S.C. Department of Revenue**. The HelpDesk is the first point of contact for the scope of services reflected in this document. This document defines the service levels for the HelpDesk and outlines the commitments of the HelpDesk and the SCDOR.

### Scope of Services

The HelpDesk will:

- Serve as the single-point-of contact for any user of SCDOR IRM services including software applications, utility software, supporting hardware and processes related to using IRM services. This **includes** users of SCATS Systems, users of SCDOR PC applications, network attached devices, phones, Uninterruptible Power Source equipment, printers, scanners, storage devices, and issues reported from SCBOS Help Desk related to SCDOR IRM Services. It **does not** include SCDOR external clients using Web applications such as Business One Stop clients.
- Log and manage every customer incident—ensure a process is operational to track work activity related to customer incidents from start to finish
- Facilitate problem resolution, executing initial troubleshooting procedures and routing incidents to applicable IRM Service Groups or Service Partners for those issues not resolved by the HelpDesk
- Prioritize customer issues according to business impact and total open incidents
- Escalate customer issues when response time or resolution time exceeds the defined service level agreements
- Provide application support (i.e. how to functionality, requests, and problems) for the standard SCDOR desktop business utility applications (see list in Exhibit A).
- Provide hardware support (i.e. how to functionality, requests, and known problems) for any SCDOR issued hardware.
- Facilitate and coordinate the following activities:
  - Computer and telephony equipment needs related to new hires, transferred and terminated customers

- Password resets
- Coordination of application and system training of customers.

**Outside Scope of Services**

Personal computer hardware and software outside of the standard SCDOR image for personal computers (see Exhibit A and Exhibit B)

**Hours of Operation & Contact Channels**

Day of Week	Contact Channel		
	Phone: 803-898-5590	Email: HelpDesk@sctax.org	Emergency After Hours: 803-898-5108
Mon-Fri	7:30 AM to 5:00 PM	All Day *	5:00 PM to 7:30 AM
Saturday	N/A	All Day *	All Day
Sunday	N/A	All Day *	All Day

\*Note: Emails will be responded to only during normal business hours of operation.

**Prerequisites and Dependencies**

The following Service Level Agreements are also necessary:

- Network Access Services
- Remote Access Services
- File and Print Services
- Telecommunication – Voice Services
- Electronic Mail Services
- Application Hosting Services
- Desktop Services

**Customer Requirements**

- Adhere to SCDOR business practices and the SCDOR Personnel Policy Manual
- Contact the HelpDesk via phone, e-mail, or Self Service website (internal customers only) during the hours of operation, for the products and services supported, as stated in this SLA. Calls and e-mails received outside of

business hours will be returned during the following business day, unless the emergency on-call number was used.

- Provide all information required for troubleshooting the problem:
  17. Contact name
  18. Contact phone number
  19. Physical location
  20. Descriptive nature of problem, any error messages and any steps taken toward resolution
- The customer (or designee who is knowledgeable of the problem) must be available to assist with the problem over the phone (describe symptoms of problems) and provide remote access to the computer
- Customer must demonstrate a “good faith” effort to have an understanding of the standard SCDOR desktop business applications.

### **Communication Commitments**

Communicate scheduled/planned maintenance windows

Provide proactive information when available for service disruptions (outages, closures, unscheduled maintenance) via broadcast e-mail, broadcast voicemail, hold-queue message, etc.

### **Performance Measurements**

Resource Measurements:

The table below reflects the agreed to severities and associated response and resolution goals. The Resolution times in the table below relate to incoming issues that the HelpDesk provides **First Contact Resolution** for. **This includes Issues that are “Problems” and/or “Requests” that require Service Partner involvement.**

<b>Response and Resolution Times:</b>			
<b>Severity</b>	<b>Response Goal</b>	<b>Resolution Goal</b>	<b>Target Rate *</b>
1 – Critical	immediate	30 minutes	90%
2 – High	< 30 minutes	1 business hours	90%
3 – Medium	< 2 hours	6 business hours	90%
4 – Low	< 4 business hours	5 business days	90%
5 – Scheduled **	< 1 business day	On scheduled date	100%

\*Note: Applies to both Response and Resolution goals.

