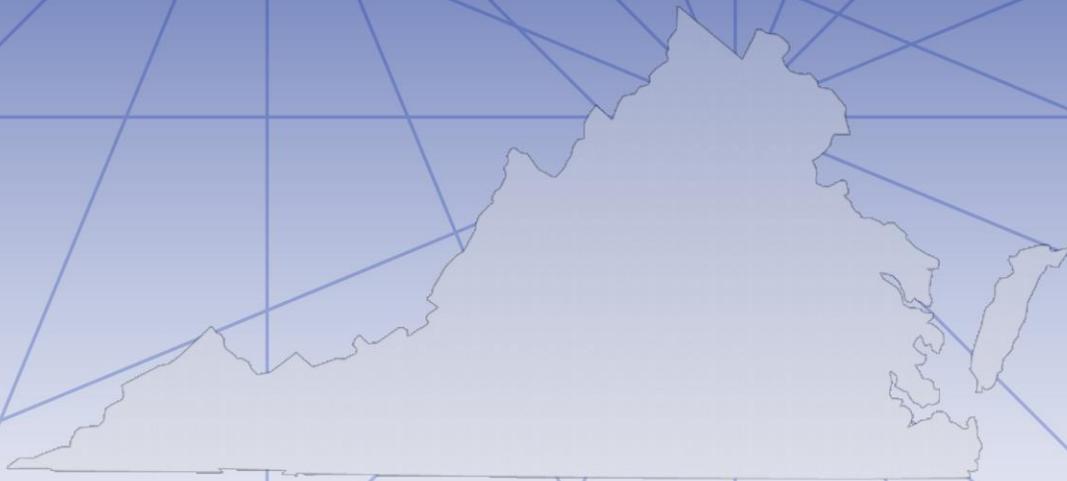


Virginia Information Technologies Agency



Service Level Agreements (SLA)



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I. Introduction and definitions

A. Introduction

Virginia Information Technologies Agency (VITA) provides IT infrastructure services to executive branch agencies. This document describes the service level expectations for customers.

Note that each service level agreement has a unique number using an n.nn format that will be used for reporting. These numbers correspond to the section numbers of this document.

B. Definitions

“Commonwealth Enterprise Solutions Center (CESC)” means the primary data center in Chester, Virginia.

“Customer” means the executive branch agency that receives IT infrastructure services from VITA.

“Incident” means an unplanned interruption to an IT service, such as a server failure, or reduction in the quality of an IT service, such as slow network performance.

“Service level agreement (SLA)” means a goal for the defined IT service. Each SLA has a unique number identifier, which follows an n.nn format.

“Shrink wrap applications” means standard office productivity software, such as word processing and spreadsheets.

“Southwest Enterprise Solutions Center (SWESC)” means the backup data center in Lebanon, Virginia.

“VITA Customer Care Center (VCCC)” means the statewide help desk that customers contact to report incidents, request services, seek help or check status of previously requested services and support.



II. Service level agreements

A. Cross functional

1. Incident resolution

The service level agreements for incident resolution measure the time taken to restore service by repairing the outage or implementing a satisfactory workaround. The SLA measurements are categorized by the severity levels listed below. Customer-specific reports are available.

Table 1: incident resolution

SLA #	Incident resolution	Service measure	Performance target	Min %
1.11	Severity 1 – CESC and SWESC	Time to resolve	<4 hours	90%
1.12	Severity 1 – other locations	Time to resolve	<8 hours	85%
1.13	Severity 2 – CESC and SWESC	Time to resolve	<8 hours	95%
1.14	Severity 2 – other locations	Time to resolve	<16 hours	90%
1.15	Severity 3 – CESC and SWESC	Time to resolve	<16 business hours	95%
1.16	Severity 3 – other locations	Time to resolve	<18 business hours	90%
1.17	Initial findings for root cause	Time to report	<24 business hours of incident resolution	95%

2. Restore

Commonwealth data, system software, applications and component configurations will be restored and monitored per the schedule below.