**\*\*Note:** Example, employee setups that need to be scheduled for remote users.

**Severity Definitions:**

<p>1-Critical</p>	<ul style="list-style-type: none"> <li>• One or more of SCDOR’s core operational systems is unavailable and the impact on business operations is considered critical. For example:                             <ul style="list-style-type: none"> <li>○ SCATS</li> <li>○ Data Warehouse</li> <li>○ Groupwise (during normal work hours)</li> <li>○ SCBOS</li> <li>○ Epayment</li> </ul> </li> </ul>
<p>2-High</p>	<ul style="list-style-type: none"> <li>• Failure of a component where one or more people cannot perform a business function.</li> <li>• Failure to complete this business function is causing one or more of the following:                             <ul style="list-style-type: none"> <li>○ significant negative impact on client service</li> <li>○ significant financial impact</li> <li>○ significant negative operational impact for a subset of IRM clients</li> </ul> </li> <li>• No workaround is immediately available, and a degraded mode of operation is not available or not acceptable.</li> </ul>
<p>3-Medium</p>	<ul style="list-style-type: none"> <li>• Failure of a component, where one or more people cannot perform a business function.</li> <li>• Failure to complete this business function will cause one or more of the following:                             <ul style="list-style-type: none"> <li>○ negative impact on member service</li> <li>○ significant financial impact</li> <li>○ negative impact on productivity of a group of SCDOR staff</li> </ul> </li> </ul> <p>negative impact on SCDOR’s reputation                      A work around is available or a degraded mode of operation is available and acceptable.</p>
<p>4-Low</p>	<ul style="list-style-type: none"> <li>• Intermittent failure of a client function, impacting one or more people. Limited operational or financial impact.</li> </ul> <p>A work around is available or a degraded mode of operation is available and acceptable.</p>
<p>5-Scheduled</p>	<ul style="list-style-type: none"> <li>• A component not functioning as designed with minimal impact on the client’s business function.</li> <li>• No deadlines are at risk or negative impact on member service or financial impact will result.</li> </ul>

Support Response:

Contact Channel	Response Time	Target Rate
Phone	Average speed to answer < 60 seconds	85%
Email	Receipt and review of mail messages < 8 business hours	85%

**Response Time:**

Data Source: ACD System (Automated Call Distribution System)

Calculation: 
$$\frac{\text{Number of calls} - \text{Number of calls not answered within 60 seconds}}{\text{Number of calls}} \times 100 = \text{Actual \% of incidents responded to within Target}$$

Frequency: Monthly

Distribution: [Operations & Support] Organization Management

**Resolution Time:**

Data Source: Incident Management System(Heat)

Calculation: 
$$\frac{\text{Number of Severity X Tickets} - \text{Number of Severity X tickets where resolution time is more than specified time}}{\text{Number of Severity X Tickets}} \times 100 = \text{Actual \% of incidents responded to within Target}$$

Frequency: Monthly

Distribution: [Operations & Support] Organization Management

**Approval**

The signatures on this document indicate agreement to its content, that it is valid, has achievable objectives, and represents the intent of the HelpDesk and the SCDOR to meet the needs of the SCDOR as they relate to Support Services.

Responsible HelpDesk Manager:

**Sue Bevier, *Customer Service Supervisor***

Telephone: (803) 898 - 5548

Email: [beviers@sctax.org](mailto:beviers@sctax.org)

Signature:

Responsible Organization Manager:

**Mario Alvarez, *Operations and Support Manager***

Telephone: (803) 898 - 5531

Email: [alvarem@sctax.org](mailto:alvarem@sctax.org)

Signature:

Responsible IRM Administrator:

**Michael Garon, *Sr. Administrator and CIO***

Telephone: (803) 898 - 5586

Email: [garonm@sctax.org](mailto:garonm@sctax.org)

Signature:

SCDOR Primary Customer Representative

**Harry Cooper, *Deputy Director SCDOR***

Telephone: (803) 898 - 5140

Email: [cooperh@sctax.org](mailto:cooperh@sctax.org)

Signature:

**Exhibit A – Standard Desktop Utility Software**

- Microsoft Office Suite – Word, Excel, Powerpoint, Publisher
- Microsoft Access
- Groupwise
- FullShot
- BlueZone
- TEV – Travel Voucher
- Microsoft Project
- Microsoft Office Visio
- Heat

**Exhibit B – Standard Personal Computer Hardware and Software (OS) Supported**

Dell, Model Latitude D610  
Dell, Model Latitude D810  
Dell, Model Optiplex GX620 SFF and MT  
Dell, Model 5200 Printer  
Dell, Model 5300Cn Color Printer  
HP, Models, 8000, 4050, 4000, 4200, 4300, 4100

## 5.10. Network Access

### **Network Access Services**

Document Status:	(Draft, Active, Review, Inactive)	Preparation Date:	09/15/2005
		Expiration Date:	n/a
<i>Document Author:</i>	Mario Alvarez	Last Updated:	1/19/2006 11:07 AM

#### **Purpose**

This agreement is between **HelpDesk** and the **Network Access Services Group**. Network Access Services is the focal point for all network communications and services, providing project management, technical consulting services, turnkey installation services, and production support for the network. This document defines the service levels for Network Access Services and outlines the commitments of the HelpDesk and the Network Access Services Group.

#### **Scope of services**

##### **System Availability**

- Provide users with LAN/ WAN access
- Provide design, planning, and implementation of network infrastructure for all agency locations, based on approved projects and at additional costs
- Provide Access and Administration services for agency local and wide area network
- Provide Disaster Recovery services related to Network Infrastructure
- Provide Network Time services for Network Infrastructure Devices (TimeSync)

##### **Security**

- Provide internal and external security monitoring services, excluding firewalls
- Provide SCDOR network security architecture and design in cooperation with Network Security Architect
- Provide security audits and network assessments
- Provide security penetration testing and vulnerability services (in cooperation with outside services)
- Provide Intrusion Detection Services (in cooperation with outside services)
- Provide Network and Security consulting and implementation services

## Maintenance

- Perform scheduled maintenance for upgrades and patches

## Support

For all support issues, contact the HelpDesk at **803-898-5590** or via email to **HelpDesk@sctax.org**

- Problems, and requests related to SCDOR local area and wide area network
- Network Infrastructure monitoring (24 x 7)
- Security monitoring (24 x 7, in cooperation with outside services)
- Support network connectivity

## Hardware and Software Components

- High speed network access and redundant access capabilities

## Prerequisites and Dependencies

The following Service Level Agreements are also necessary:

- Desktop Services SLA
- Remote Access Services SLA
- Help Desk Services SLA

## Communication Commitments

- Proactive notification of unscheduled downtime or maintenance via the HelpDesk during their business hours.

## Customer Requirements

- Provide access to all network (LAN, WAN, security) related documentation, software, licensing agreements, diagnostic and other equipment for the purposes of recreating problems, testing resolutions, and performing installations.
  - Adhere to SCDOR's Business Practices and Guidelines.
  - Adhere to SCDOR business practices and the SCDOR Personnel Policy Manual
  - Provide all information required for troubleshooting the problem:
    21. Contact name
    22. Contact phone number
    23. Physical location
    24. Descriptive nature of problem, any error messages and any steps taken toward resolution

## Performance Measurements

### Technology Measurements:

**LAN Availability:** A LAN will be considered available when network connectivity devices such as switches and distribution systems are operating normally and able to transport approved protocols as required. Service levels for LAN availability are only in force at those locations where Network Access services is responsible for architecture, design, and operations of the LAN.

**Defined** 99.8%

**Measurements:**

**Data Source:** Network tool results, manually input into Excel spreadsheet

**Calculation:** LAN availability is calculated on an aggregate site basis of all sites taking into account scheduled maintenance downtime and is derived by the following formula:

$$\frac{(((\text{hours per day}) \times (\text{days per month})) - (\text{scheduled down time})) - (\text{unscheduled down time})}{(((\text{hours per day}) \times (\text{days per month})) - (\text{scheduled down time}))} \times 100 = \% \text{ Available}$$

**Frequency:** Monthly

**Distribution:** HelpDesk Manager

**WAN Availability:** WAN is considered available when those components of the agency WAN managed by Network Access Services are operating normally and able to transport information from one SCDOR location to it's SCDOR destination. This includes carrier provided services and devices.