Table 2: restore service levels

SLA #	Restoration type	Service measure	Performance target	Min %
1.21	Restore requests for production data in CESC / SWESC	Response time; data one week old or less	Commence actual restore job within four business hours from customer request	95%
1.22	Restore requests for production data in remote sites	Response time; data one week old or less	Commence actual restore job within eight business hours from customer request	95%

3. Asset tracking and management

Within five days after the first day of each calendar quarter, Northrop Grumman shall select a statistically valid sample, in accordance with the process specified in the

procedures manual, to measure the accuracy of individual data elements in the asset tracking database. Accuracy of data shall adhere to the following service levels:

Table 3: asset tracking service levels

SLA #	Accuracy of asset database	Accuracy percentage of each of the following data elements as determined by audit:		
		Accuracy	Data element	Accuracy %
1.31	Accuracy of record		Serial number, location, hardware/software configuration and agency code	95%

B. Information security services

This section has been redacted for security purposes. The content will be made available to information security officers (ISOs) in a secure manner.

C. VCCC services

1. Response time

Response time measures the length of time for end users to connect to a VCCC representative. Individuals defined as VIPs will receive enhanced services.

Table 4: response time service levels

SLA #	Service Desk responsiveness	Service measure	Performance target	Min %
4.11	Customer contact response time	phone (average speed to answer - ASA) and Web ticket response time	ASA ≤ 60 sec; Web ≤ one business hour	ASA 100%; Web 90%
4.12	Password reset (COV, Encryption using entitlement and encryption plus hard disk one time password	time to respond	< one business hour	99%
4.13	Agency application password reset requests	time to respond	dispatched to proper queue < one business hour	99%

2. Incident resolution

Incident resolution is the time expectation for incidents to be resolved from when the help desk ticket is opened until service is restored.

Table 5: incident resolution service levels

SLA #	Incident Resolution	Service measure	Performance target	Min %
4.21	First contact resolution	first contact resolution percentage	resolved during first contact with < five % re-work	70%
4.22	Time to resolution – shrink wrap application incidents	elapsed time	two hours with < five % re-work	90%
4.23	Incident closure notice (via e-mail and/or phone)	elapsed time	30 minutes following incident resolution	100%

3. Account administration

Account administration is the time expectations for routine account administration that the VCCC is authorized to perform.

Table 6: account administration service levels

SLA #	Account administration tasks	Service measure	Performance target	Min %
4.31	New/modify end user account (up to 20 per request)	elapsed time	within one business day of authorized request	90%

D. Personal computing services

1. Personal computing break/fix response

Personal computing break/fix response is the correction of problems with a personal computing device.

Table 7: Personal computing break/fix service levels

SLA #	Request	Service measure	Performance target	Min %
5.11	On-site dispatch	elapsed time	Within eight hour response to desk side from time of request during normal business hours; and next business day response to desk side from time of request during normal business hours	70% for eight hour response; and 90% for next business day response

2. Personal computing IMAC

IMAC is installation, move, add or change of personal computing hardware or software. For new devices, the clock starts when the device is available. This is not a procurement measure.

Table 8: IMAC service levels

SLA #	Request	Service measure	Performance target	Min %
5.21	Up to 15 devices in a single request	elapsed time to deploy	1-10 devices within five business days of request; 11-15 per agreed-upon schedule	90%

3. Software installation

Table 9: Software installation service levels

SLA #	Request	Service measure	Performance target	Min %
5.31	Operating system (including service packs and non-critical security patches)	elapsed time to deploy	as agreed per change request	90%

E. Messaging services

1. Messaging availability

Messaging availability is the time that the messaging environment is fully functional, excluding scheduled maintenance windows.

Table 10: Messaging availability service level

SLA #	Request	Service measure	Performance target	Min %
6.11	Messaging service for Microsoft Exchange	availability	≤ two hours of outage per month	100%

F. Mainframe and server services

1. General system availability (CESC)

General system availability is when the server is up and connected to the network, excluding scheduled maintenance.