**Defined** 99.8%

**Measurements:**

**Data Source:** Network Tool results, manually input into Excel spreadsheet

**Calculation:** WAN availability was calculated on an aggregate site basis of all Sites taking into account Scheduled maintenance downtime and was derived by the following formula.

$$\frac{(((\text{hours per day}) \times (\text{days per month})) - (\text{scheduled down time})) - (\text{unscheduled down time})}{\frac{(((\text{hours per day}) \times (\text{days per month})) - (\text{scheduled down time}))}{\text{WAN Sites}}} \times 100 = \% \text{ Available}$$

**Frequency:** Monthly

**Distribution:** HelpDesk Manager

**Resource Measurements:**

The table below reflects the agreed to severities and associated response and resolution goals. Severity definitions can be found in the Helpdesk User Guide and the Helpdesk Service Level Agreement.

<b>Response and Resolution Times:</b>			
<b>Severity</b>	<b>Response Goal</b>	<b>Resolution Goal</b>	<b>Target Rate</b>
1 – Critical	immediate	30 minutes	90%
2 – High	< 30 minutes	1 business hours	90%
3 – Medium	< 2 hours	6 business hours	90%
4 – Low	< 4 business hours	5 business days	90%
5 - Scheduled	< 1 business day	On scheduled date	100%

**Response Time:**

Data Incident Management System(Heat)

Source:

Calculation: 
$$\frac{\text{Number of all Network Tickets routed to Network Access Services} - \text{Number of tickets where "First Update" is more than specified time}}{\text{Number of all Network Tickets routed to Network Access Services}} = \text{Actual \% of incidents responded to within Target}$$

Frequency: Monthly

Distribution: HelpDesk Manager

**Resolution Time:**

Data Incident Management System(Heat)

Source:

Calculation: 
$$\frac{\text{Number of all Network Tickets resolved by Network Access Services for each severity} - \text{Number of tickets where resolution time is more than specified time}}{\text{Number of all Network Tickets resolved by Network Access Services}} = \text{Actual \% of incidents resolved within Target by severity}$$

Frequency: Monthly

Distribution: HelpDesk Manager

**Routing Procedures**

Posting of all reports to internal website.

**Escalation Procedures**

<b>Escalation</b>	<b>Contact Information</b>	<b>Contact Channel</b>
First escalation contact	Sue Bevier, Customer Service Supervisor	Phone: 803-898-5548 Email: beviers@sctax.org
Second escalation contact	Bob Simmons, Network Administrator	Phone: 803-898-5524 Email: simmonb@sctax.org
Third escalation contact	Mario Alvarez, Technology Infrastructure Manager	Phone: 803-898-5531 Email: Alvarem@sctax.org

**Approval**

The signatures on this document indicate agreement to its content, that it is valid, has achievable objectives, and represents the intent of the HelpDesk and Network Access Services to meet the system needs of the Business Units as they relate to Network Access Services.

Responsible Network Access Services Manager: <b>Bob Simmons, <i>Network Administrator</i></b> Telephone: (803) 898 - 5524                      Email: <a href="mailto:simmonb@sctax.org">simmonb@sctax.org</a>
Signature:

Responsible HelpDesk Manager: <b>Sue Bevier, <i>Customer Service Supervisor</i></b> Telephone: (803) 898 - 5548                      Email: <a href="mailto:beviers@sctax.org">beviers@sctax.org</a>
Signature:

Responsible Organization Manager: <b>Mario Alvarez, <i>Operations and Support Manager</i></b> Telephone: (803) 898 - 5531                      Email: <a href="mailto:alvarem@sctax.org">alvarem@sctax.org</a>
Signature:

Responsible IRM Administrator: <b>Michael Garon, <i>Sr. Administrator and CIO</i></b> Telephone: (803) 898 - 5586                      Email: <a href="mailto:garonm@sctax.org">garonm@sctax.org</a>
Signature:

SCDOR Primary Customer Representative <b>Harry Cooper, <i>Deputy Director SCDOR</i></b> Telephone: (803) 898 - 5140                      Email: <a href="mailto:cooperh@sctax.org">cooperh@sctax.org</a>
Signature:

**5.11. Remote Access****Remote Access Services**

Document Status:	(Draft, Active, Review, Inactive)	Preparation Date:	09/15/2005
Document Author:	Mario Alvarez	Expiration Date:	n/a
		Last Updated:	1/19/2006 11:08 AM

**Purpose**

This agreement is between the HelpDesk and the Remote Access Services Group. Remote Access Services are offered via Dial-up/Phone and Virtual Private Network (VPN) technology allowing users access to SCDOR internal systems from almost any location. This document defines the service levels for Remote Access Services and outlines the commitments of the HelpDesk and the Remote Access Services Group.

**Scope of services****System Availability**

- Provide remote access to the network via dial up connectivity using standard modems and the SCDOR approved remote access dialer or broadband (cable, DSL, wireless "aircard").
- Provide remote access to the network via VPN connectivity using high speed access, firewall and client access software
- Provide software installation services to implement remote access
- Provide remote access logging and usage

**Security**

- Provide secure communications per security policy

**Maintenance**

- Perform upgrades and patches to remote access software and personal firewall

**Support**

For all support issues, contact the HelpDesk at **803-898-5590** or via email to **helpdesk@sctax.org**

- Installation and support of company supplied remote access software used to connect remotely

Connectivity support of SCDOR controlled components and managed facilities

### **Hardware and Software Requirements**

- Desktop or laptop PC, configured by *Desktop Services* for remote access
- Software requirements
  - Dial up – SCDOR approved dialer on SCDOR-owned computers
  - VPN – SCDOR approved firewall and client access software
- Appropriate hardware and software for local service provider connectivity (not provided by agency)
- Secure authentication.

### **Prerequisites and Dependencies**

The following Service Level Agreement is also necessary:

- HelpDesk SLA

### **Communication Commitments**

- Proactive notification of unscheduled downtime or maintenance via the HelpDesk, during their business hours

### **Customer Requirements**

- Adhere to SCDOR network security policies
- Complete authorization form and obtain proper authorization prior to contacting HelpDesk for installation
- Provide timely notification to agency data security if users have been terminated or no longer require remote access
- The Operations & Support section is responsible for the purchase of PC hardware, modems, network interface card, and token authentication card as defined in the hardware and software requirements section of this document
- The Operations & Support section, or employee, is responsible for procurement and payment of local phone charges related to remote access and/or internet service provider (ISP) charges related to remote access

**Performance Measurements**

**Technology Measurements:**

Token Authentication availability:

Defined 99.5%

Measurements:

Data Source: Network monitoring tool

Calculation: Availability is calculated taking into account Scheduled maintenance downtime. It is derived from the following formula.

$$\frac{(((\text{hours per day}) \times (\text{days per month})) - (\text{scheduled down time})) - (\text{unscheduled down time})}{(((\text{hours per day}) \times (\text{days per month})) - (\text{scheduled down time}))} \times 100 = \% \text{ Available}$$

Frequency: Monthly

Distribution: HelpDesk Manager

**Resource Measurements:**

The table below reflects the agreed to severities and associated response and resolution goals. Severity definitions can be found in the Helpdesk User Guide and the Helpdesk Service Level Agreement.

<b>Response and Resolution Times:</b>			
<b>Severity</b>	<b>Response Goal</b>	<b>Resolution Goal</b>	<b>Target Rate</b>
1 – Critical	immediate	30 minutes	90%
2 – High	< 30 minutes	1 business hours	90%
3 – Medium	< 2 hours	6 business hours	90%
4 – Low	< 4 business hours	5 business days	90%
5 - Scheduled	< 1 business day	On scheduled date	100%

**Response Time:**

Data Incident Management System(Heat)

Source:

Calculation: 
$$\frac{\text{Number of all Remote Access Tickets} - \text{Number of tickets where "First Update" is more than specified time}}{\text{Number of all Remote Access Tickets}}$$

= Actual % of incidents responded to within target

Frequency: Monthly  
 Distribution: Support Manager

**Resolution Time:**

Data Incident Management System(Heat)

Source:

Calculation: 
$$\frac{\text{Number of all Remote Access Tickets resolved for each severity} - \text{Number of tickets where resolution time is more than specified time}}{\text{Number of all Remote Access Tickets resolved}} = \text{Actual \% of incidents resolved within target by severity}$$

Frequency: Monthly  
 Distribution: Support Manager

**Routing Procedures**

Posting of all reports to internal website.