Table 11: general system availability service levels (CESC)

SLA #	Request	Service measure	Performance target	Min %
7.11	Mainframe OS (Class 1, IBM, Unisys)	aggregate availability for all mainframes	Sunday from 12:01 a.m. to Saturday at midnight	99.5%
7.12	Production server instances	aggregate availability	Sunday from 12:01 a.m. to Saturday at midnight	99.5%

SLA #	Request	Service measure	Performance target	Min %
7.13	Critical server instances at CESC or SWESC with disaster recovery	aggregate availability	Sunday from 12:01 a.m. to Saturday at midnight	99.9%

G. Data network services

1. Network availability- wide area network (WAN)

WAN availability is the time during which the network is fully functioning, on a per circuit basis, measured 24 hours a day, and customer-specific view of data is available.

Table 12: WAN availability service levels

SLA #	Request	Service measure	Performance target	Min %
8.11	Availability	WAN connectivity – large locations (i.e., > 500 ports)	availability per location	≥ 99.95%
8.12	Availability	WAN connectivity – medium locations (51-500 ports) and critical small locations	availability per location	≥ 99.90%
8/13	Availability	WAN connectivity – small locations (≤ 50 ports)	availability per location	≥ 99.85%
8.14	Availability	WAN connectivity – managed router locations	availability per location	≥ 99.85%

2. Network availability – router connectivity

Router connectivity is the time during which the network is fully functioning, on a per circuit basis, measured 24 hours a day, and customer-specific view of data is available.

Table 13: Router connectivity service levels

SLA #	Request	Service measure	Performance target	Min %
8.21	Connectivity	router connectivity – large locations (i.e., > 500 ports)	availability per location	≥ 99.95%
8.22	Connectivity	router connectivity – Medium locations (51-500 ports)	availability per location	≥ 99.95%
8.23	Connectivity	router connectivity – critical small locations (≤ 50 ports)	availability per location	≥ 99.95%
8.24	Connectivity	router connectivity – small locations (≤ 50 ports)	availability per location	≥ 99.70%

3. Network availability – local area network (LAN)

LAN availability is the time during which the network is fully functioning, on a per circuit basis, measured 24 hours a day, and customer-specific view of data is available.

Table 14: LAN availability service levels

SLA #	Request	Service measure	Performance target	Min %
8.31	Connectivity	LAN switch connectivity – large locations (i.e., > 500 ports)	Availability per location	≥ 99.70%
8.32	Connectivity	LAN switch connectivity – medium locations (51-500 ports)	Availability per location	≥ 99.70%
8.33	Connectivity	LAN switch connectivity – critical small locations (≤ 50 ports) (not to exceed 35% of small locations)	Availability per location	≥ 99.70%
8.34	Connectivity	LAN Switch Connectivity – small Locations (≤ 50 ports)	Availability per location	≥ 99.70%

4. Network availability – virtual private network (VPN)

VPN availability is the time during which the network is fully functioning, on a per circuit basis, measured 24 hours a day.

Table 15: VPN availability service levels

SLA #	Request	Service measure	Performance target	Min %
8.41	Connectivity	VPN – remote end user connection	availability	≥ 99.70%

5. Network performance

Data accuracy and timeliness is measured on a per circuit basis, measured 24 hours a day, and customer-specific view of data is available.

Table 16: Network performance service levels

SLA #	Request	Service measure	Performance target	Min %
8.51	Network transit delay	elapsed time – round trip transit delay from ingress and egress across the WAN	< 80 milliseconds (ms)	98%
8.52	Packet delivery loss (excluding dial-up service)	successful packet transmission	data loss ≤ 0.05%	98%

H. Voice and video services

1. Voice over IP (VoIP) availability

VoIP is voice over Internet protocol service.

Table 17: Video/VoIP service availability service levels

SLA #	Request	Performance target	Min %
9.11	VoIP – all locations	availability	99.90%

2. Jitter

Jitter is the variation in the time between packets arriving caused by network congestion, timing drift or route changes.

Table 18: jitter service levels

SLA #	Request	Service measure	Performance target	Min %
9.21	Jitter (real time classes of service)	variation in timing, or time of arrival, of received packets.	< 10 milliseconds (ms)	98%