**Escalation Procedures**

<b>Escalation</b>	<b>Contact Information</b>	<b>Contact Channel</b>
First escalation contact	Sue Bevier, Customer Service Supervisor	Phone: 803-898-5548 Email: beviere@sctax.org
Second escalation contact	Scott Shealy, Network Administrator	Phone: 803-898-5526 Email: shealys@sctax.org
Third escalation contact	Mario Alvarez, Technology Infrastructure Manager	Phone: 803-898-5531 Email: Alvarem@sctax.org

**Approval**

The signatures on this document indicate agreement to its content, that it is valid, has achievable objectives, and represents the intent of the HelpDesk and the Remote Access Services Group to meet the needs of the SCDOR as they relate to Remote Access Services.

Responsible Remote Access Services Manager:

**Scott Shealy, *Network Administrator***

Telephone: (803) 898 - 5526

Email: shealys@sctax.org

Signature:

Responsible HelpDesk Manager:

**Sue Bevier, *Customer Service Supervisor***

Telephone: (803) 898 - 5548

Email: beviers@sctax.org

Signature:

Responsible Organization Manager:

**Mario Alvarez, *Operations and Support Manager***

Telephone: (803) 898 - 5531

Email: alvarem@sctax.org

Signature:

Responsible IRM Administrator:

**Michael Garon, *Sr. Administrator and CIO***

Telephone: (803) 898 - 5586

Email: garonm@sctax.org

Signature:

SCDOR Primary Customer Representative

**Harry Cooper, *Deputy Director SCDOR***

Telephone: (803) 898 - 5140

Email: cooperh@sctax.org

Signature:

## 5.12. Telecommunications

### **Telecommunications – Voice Services**

Document Status:	(Draft, Active, Review, Inactive)	Preparation Date:	09/15/2005
Document Author:	Mario Alvarez	Expiration Date:	n/a
		Last Updated:	1/12/2006 9:00 PM

#### **Purpose**

This agreement is between the **HelpDesk** and the **Telecommunications – Voice Services Group**. Telecommunications – Voice Services is the central point of management, technical expertise, and product support for telecommunications services. This document defines the service levels for Telecommunications – Voice Services and outlines the commitments of the HelpDesk and the Telecommunications – Voice Services Group.

#### **Scope of Services**

##### System Availability

- Provide interoffice telephone services
- Provide local telephone services
- Provide long distance services
- Provide calling cards
- Provide 800 services
- Provide Automatic Number Identification services (ANI)
- Provide Automatic Call Distribution Services (ACD)
- Provide Private Branch Exchange services (PBX)
- Provide voicemail service
- Provide business continuity and disaster recovery services related to telecom
- Provide backup services
- Provide online internal phone directory
- Provide Cell and Wire line services

##### Security

- Password protection for voicemail
- Call auditing/tracking

## Maintenance

- Perform maintenance and technology upgrades on voice infrastructure components
- Provide billing statements and call detail recording reports for reconciliation purposes
- Update online internal phone directory database

## Support

For all support issues, contact the HelpDesk at **803-898-5590** or via email to **helpdesk@sctax.org**

- Telephone (how to, problems, requests)
- Voicemail (how to, problems, requests)
- Cell and Wire line

## Outside Scope of Services

- Any provisions dependent on outside public service provider

## Hardware and Software Requirements

- Telephones, as supported based on telecom system at location
- PBX / switch software
- PBX/ port availability
- Cellular

## Prerequisites and Dependencies

The following service level agreement is also necessary:

- HelpDesk SLA

## Communication Commitments

Provide billing reports detailing usage (billable customers only)

Provide proactive communication of upgrades.

Act as liaison with external service providers (carriers, telephone companies, etc.)

Voicemail user guides on the intranet

**Customer Requirements**

- Adhere to SCDOR business practices and guidelines
- Provide payment for all telecommunications related charges (billable customers only)
- When submitting requests for service, provide lead-time as determined by the resolution goals associated with the appropriate severity level.

**Performance Measurements**

**Technology Measurements:**

Telecommunications availability

Defined Measurements: 99.0%

Data Source: PBX - logging / reporting

Calculation: Availability is calculated taking into account scheduled maintenance downtime. It is derived from the following formula:

$$\frac{(((\text{hours per day}) \times (\text{days per month})) - (\text{scheduled down time})) - (\text{unscheduled down time})}{(((\text{hours per day}) \times (\text{days per month})) - (\text{scheduled down time}))} \times 100 = \% \text{ Available}$$

Frequency: Monthly

Distribution: Support Manager

**Voicemail availability**

Defined Measurements: 99.0%

Data Source: Voicemail - logging / reporting

Calculation: Availability is calculated taking into account Scheduled maintenance downtime. It is derived from the following formula:

$$\frac{(((\text{hours per day}) \times (\text{days per month})) - (\text{scheduled down time})) - (\text{unscheduled down time})}{(((\text{hours per day}) \times (\text{days per month})) - (\text{scheduled down time}))} \times 100 = \% \text{ Available}$$

Frequency: Monthly

Distribution: Support Manager

**Resource Measurements:**

The table below reflects the agreed to severities and associated response and resolution goals. Severity definitions can be found in the Helpdesk User Guide and the Helpdesk Service Level Agreement.

<b>Response and Resolution Times:</b>			
<b>Severity</b>	<b>Response Goal</b>	<b>Resolution Goal</b>	<b>Target Rate</b>
1 – Critical	immediate	30 minutes	90%
2 – High	< 30 minutes	1 business hours	90%
3 – Medium	< 2 hours	6 business hours	90%
4 – Low	< 4 business hours	5 business days	90%
5 - Scheduled	< 1 business day	On scheduled date	100%

**Response Time:**

Data Incident Management System(Heat)

Source:

Calculation: 
$$\frac{((\text{Number of all Telecom Voice Tickets}) - (\text{Number of tickets where "First Update" is more than specified time})) \times 100}{(\text{Number of all Telecom Voice Tickets})}$$
 = Actual % of incidents responded to within target

Frequency: Monthly

Distribution: Support Manager

**Resolution Time:**

Data Incident Management System(Heat)

Source:

Calculation: 
$$\frac{\text{Number of all Telecom Voice Tickets resolved for each severity} - \text{Number of tickets where resolution time is more than specified time}}{\text{Number of all Telecom - Voice Tickets resolved}}$$
 = Actual % of incidents resolved within target by severity

Frequency: Monthly

Distribution: Support Manager

**Routing Procedures**

Posting of all reports to internal website

**Escalation Procedures**

<b>Escalation</b>	<b>Contact Information</b>	<b>Contact Channel</b>
First escalation contact	Sue Bevier, Customer Service Supervisor	Phone: 803-898-5548 Email: beviers@sctax.org
Second escalation contact	Charlie Huffman, Telecom Administrator	Phone: 803-898-5528 Email: huffmac@sctax.org
Third escalation contact	Mario Alvarez, Technology Infrastructure Manager	Phone: 803-898-5531 Email: Alvarem@sctax.org

**Approval**

The signatures on this document indicate agreement to its content, that it is valid, has achievable objectives, and represents the intent of the HelpDesk and the Telecommunications – Voice Services Group to meet the needs of the SCDOR as they relate to Telecommunications – Voice Services.

Responsible Telecommunications Manager: <b>Charlie Huffman, <i>Telecom Manager</i></b> Telephone: (803) 898 - 5528                      Email: <a href="mailto:huffmac@sctax.org">huffmac@sctax.org</a>
Signature:

Responsible HelpDesk Manager: <b>Sue Bevier, <i>Customer Service Supervisor</i></b> Telephone: (803) 898 - 5548                      Email: <a href="mailto:beviers@sctax.org">beviers@sctax.org</a>
Signature:

Responsible Organization Manager: <b>Mario Alvarez, <i>Operations and Support Manager</i></b> Telephone: (803) 898 - 5531                      Email: <a href="mailto:alvarem@sctax.org">alvarem@sctax.org</a>
Signature:

Responsible IRM Administrator: <b>Michael Garon, <i>Sr. Administrator and CIO</i></b> Telephone: (803) 898 - 5586                      Email: <a href="mailto:garonm@sctax.org">garonm@sctax.org</a>
Signature:

SCDOR Primary Customer Representative <b>Harry Cooper, <i>Deputy Director SCDOR</i></b> Telephone: (803) 898 - 5140                      Email: <a href="mailto:cooperh@sctax.org">cooperh@sctax.org</a>
Signature: