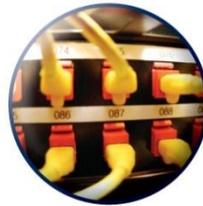


Service Level Agreement

For Enterprise IT Shared Services



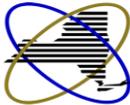
Between
<Customer Agency Name>
and
NYS Chief Information Officer /
Office for Technology

(Revision Date: June 2011)

*Customer Agency Logo
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NEW YORK STATE CHIEF INFORMATION OFFICER
CIO  **OFT**
NEW YORK STATE OFFICE FOR TECHNOLOGY

1-866-789-4638

www.cio.ny.gov

TABLE OF CONTENTS

LIST OF TABLES	5
LIST OF FIGURES	5
INTRODUCTION	6
INDUSTRY BEST PRACTICES AND CIO COUNCIL COMMUNITY	7
UNDERSTANDING SERVICES OFFERED BY CIO/OFT	8
DETAILED SERVICE DESCRIPTIONS ON SLA WEBSITE.....	8
SERVICE LEVEL PERFORMANCE MEASUREMENTS	9
SERVICE AREA: CUSTOMER CARE CENTER (CCC) OPERATIONS	10
CIO/OFT RESPONSIBILITIES	10
CUSTOMER CARE CENTER SERVICE LEVEL PERFORMANCE MEASUREMENTS	11
<CUSTOMER AGENCY> RESPONSIBILITIES.....	11
SERVICE AREA: NYS DIRECTORY SERVICES	12
CIO/OFT RESPONSIBILITIES	12
DIRECTORY SERVICES SERVICE LEVEL PERFORMANCE MEASUREMENTS	13
<CUSTOMER AGENCY> RESPONSIBILITIES.....	13
SERVICE AREA: EMPIRE 2.0 WEB SERVICES	14
CIO/OFT RESPONSIBILITIES	14
EMPIRE 2.0 WEB SERVICES SERVICE LEVEL PERFORMANCE MEASUREMENTS.....	15
<CUSTOMER AGENCY> RESPONSIBILITIES.....	15
SERVICE AREA: ENTERPRISE DATA CENTER OPERATIONS AND SERVICES	16
CIO/OFT RESPONSIBILITIES	16
ENTERPRISE DATA CENTER OPERATIONS SERVICE LEVEL PERFORMANCE MEASUREMENTS.....	17
<CUSTOMER AGENCY> RESPONSIBILITIES.....	18
SERVICE AREA: NYSeMAIL SERVICES	19
CIO/OFT RESPONSIBILITIES	19
NYSeMAIL SERVICE LEVEL PERFORMANCE MEASUREMENTS	20
<CUSTOMER AGENCY> RESPONSIBILITIES.....	20
SERVICE AREA: CUSTOMER NETWORKING SOLUTIONS (CNS)	21
CIO/OFT RESPONSIBILITIES	21
CUSTOMER NETWORKING SOLUTIONS SERVICE LEVEL PERFORMANCE MEASUREMENTS.....	22
<CUSTOMER AGENCY> RESPONSIBILITIES.....	22
SERVICE AREA: NYeNET SERVICES	24
CIO/OFT RESPONSIBILITIES	24
NYeNET SERVICE LEVEL PERFORMANCE MEASUREMENTS	25
<CUSTOMER AGENCY> RESPONSIBILITIES.....	25
SERVICE AREA: TECHNOLOGY ACADEMY	26
CIO/OFT RESPONSIBILITIES	26
TECHNOLOGY ACADEMY SERVICE LEVEL PERFORMANCE MEASUREMENTS	27
<CUSTOMER AGENCY> RESPONSIBILITIES.....	27

SERVICE AREA: TELECOMMUNICATIONS AND CAPNET SERVICES.....	28
CIO/OFT RESPONSIBILITIES	28
TELECOM AND CAPNET SERVICE LEVEL PERFORMANCE MEASUREMENTS	29
<CUSTOMER AGENCY> RESPONSIBILITIES.....	29
MEASURING SERVICE LEVEL PERFORMANCE.....	30
SERVICE LEVEL AGREEMENT COMMUNICATIONS	31
YOUR CUSTOMER RELATIONS MANAGER (CRM)	31
MONTHLY COMMUNICATIONS	31
NEW SERVICE OFFERINGS AND ANNOUNCEMENTS.....	31
REPORTING PROBLEMS OR SERVICE DISRUPTIONS.....	31
MODIFYING THE SERVICE LEVEL AGREEMENT	32
SLA REVIEWS	32
BIENNIAL SLA UPDATES	32
DISCONTINUING SERVICES.....	32
BILLING AND DISPUTE RESOLUTION	33
RATES AND MONTHLY BILLING.....	33
BILLING DISPUTES	33
BILLING AND SERVICE DISPUTE RESOLUTION AND ESCALATION PROCESS	33
SECURITY AND ACCESS TO INFORMATION	35
DATA SECURITY	35
THIRD-PARTY REQUESTS FOR INFORMATION.....	35
IT SHARED SERVICES SLA SIGNATURE PAGE	36
APPENDIX A: PERFORMANCE DASHBOARD OF SERVICE LEVEL PERFORMANCE MEASUREMENTS BY SERVICE DELIVERY TYPE.....	37
APPENDIX B: LISTING OF CIO/OFT IT SHARED SERVICES RATES PER COST UNIT.....	41
APPENDIX C: SAMPLE MONTHLY BILLING STATEMENT	41
APPENDIX D: SLA RESOURCES ON THE CIO/OFT WEB SITE	42

LIST OF TABLES

TABLE 1: SERVICE LEVEL PERFORMANCE MEASURES FOR CUSTOMER CARE CENTER SERVICES11
 TABLE 2: SERVICE LEVEL PERFORMANCE MEASURES FOR NYS DIRECTORY SERVICES13
 TABLE 3: SERVICE LEVEL PERFORMANCE MEASURES FOR EMPIRE 2.0 WEB SERVICES15
 TABLE 4: SERVICE LEVEL PERFORMANCE MEASURES FOR DATA CENTER OPERATIONS17
 TABLE 5: SERVICE LEVEL PERFORMANCE MEASURES FOR NYSEMAIL.....20
 TABLE 6: SERVICE LEVEL PERFORMANCE MEASURES FOR CUSTOMER NETWORK SOLUTIONS.....22
 TABLE 7: SERVICE LEVEL PERFORMANCE MEASURES FOR NYENET25
 TABLE 8: SERVICE LEVEL PERFORMANCE MEASURES FOR TECHNOLOGY ACADEMY27
 TABLE 9: SERVICE LEVEL PERFORMANCE MEASURES FOR TELECOMMUNICATIONS AND CAPNET29

LIST OF FIGURES

FIGURE 1: 3-TIER IT SHARED SERVICES SERVICE DELIVERY MODEL **ERROR! BOOKMARK NOT DEFINED.**
 FIGURE 2: NYS IT SHARED SERVICES SLA WEBSITE..... **ERROR! BOOKMARK NOT DEFINED.**

DOCUMENT CONTROL

REVISION HISTORY

<i>DATE</i>	<i>DESCRIPTION</i>
<i>9.15.10</i>	<i>INITIAL RELEASE</i>
<i>10.7.10</i>	<i>CLARIFY INFORMATION AND CORRECT LINKS</i>
<i>12.9.10</i>	<i>CORRECT TYPO'S AND CLARIFY INFORMATION (NYSEMAIL, DATACENTER, CNS, DISPUTES)</i>
<i>6.30.11</i>	<i>REMOVED 2010/2011 RATES</i>

INTRODUCTION



Our agency is committed to delivering information technology (IT) solutions that enable our state government to improve the quality of life for our citizens, our businesses, and our visitors. This commitment drives CIO/OFT employees to excel in their jobs as they strive to transform the organization's journey from "Good to Great."

Day in and day out, CIO/OFT provides centralized technology services to meet the needs of New York State agencies. The use of centralized services by our state agencies reduces the overall cost of government and enables agencies to focus on their core missions. As a cornerstone of service delivery, CIO/OFT is dedicated to providing innovative, responsive and reliable technology services and solutions.

This Service Level Agreement (SLA) between CIO/OFT and the <Customer Agency Name> (<Customer Agency>) defines our mutual expectations, roles and responsibilities, service level outcomes, and financial commitments. Our SLA strives to provide clear, concise and measurable descriptions of the technology services delivered by CIO/OFT. The SLA includes specific performance measures, targets, and service commitments for the information technology services procured and provided.

Also, this SLA implements those SLA responsibilities outlined in the Charter Agreement between the Office of Taxpayer Accountability (OTA), CIO/OFT, and the Division of the Budget. The Charter directs CIO/OFT to ***"provide best in class quality customer service to agencies and other participating entities through the use of mutually agreed upon Service Level Agreements for each agency or governmental entity, where: CIO/OFT agrees to provide specific services for a specific price; clear agency priorities are established; and responsibilities of all parties are clearly defined."***

As technology changes, the performance measurements contained in this SLA will serve as an indicator of how well CIO/OFT is delivering on the services provided to your agency. Adjustments to the SLA will be made biennially allowing the SLA to be a living mutual document which continuously meets your needs for today and tomorrow.

CIO/OFT makes the commitment to pursue customer service excellence and will strive to meet or exceed the established performance metrics outlined in this SLA document. For questions about the services provided or this SLA document, please contact CIO/OFT's IT Customer Relationship Management Services at customer.relations@cio.ny.gov or by phone at 518-402-2537 or 866-789-4638. However, your primary contact is your Customer Relations Manager.

INDUSTRY BEST PRACTICES AND CIO COUNCIL COMMUNITY

The purpose of an SLA is to ensure greater alignment between customer expectations and the actual service delivery provided by the provider. The CIO/OFT SLA Program strives to provide clear, concise and measurable descriptions of all services offered by CIO/OFT, with a focus on continuous improvements which lead to excellent and cost-efficient services. To develop an effective SLA Program, CIO/OFT conducted extensive external and internal research to design and implement our SLA program.

CIO/OFT's goal is to provide IT services to support the core missions of state agencies in a professional and effective manner by delivering customer-centric service delivery and operating a cost-efficient IT environment for mission-critical systems.

The SLA Program is designed to drive excellent customer service and create value for the agencies. To accomplish these goals, CIO/OFT examined several industry sources, subject matter experts, and public and private SLA examples. This included the following activities:

- Researching and gathering general SLA best practices in the private and public sectors;
- Reviewing SLAs from other states who have implemented SLA programs;
- Consulting with the IT Metrics and Productivity Institute for performance measurements and industry best practices;
- Consulting with Gartner Research to review and analyze our draft SLA; and
- Conducting focus groups with eight members of the CIO Council and the larger CIO Council membership for additional review and comments.

After concluding extensive research, benchmarking best practices, and consulting with our state agency CIOs, our SLA document was born. After the early drafts were developed, CIO/OFT sought to obtain additional feedback and comments from our customer agencies, CIO/OFT staff and the NYS CIO Council. A focus group consisting of eight agency CIOs, who volunteered to review and comment on 'early drafts' of the SLA document and program, were engaged. This group provided valuable input that helped determine the final content and components of the SLA.

After the focus group completed their review, the SLA document was presented to the entire membership for the CIO Council membership for an additional open comment and review phase. This first release is the culmination of reviewing, receiving and analyzing feedback from a host of key internal and external stakeholders. We thank them for their diligent and invaluable contributions to ensure the launch of the state's first SLA program was successful.

UNDERSTANDING SERVICES OFFERED BY CIO/OFT

This section of the document presents a brief description of each of the services offered by CIO/OFT. For each service the following information is provided and includes:

- Services provided by CIO/OFT;
- Roles and responsibilities of CIO/OFT;
- Roles and responsibilities of the respective Customer Agency; and
- Service Level Performance Measurements to be monitored, reported and tracked by both parties.

To have successful service levels, the IS organization and the business units need to mutually agree on the specific service levels that will be measured and on each party's role and responsibility in terms of managing the service levels.

**Gartner Research –
R. Matlus, K. Brittain**

DETAILED SERVICE DESCRIPTIONS ON SLA WEBSITE

In addition to the brief descriptions provided on this SLA document, for your convenience, CIO/OFT has posted a set of comprehensive descriptions of each service provided by CIO/OFT. You can access these detailed descriptions by going to the CIO/OFT website for the SLA program (www.cio.ny.gov/SLA.htm) as shown in **Figure 2** below.

The screenshot displays the CIO/OFT website interface. At the top, it features the New York State logo, navigation links for State Agencies, and a search bar. The header includes the CIO/OFT logo and the text "We Know IT... IT's What We Do!". Below the header is a navigation menu with categories like HOME, MEDIA CENTER, CUSTOMER SERVICES, STRATEGIC INITIATIVES, ENTERPRISE GOVERNANCE, VENDOR RESOURCES, ABOUT US, and CONTACT US.

The main content area is titled "Service Level Agreements" and includes a "Share / Save" button and a "Printer-friendly version" link. The text states: "We are pleased to announce a new Service Level Agreement Program for Information Technology shared services offered by CIO/OFT. The SLA Program is designed to:"

- Improve service delivery performance
- Increase accountability and transparency
- Drive down total IT operational costs across the state enterprise

Below this, it explains that the program is collaboratively designed with state agencies feedback to focus on customer needs. A central graphic titled "inSERVICE IT Shared Services SLA Program" features several circular icons representing different service areas.

The "Service Level Agreement (SLA) Monthly Performance Results" section shows a circular chart for March 2011. The chart displays the following performance metrics:

Service Area	Index
Customer Care Center	121.1%
Tech Academy	88.9%
Data Center Services	88.2%
Weighted Composite SLA Index	102.6%
Web & Data Services	142.2%
Application & Web Services	108.1%

A legend indicates: 100% of Target or Above (green), Between 90% and 99% of Target (red), and Below 90% of Target (dark red).

The right sidebar contains "MOST POPULAR PAGES" (e.g., NYS Directory Services, NYSeMail), "BROWSE BY TOPIC" (e.g., telecommunications, strategic Technology service), and "LATEST NEWS" with social media-style updates.

Also, more detailed information about the IT shared services offered by CIO/OFT is available on the SLA website at (www.cio.ny.gov/SLA.htm). The site provides the additional information:

- Service Description Details;
- Monthly Performance Results Using a Performance Dashboard;
- The Current CIO/OFT Services Pricing Structure and Rates;
- SLA Frequently Asked Questions (FAQs); and
- A Glossary of SLA Terminology.

A list of SLA resources on the CIO/OFT website is included in Appendix D.

SERVICE LEVEL PERFORMANCE MEASUREMENTS

The SLA program is designed to increase transparency and accountability by all parties to the agreement. In keeping with full transparency, CIO/OFT will post the service level targets, actual results and outcomes on the SLA website. Each service area has a set of performance measurements. CIO/OFT will post targets and actual outcomes of each performance measurement on the SLA website. The selected service level performance measurements and targets are defined in this document and include the following information:

- The **CIO/OFT Service(s)** provided;
- The **Performance Measurements** for the service area;
- The specific **Service Level Performance Measurement (s)** for each major service;
- A **Definition of the Performance Measurement** used to measure quality of services;
- The **Target Performance Level** CIO/OFT will strive to deliver during the duration of the agreement;
- **CIO/OFT's Prior Year Performance Level** to provide a baseline for comparison purposes;
- **The Actual Performance Level** achieved for the prior month *and* posted monthly,
- **The Industry Average** for benchmarking performance against typical private and public sector performance levels, when available for comparison purposes, and
- **The Industry Best Practice Performance Level** for benchmarking CIO/OFT performance against “best in class” performance levels, when available for comparison purposes.

CIO/OFT will measure service delivery performance using a set of measurements that will measure operational efficiency and effectiveness. CIO/OFT will meet or exceed all industry averages and will strive for “world class” service within resource constraints.

Additional information on service level review and processes can be found in the “Modifying the Service Level Agreement” section of this document.

SERVICE AREA: CUSTOMER CARE CENTER (CCC) OPERATIONS



CIO/OFT's Customer Care Center (CCC) is a **"single point of contact"** to provide speedy assistance to users of information technology products and services. The CCC provides help desk assistance to all users of hardware and software, including customized applications hosted by CIO/OFT.

We never close! The CCC is **available 24x7x365**, and can replace or supplement your agency's technology help desk if needed.

The Customer Care Center currently receives and refers calls from over 50,000 users at 1,500 New York State locations. Services are available to any New York State agency or local jurisdiction. **A detailed description of this service can be found at the SLA website.**

CIO/OFT RESPONSIBILITIES

CIO/OFT Is Expected To:

- Ensure incidents are resolved for customers as quickly and efficiently as possible, and continuously explore ways to achieve greater operational efficiencies by:
 - Ensuring that once the phone is answered, an agent talks with the caller within 35 seconds or less;
 - Ensuring that no more than 6% of all callers will hang up before speaking to an agent;
 - Resolving as many incidents or inquiries as possible on the first call, by answering no less than 69% of the questions by the answering agent.
- Provide professional and reliable customer service.
 - Ensuring an annual customer satisfaction rating of no less than 4.1 on a 5 point scale.
 - Ensuring appropriate resources will be applied until a final and satisfied resolution is reached, through determination of incident severity and tracking of incidents.
- Meet CCC Service Level Performance Measurement Targets as outlined in **Table 1** below.

CUSTOMER CARE CENTER SERVICE LEVEL PERFORMANCE MEASUREMENTS

Table 1: Service Level Performance Measures for Customer Care Center Services							
CIO/OFT Service	Measurement Area	Service Level Performance Measure	Service Level Performance Description	Target Performance Level	Prior Year "Actual" Performance	Industry Average	Industry Best Practice¹
24x7 Help Desk Assistance	Operational Efficiency	Speed to Answer (Seconds)	The average time for a CCC agent to respond to the call.	28	37	35	5
		Call Abandonment Rate	The % of customers who disconnect before speaking to a CCC agent	5%	9%	6%	2%
		First Call Resolution Rate	The % of incidents a call agent resolves on first call	74%	55%	69%	80%
	Effectiveness	Customer Satisfaction	The annual overall customer satisfaction on 5-point scale.	4.1	3.7	Not Available	Not Available

More detailed information about Customer Care Center services, including service details, how performance measures are calculated, monthly performance results and current rates, is available at www.cio.ny.gov/SLA.htm

<CUSTOMER AGENCY> RESPONSIBILITIES

<Customer Agency> Is Expected To:

- Provide and maintain <Customer Agency> contacts lists who will receive status notifications;
- Provide contacts and alternates to notify when incidents require escalation;
- Provide resolvers who are responsible for monitoring their incident queues; provide timely responses to assigned incidents, and update resolution status on a frequent basis;
- Respond to the random call back customer satisfaction opinion surveys; and
- Participate in the CIO/OFT Change Board. (Please see FAQ's for further information)

¹ Note: An industry "best practice" is reported when available. Sources for "industry average" and "industry best practice" were Gartner Research, IBM and Verizon. If no "best practice" standard exists, CIO/OFT will use the prior year's performance as a baseline and set a target performance of 10% or more over the prior year.

SERVICE AREA: NYS DIRECTORY SERVICES



NYS Directory Service (NYSDS) provides a centralized user identity and access management solution for NYeNet Internet and Intranet applications. This technology solution **features a single sign-on capability across participating applications** and provides NYS government users, business partners, and private citizens, a personalized view of all applications that they have been authorized to access. Directory Services currently protects over 120 web-based applications owned by numerous state agencies. The total end user customer base supported by CIO/OFT is 850,000 and growing.

The NYSDS production environment is comprised of two physically and geographically separate Data Centers which ensures that downtime is minimal. Each production Data Center is an exact replica of the other with respect to software and hardware. Data Integrity is maintained across sites via real-time replication. In addition, all NYSDS production is monitored 24X7x365 by Data Center Enterprise System Monitoring, providing you around the clock support. NYSDS staff can provide you with consultation services for web based application security.

NYSDS uses a web-based software application (Delegated Administration (DA)) that provides the ability for administrative users, (also known as Delegated Administrators), to manage their agency's end user accounts in the directory. Agencies have access to three self-care utilities (Self Registration, Self Administration and Forgotten Password Services) to help reduce the cost of managing user accounts.

CIO/OFT RESPONSIBILITIES

CIO/OFT Is Expected To:

- Ensure the NYS Directory Services environment is securely maintained and reliable, and continuously explore ways to achieve greater operational efficiencies by
 - Ensuring Directory Services is available 99.5% of the time in a 24x7x365 environment, except for scheduled down time;

- Provide professional and reliable customer service, communicating to customers activities that may potentially impact services by
 - Ensuring an annual customer satisfaction rating of at least 4.1 on a 5 point scale.

- Meet Performance Measurement Targets as defined in **Table 2** below.

DIRECTORY SERVICES SERVICE LEVEL PERFORMANCE MEASUREMENTS

Table 2: Service Level Performance Measures for NYS Directory Services							
CIO/OFT Service	Measurement Area	Service Level Performance Measure	Service Level Performance Description	Target Performance Level	Prior Year "Actual" Performance	Industry Average	Industry Best Practice²
Directory Services	Operational Efficiency	NYSDS Availability	The % of time the system is available	99.5%	99%	99.3%	99.95%
		NYSDS Severity-1 Incident Resolution Rate	The % of time Directory Services Severity-1 incidents resolved within 4 hours or less	75%	66%	Not Available	Not Available
	Effectiveness	Customer Satisfaction	The annual overall customer satisfaction level on a 5-point scale.	4.1	3.9	Not Available	Not Available

More detailed information about Directory Services, including service details, how performance measures are calculated, monthly performance results and current rates, is available at www.cio.ny.gov/SLA.htm

<CUSTOMER AGENCY> RESPONSIBILITIES

<Customer Agency> Is Expected To:

- Protect web application servers from unauthorized access by following industry standards for security best practices;
- Provide a PODSA (Participating Organization Directory Services Administrator) who has a delegated role in account provisioning;
- Conduct a risk assessment on their applications and determining the appropriate trust level for their customers' identities;
- Participate in the CIO/OFT Change Board. (Please see FAQ's for further information) and
- Follow all Directory Services policies which can be obtained from your CIO/OFT Customer Relations Manager or at: www.cio.ny.gov/directory_services.

² Note: An industry "best practice" is reported when available. Sources for "industry average" and "industry best practice" were Gartner Research, IBM and Verizon. If no "best practice" standard exists, CIO/OFT will use the prior year's performance as a baseline and set a target performance of 10% or more over the prior year.

SERVICE AREA: EMPIRE 2.0 WEB SERVICES



In 2009, CIO/OFT launched our Empire 2.0 program to focus on the use of social media tools to enhance transparency and enable a more open government environment. The group responsible for developing and expanding the use of these web 2.0 tools is the Empire 2.0 Web Services team which was recently established in CIO/OFT. Since the launch, the use of these tools has grown exponentially. The demand for expertise continues to outgrow the supply of skills resources. Agencies, particularly the small and medium-sized agencies, needed the expertise but could not afford the expertise. CIO/OFT wanted to address this unfilled demand so agencies could take advantage of these cost-efficient tools to reach constituents.

Therefore, CIO/OFT created the Empire 2.0 Web Services Unit. This unit builds clean, easy-to-use, interactive web sites that use Web 2.0 collaboration tools. Our content managers may provide content maintenance, or you can maintain your own content using a fully supported content management system. Websites are hosted on servers in the NYS Enterprise Data Center.

Whether you are looking to design a website from scratch, or improve upon an existing website, CIO/OFT will work with your agency to define, design, implement, host and operate your application or your web site at a competitive rate.

CIO/OFT RESPONSIBILITIES

CIO/OFT Is Expected To:

- Provide a secure environment for the hosting and development of websites that meet customer needs, a secure website content management system, and perform content updates as agreed by:
 - Ensuring a hosted website is up at least 99.98% of the time in a 24x7x365 environment, except for scheduled down time;
 - Ensuring requests for content changes are responded to within agreed upon response times at least 95% of the time; and
 - Ensuring technical support is available during coverage hours at least 95% of the agreed upon coverage hours.
- Provide professional and reliable customer service, including design of user websites and user training on the content management system by:
 - Ensuring an annual customer satisfaction rating of no less than 4.5 on a 5 point scale.
- Meet Service Level Performance Measurement Targets as defined in **Table 3** below.

EMPIRE 2.0 WEB SERVICES SERVICE LEVEL PERFORMANCE MEASUREMENTS

Table 3: Service Level Performance Measures for Empire 2.0 Web Services							
CIO/OFT Service	Measurement Area	Service Level Performance Measure	Service Level Performance Description	Target Performance Level	Prior Year "Actual" Performance	Industry Average	Industry Best Practice³
Web Services	Operational Efficiency	Availability of Hosted Website	The % of time the website is available	99.98%	99.8%	99.3%	99.95%
		Web Content Response Rates	The % of time content requests are responded to within agreed upon response times	95%	90%	Not Available	Not Available
		Content Management Technical Support Response Rate	The % of time content management technical support is available	95%	90%	Not Available	Not Available
	Effectiveness	Customer Satisfaction	The annual overall customer satisfaction level on 5-point scale	4.5	4.3	Not Available	Not Available

More detailed information about Empire 2.0 Web Services, including service details, how performance measures are calculated, monthly performance results and current rates, is available at www.cio.ny.gov/SLA.htm

<CUSTOMER AGENCY> RESPONSIBILITIES

<Customer Agency> Is Expected To:

- Provide website requirements to CIO/OFT;
- Appoint a <Customer Agency> website representative and an alternate for consultation with CIO/OFT; and
- Follow defined processes when requesting content updates.

³ Note: An industry “best practice” is reported when available. Sources for “industry average” and “industry best practice” were Gartner Research, IBM and Verizon. If no “best practice” standard exists, CIO/OFT will use the prior year’s performance as a baseline and set a target performance of 10% or more over the prior year.

SERVICE AREA: ENTERPRISE DATA CENTER OPERATIONS AND SERVICES



The Enterprise Data Center Operations unit provides a reliable, robust mainframe and server environment for over 25 agencies, with a focus on providing excellent customer service and quality. CIO/OFT provides an integrated, centrally managed **mainframe and server computing infrastructure, including print, storage and backup services**, to support an agency's mission-critical applications. The Data Center hosts highly secure and mission-critical applications, and operates 24x7x365 through four mainframe data centers.

The Data Center staff practices strict, high-quality, repeatable "best in class" operational processes to ensure the systems are carefully and securely maintained. The Data Center Operations group follows industry best practices to ensure high availability, reliability and serviceability. The data centers house IBM and Unisys mainframes, approximately 1,700 logical servers and oversee the procurement and upgrades of another 6,000 services representing over 9 petabytes of storage across the state enterprise.

CIO/OFT RESPONSIBILITIES

CIO/OFT Is Expected To Provide Services in Each of the Following Categories:

General Data Center Operations and Services -

- Ensure a robust physical environment, with proper environmental and security controls that operates efficiently by:
 - Resolving Level 1 and Level 2 production problems within 3 hours of reporting the incident 97% of the time.
- Ensure a reliable and secure mainframe environment by:
 - Ensuring mainframe is available at least 99.98% in a 24x7x365 environment, not including scheduled down time.
- Provide reliable and cost-efficient server operation by:
 - Ensuring servers are available 99% of the time.
 - Completing new physical server provisioning within 8 weeks or less, 97% of the time.
 - Completing new virtual server provisioning within 10 business days or less, 100% of the time
- Provide reliable and cost-efficient Storage Services by:
 - Ensuring data storage is available 99% of the time.
- Provide reliable and cost-efficient Print Services by:
 - Printing rework is performed 1% of the time or less 99.96% of the time.
- Effectiveness:
 - Ensure an annual customer satisfaction rating of at least 4.1 or more on a 5 point scale.

- Meet Service Level Performance Measurement Targets as defined in **Table 4** below.

ENTERPRISE DATA CENTER OPERATIONS SERVICE LEVEL PERFORMANCE MEASUREMENTS

Table 4: Service Level Performance Measures for Enterprise Data Center Operations							
CIO/OFT Service	Measurement Area	Service Level Performance Measure	Service Level Performance Description	Target Performance Level	Prior Year "Actual" Performance	Industry Average	Industry Best Practice⁴
Mainframe/ Data Center Operations	Operational Efficiency	Mainframe Availability	The % of time the Mainframe is available	99.92%	99.9%	99.3%	99.95%
		Mainframe Severity-1 Incident Resolution Rate	The % of Mainframe Severity-1 incidents resolved within 4 hours or less	91%	90%	Not Available	Not Available
		Server Availability	The % of time servers are available	99.4%	98%	99.3%	99.95%
		Server Severity-1 Incident Resolution Rate	The % of server Severity-1 incidents resolved within 4 hours or less	84%	81%	Not Available	Not Available
		Data Storage Availability	The % of time data storage is available	99%	98%	99.3%	99.95%
		Print Quality Rate	The % of time print rework is avoided due to issues such as alignment, smudges or paper quality	99.9%	98%	95%	98%
		Speed to Provision A Physical Server	The average elapsed business days to provision a physical server and place into production	13 Days	22 Days	15 days	10 Days
		Speed to Provision Virtual Server	The average elapsed business days to provision a virtual server and place into production	2 Days	7 Days	3 Days	1 Day
	Effectiveness	Customer Satisfaction	The annual overall customer satisfaction level on a 5-point scale.	4.1	3.9	Not Available	Not Available

More detailed information about Enterprise Data Center Operations services, including service details, how performance measures are calculated, monthly performance results and current rates, is available at www.cio.ny.gov/SLA.htm

⁴ **Note:** An industry "best practice" is reported when available. Sources for "industry average" and "industry best practice" were Gartner Research, IBM and Verizon. If no "best practice" standard exists, CIO/OFT will use the prior year's performance as a baseline and set a target performance of 10% or more over the prior year.

<CUSTOMER AGENCY> RESPONSIBILITIES

<Customer Agency> Is Expected To:

General Responsibilities -

- Transport tapes, other than those transported via Iron Mountain services;
- Manage remote networking beyond an agreed upon demarcation point;
- Define and manage non-operating system backups and recovery activities;
- Provide application and database support including development, performance tuning and software migration support;
- Participate in the CIO/OFT Change Board. (Please see FAQ's for further information)
- Notify CIO/OFT of major consumption changes.

Mainframe Operations Responsibilities -

- If applicable, define reports for the IBM report viewing system;
- Provide a Disaster Recovery Plan for IBM Mainframe Disaster Recovery and a <Customer Agency> coordinator;
- Provide recovery documentation and data validation;
- Manage access security within <Customer Agency> mainframe partition;
- Provide initial procedures documentation which will then be maintained by CIO/OFT; and
- Supply Run Books, including error handling procedures or any other requested relevant documents to ensure smooth operations and communications.

Server (s) Operations Responsibilities -

- Purchase server monitoring software licenses as well as licenses for all other software components;
- Maintain current hardware and software support;
- Perform server database administration, data integrity, testing,
- Support application code.

Production Control Responsibilities -

- Supply run documentation, scheduling requirements, monitoring requirements and error handling procedures.

Print Responsibilities -

- Limit printing of social security numbers as outlined in state policy; if printing SSN#s is required, ensure customer programming enables CIO/OFT to easily identify print errors;
- Make arrangements for printed output to be transported from the print room to its final destination, assuming responsibility for printed output once it is removed from the print room by either the customer agency or their designated courier service.

SERVICE AREA: NYSEMAIL SERVICES



NYSEMail is New York State's centralized email and calendaring system for state agencies and their end users. It enables the flow of email to and from users in agencies and via the Internet. NYSEMail operates in a secure, consolidated environment and provides features typically in a messaging system such as email, calendaring, scheduling, notes and tasks. NYSEMail provides easy access to inter-agency email addresses and simplifies scheduling of multi-agency meetings.

NYSEMail is powered by Microsoft Exchange and supports over 75,000 users in 30 agencies. NYSEMail provides access to mail via Microsoft Outlook, the Internet, ActiveSync mobile devices and BlackBerry devices (at an additional cost). New York State has announced an enterprise NYSEMail consolidation that will reduce operating costs and increase efficiencies across the enterprise. The migration schedule is a phased implementation approach. By June 2011, there will be full consolidation of approximately 143,000 users across 49 state agencies into one system.

NYSEMail is the winner of two service awards —“Best of NY for Excellence in Operations, Support & Service” and “Best of NY for Best IT Collaboration Among Organizations.” This award-winning service continues to explore ways to reduce cost per user and will continue to achieve greater economies of scale as more users are migrated to the standard.

CIO/OFT RESPONSIBILITIES

CIO/OFT Is Expected To:

- Ensure NYSEMail operates in a consolidated secure environment by:
 - Ensuring NYSEMail is functional 99% of the time in a 24x7x365 environment, excluding scheduled down time.
 - Providing recovery of deleted mailbox contents for up to ten (10) days 100% of the time;
 - Keep server software releases current to no more than three releases which are fully supportable;

- Provide professional and reliable customer service by:
 - Ensuring an annual customer satisfaction rating of no less than 4.1 on a 5 point scale.
 - Assist agencies in developing training plans for NYSEMail users.

- Meet Service Level Performance Measurement Targets as defined in **Table 5** below.

NYSeMail SERVICE LEVEL PERFORMANCE MEASUREMENTS

Table 5: Service Level Performance Measures for NYSeMail							
CIO/OFT Service	Measurement Area	Service Level Performance Measure	Service Level Performance Description	Target Performance Level	Prior Year "Actual" Performance	Industry Average	Industry Best Practice⁵
Application Hosting	Operational Efficiency	NYSeMail Availability	The % of time NYSeMail is available	99.3%	98%	99.3%	99.95%
		NYSeMail Severity-1 Incident Resolution Rate	The % of NYSeMail Severity-1 incidents resolved within 4 hours or less	84%	79%	Not Available	Not Available
	Effectiveness	Customer Satisfaction	The annual overall customer satisfaction level on a 5-point scale.	4.2	4.0	Not Available	Not Available

More detailed information about NYSeMail services, including service details, how performance measures are calculated, monthly performance results and current rates, is available at www.cio.ny.gov/SLA.htm

<CUSTOMER AGENCY> RESPONSIBILITIES

<Customer Agency> Is Expected To:

- Provide a primary and secondary email administrative contact for <Customer Agency>;
 - Note: These individuals will be empowered to perform various administrative and provisioning tasks for <Customer Agency> users. All NYSeMail service bulletins and notifications will be delivered to these users.
- Provide and administer the VPN device on the <Customer Agency> side of the VPN tunnel in collaboration with CIO/OFT;
- Administer Client Access Licenses;
- Install and support the required level of client software on the desktop;
- Distribute and customize the client software;
- Support client mail-enabled applications;
- Train <Customer Agency> end users;
- Procure and maintain mobile devices that access the NYSeMail system. Note: ActiveSync devices must be capable of complying with remote wipe and encryption policy.

⁵ Note: An industry “best practice” is reported when available. Sources for “industry average” and “industry best practice” were Gartner Research, IBM and Verizon. If no “best practice” standard exists, CIO/OFT will use the prior year’s performance as a baseline and set a target performance of 10% or more over the prior year.

SERVICE AREA: CUSTOMER NETWORKING SOLUTIONS (CNS)



CIO/OFT offers a suite of network and desktop services that use technology to enhance efficiency and productivity of government workers and other end users. **These centralized networking services provide safe and secure connections to the Internet, to the state's NYeNet, to the Enterprise Mainframe Data Centers, and to other state agencies or business partners.** The CNS services include: network design, implementation, maintenance, monitoring and technical support.

CIO/OFT supports a large, complex Active Directory implementation which manages over 60,000 users and 30,000 computers. The CNS Network support services are available 24x7x365.

CIO/OFT RESPONSIBILITIES

CIO/OFT Is Expected To:

- Manage and maintain a reliable and robust network that optimizes performance by:
 - Ensuring the core network is available 99% of the time in a 24x7x365 environment;
 - Processing requests for remote access for new applications within 8 weeks;
 - Configuring workstations operating systems within 3 business days;
 - Responding and evaluating <Customer Agency> service requests within 3 business days;
 - Ensuring Antivirus signatures are updated within the last 3 antivirus versions;

- Provide professional and reliable customer network solutions services by:
 - Ensuring an annual customer satisfaction rating of no less than 4.4 on a 5 point scale.

- Meet Service Level Performance Measurements Targets as defined in **Table 6** below.

CUSTOMER NETWORKING SOLUTIONS SERVICE LEVEL PERFORMANCE MEASUREMENTS

Table 6: Service Level Performance Measures for Customer Network Solutions							
CIO/OFT Service	Measurement Area	Service Level Performance Measure	Service Level Performance Description	Target Performance Level	Prior Year "Actual" Performance	Industry Average	Industry Best Practice⁶
Desktop Network Services	Operational Efficiency	Network Availability	The % of time the core CNS network is available	99.3%	98%	99.3%	99.95%
		Network Responsiveness	The % of time circuits do not exceed a 50% utilization level on a monthly basis	95%	89%	Not Available	Not Available
		Application Remote Access Completion Time	The % of time a requests for a new application with remote access connectivity is processed within 8 weeks or less	95%	92%	Not Available	Not Available
		Workstation Software Update Time	The % of time workstations are configured within 3 business days or less	92%	90%	Not Available	Not Available
		Service Request Initial Review Response Time	The % of time service requests are reviewed, evaluated and responded to within 3 business days or less	98%	93%	Not Available	Not Available
		Antivirus Signature Deployment	The % of servers and workstations that are within the last 3 antivirus software versions	95%	88%	Not Available	Not Available
		CNS Severity-1 Incident Resolution Rate	The % of time a CNS Severity-1 incidents resolved within 4 hours or less	80%	77%	Not Available	Not Available
	Effectiveness	Customer Satisfaction	The annual overall customer satisfaction level on a 5-point scale.	4.4	4.2	Not Available	Not Available

More detailed information about Customer Networking Solutions services, including service details, how performance measures are calculated, monthly performance results and current rates, is available at www.cio.ny.gov/SLA.htm

<CUSTOMER AGENCY> RESPONSIBILITIES

<Customer Agency> Is Expected To:

- Invite CIO/OFT staff to <Customer Agency> strategic planning meetings;
- Maintain adequate licensing to support currently used Microsoft Windows and Microsoft

⁶ **Note:** An industry “best practice” is reported when available. Sources for “industry average” and “industry best practice” were Gartner Research, IBM and Verizon. If no “best practice” standard exists, CIO/OFT will use the prior year’s performance as a baseline and set a target performance of 10% or more over the prior year.

Office products in production;

- Use Microsoft products that are currently supported by CIO/OFT
- Maintain supported workstations and laptops capable of running supported versions of Microsoft Windows and Office;
- Designate an “Agency Super Administrator” (ASA) who will administer delegated administration of user entitlements;
- Provide designated LAN Administrators who will perform various administrative tasks for <Customer Agency> users; <Customer Agency> (must be a CCC customer).

SERVICE AREA: NYeNET SERVICES



The NYeNet backbone is a "digital backbone" of high-capacity fiber optic cables with network access points across New York State. This fiber optic network gives our NYeNet the capacity to grow and meet the growing bandwidth needs of our state agencies.

The current backbone configuration operates at speeds up to 10 GB, or approximately 10 billion bits per second. The NYeNet has redundant pathways built into the entire network, as well as logical redundant pathways to every Network Access Point (NAP) on the network. Should a physical disruption occur along any pathway, information will automatically be rerouted without disruption. TCP/IP, the current standard for data communications, serves as the NYeNet's standard protocol. TCP/IP assures reliable and compatible communications on the NYeNet between agencies.

The **NYeNet is a scalable and reliable statewide network.** The NYeNet infrastructure provides a high-capacity backbone to consolidate separate agency networks throughout the state, enabling agencies to share circuits and achieve higher bandwidth at peak need.

CIO/OFT RESPONSIBILITIES

CIO/OFT Is Expected To:

- Ensure the NYeNet is reliable and available for customers as cost-efficiently as possible by:
 - Ensuring customers have access to network resources 99.999% of the time in a 24x7x365 environment;
 - Ensuring requested circuits are installed and completed within 90 days of customer order 98% of the time;
 - Ensure that physical equipment is securely housed and monitored.

- Provide professional and reliable customer service by:
 - Ensuring an annual customer satisfaction rating of 4.1 or more on a 5 point scale.

- Meet Service Level Performance Measurement Targets as defined in **Table 7** below.

NYeNET SERVICE LEVEL PERFORMANCE MEASUREMENTS

Table 7: Service Level Performance Measures for NYeNet							
CIO/OFT Service	Measurement Area	Service Level Performance Measure	Service Level Performance Description	Target Performance Level	Prior Year "Actual" Performance	Industry Average	Industry Best Practice⁷
Data Network Services	Operational Efficiency	NYeNet Availability	The % of time the network is available	99.999%	99.997%	99.3%	99.95%
		Speed to Provision a Circuit	The % of time a T1, ePort, or iPort circuit is provisioned within 90 days or less	95%	87%	Not Available	Not Available
		NYeNet Severity-1 Incident Resolution Rate	The % of time a NYeNet Severity-1 incidents resolved in 24 hours	80%	75%	Not Available	Not Available
	Effectiveness	Customer Satisfaction	The annual overall customer satisfaction level on a 5-point scale.	4.1	3.9	Not Available	Not Available

More detailed information about NYeNet services, including service details, how performance measures are calculated, monthly performance results and current rates, is available at www.cio.ny.gov/SLA.htm

<CUSTOMER AGENCY> RESPONSIBILITIES

<Customer Agency> Is Expected To:

- Grant and administer access to only Authorized Users;
- Assume responsibility for the actions of its Authorized Users;
- Protect your network from all other users by installing and maintaining a firewall;
- Comply with all applicable confidentiality and security requirements; and
- Participate in the CIO/OFT Change Board. (Please see FAQ's for further information)
- Plan for and submit circuit requests timely.

⁷ Note: An industry "best practice" is reported when available. Sources for "industry average" and "industry best practice" were Gartner Research, IBM and Verizon. If no "best practice" standard exists, CIO/OFT will use the prior year's performance as a baseline and set a target performance of 10% or more over the prior year.

SERVICE AREA: TECHNOLOGY ACADEMY



The Technology Academy provides state and local government agencies with a broad range of strategic training and workforce development services to develop and build a talented and innovative IT workforce through the use of online technology training tools and classroom instruction.

Services available through the Technology Academy include:

- **Empire Knowledgebank** - Empire Knowledgebank is an e-learning program that provides a convenient and cost-effective way for state employees to continue training and developing their professional skills from anywhere. Each Empire Knowledgebank license provides 24x7 access to over 3,200 courses.
- **eLearnNY** - is a web-based e-learning authoring tool available to NY government organizations. Hosted by CIO/OFT, each organization can create and deliver custom e-learning courses for their employees. Organizations are also able to share courses created on eLearnNY.
- **Training Space** – The Technology Academy has four state-of-the-art computer training rooms and one large multi-purpose training space, which accommodates up to 60 people with theater style seating. These are available to state and local government organizations to use free of charge.
- **Training Coordination Services** - The Technology Academy provides training coordination services to NY government entities. The Technology Academy works with liaisons from NY government entities and training vendors to meet workforce development needs. The Academy can help NYS agencies find other NYS agencies to share the cost of onsite training.

CIO/OFT RESPONSIBILITIES

CIO/OFT Is Expected To:

- Provide high quality, end user training and ensure training as effectively and cost-efficiently as possible by:
 - Ensuring training coordination requests are responded to within one day or less 99% of the time;
 - Ensuring customers have access to online Knowledgebank training resources 99.99% of the time in a 24x7x365 environment.
- Provide professional and reliable training support as measured by:
 - Ensuring an annual customer satisfaction rating of 4.3 or more on a 5 point scale.
- Meet Service Level Performance Measurements Targets as defined in **Table 8** below.

TECHNOLOGY ACADEMY SERVICE LEVEL PERFORMANCE MEASUREMENTS

Table 8: Service Level Performance Measures For Technology Academy							
CIO/OFT Service	Measurement Area	Service Level Performance Measure	Service Level Performance Description	Target Performance Level	Prior Year "Actual" Performance	Industry Average	Industry Best Practice ⁸
Training and Workforce Development	Operational Efficiency	Empire Knowledgebank Availability	The % of time the system is available	99.99%	99.9%	99.3%	99.95%
		Training Coordination Response Time	The % of training coordination requests responded to within 1 business day or less	99%	92%	Not Available	Not Available
	Effectiveness	Quality of Training Services	The customer satisfaction rating from classroom training evaluations on a 5-point scale	4.2	4.0	Not Available	Not Available
		Customer Satisfaction	The annual overall customer satisfaction level on a 5-point scale on 5-point scale.	4.3	4.1	Not Available	Not Available

More detailed information about Technology Academy services, including service details, how performance measures are calculated, monthly performance results and current rates, is available at www.cio.ny.gov/SLA.htm

<CUSTOMER AGENCY> RESPONSIBILITIES

<Customer Agency> Will Be Expected To:

- Provide an authorized <Customer Agency> Technology Academy Liaison as the primary point of contact for training services;
- Notify the Academy of any class cancelation 7 business days prior to the scheduled event;
- Provide an authorized <Customer Agency> Empire Knowledgebank Program Administrator as the primary point of contact for Empire Knowledgebank services;
- Ensure <Customer Agency> Empire Knowledgebank Program Administrator is responsible for correctly completing order forms for <Customer Agency>, including the necessary <Customer Agency> Cost Center Codes;
- Ensure <Customer Agency> Empire Knowledgebank Program Administrator is familiar with available features and reference materials to assist their users; and
- Submit training requests for services in a timely manner.

⁸ Note: An industry "best practice" is reported when available. Sources for "industry average" and "industry best practice" were Gartner Research, IBM and Verizon. If no "best practice" standard exists, CIO/OFT will use the prior year's performance as a baseline and set a target performance of 10% or more over the prior year.

SERVICE AREA: TELECOMMUNICATIONS AND CAPNET SERVICES



CIO/OFT offers a complete array of communications solutions to agencies in locations across New York State. Your agency may choose from a variety of services including feature-rich **dial tone services, voice mail, free on-net calling, and call center services, video teleconferencing, and an assortment of telephone instruments** (see FAQs for info about service pilot programs such as VoIP and Video Conferencing). These services are provided as a single source solution and are delivered to your agency's locations through State-owned Private Branch Exchange (PBX) or digital Centrex systems. All systems are completely managed and administered by CIO/OFT.

The majority of state agencies and entities, representing over 55,000 extensions, are part of **CIO/OFT's Telecommunications CAPNET system (CAPital-area NETwork), which is currently comprised of multiple PBX systems.** In addition to the CAPNET system, CIO/OFT manages PBX's supporting approximately 5,400 users in upstate metropolitan areas. Telecommunications also provides service to more than 12,000 customers in Manhattan, Brooklyn, Bronx, Queens, Suffolk County, and several areas in upstate New York.

This service is available to all NYS Agencies and entities located within NYS Office Buildings or within reach of Centrex services in more than 185 locations across the State.

CIO/OFT RESPONSIBILITIES

CIO/OFT Is Expected To:

- Provide a reliable, dynamic and cost-efficient environment focused on service quality by:
 - Ensuring that desktop dial up is available 99.990% in 24x7x365 environment;
 - Ensuring that all order requests for telephony services are completed within the defined volume targets 90% of the time;
 - Ensuring a Directory Assistance agent begins to talk with the caller within 9 seconds or less;
 - Resolving telephone service outages and equipment problems at least 90% of the time on the first call;
 - Ensuring that 99.5% of logged incidents are resolved and closed within 24 hours of receipt

- Provide professional and reliable telecommunications customer service by:
 - Ensuring an annual customer satisfaction rating of no less than 4.5 on a 5 point scale.
 - Provide <Customer Agency> telecommunications representatives with training on the use of CIO/OFT order forms, order processes and telephony directory and billing applications;
 - Provide <Customer Agency> employees with quality end user training for all offered services

- Meet Service Level Performance Measurements Targets as defined in **Table 9** below.

TELECOM AND CAPNET SERVICE LEVEL PERFORMANCE MEASUREMENTS

Table 9: Service Level Performance Measures for Telecommunications and CAPNET							
CIO/OFT Service	Measurement Area	Service Level Performance Measure	Service Level Performance Description	Target Performance Level	Prior Year "Actual" Performance	Industry Average	Industry Best Practice ⁹
Voice Network Services	Operational Efficiency	Dial Tone Availability	The % of time a desktop dial tone is available in 24x7x365 environment	99.999%	99.99%	99.3%	99.95%
		Speed to Install a line	The average number of days to install up to 10 lines.	3.5	7.5	Not Available	Not Available
		Speed to Answer (Seconds)	The average time to answer a Directory Assistance call.	8.5	9.5	35	5
		First Time Call Resolution Rate	The % of first-time incidents that are logged and resolved without further action or delay	90%	83.3%	94%	98%
		Daily Ticket Resolution Close Rate	The % of trouble incident tickets that are closed within 24 hours or less of receipt	99.5%	98.7%	Not Available	Not Available
	Effectiveness	Customer Satisfaction	The annual overall customer satisfaction level on 5-point scale.	4.5	4.3	Not Available	Not Available

More detailed information about Telecom services, including service details, how performance measures are calculated, monthly performance results and current rates, is available at www.cio.ny.gov/SLA.htm

<CUSTOMER AGENCY> RESPONSIBILITIES

<Customer Agency> Is Expected To:

- Provide an authorized <Customer Agency> telecommunications representative as the primary point of contact for telephony services;
- Ensure <Customer Agency> telecommunications representative is responsible for correctly completing order forms for each system;
- Ensure <Customer Agency> telecommunications representative is familiar with available features and reference materials to assist their users; and
- Submit all requests for service accurately and in a timely manner.

⁹ Note: An industry "best practice" is reported when available. Sources for "industry average" and "industry best practice" were Gartner Research, IBM and Verizon. If no "best practice" standard exists, CIO/OFT will use the prior year's performance as a baseline and set a target performance of 10% or more over the prior year.

MEASURING SERVICE LEVEL PERFORMANCE



A major tenet of the SLA Program is to provide a transparent performance management component which enhances accountability and transparency. Effective performance management measurements provide focus for continuous quality improvement. CIO/OFT will strive to increase our performance level each year to reach and sustain 'best in class' service delivery levels.

The service level performance measurements selected for each service is based on industry best practices and the results of the feedback received from state agencies. The data provides helpful information to understand and improve actual performance and outcomes of service delivery. A fundamental goal of every SLA is to measure the key factors that influence how work is performed and then continually improve results. Your SLA contains service level performance measurements for each of the services CIO/OFT provides to <Customer Agency>. Metrics are listed with each service description and all are summarized in Appendix A.

Selecting the right things to measure is an evolving and changing process. The measures selected will drive the efforts of CIO/OFT staff to improve performance in those areas. As it is unrealistic to measure everything, it is important that we measure activities and results that are key to achieving the organizational goals of <Customer Agency>. To ensure alignment of the metrics and <Customer Agency> organizational goals, CIO/OFT will review proposed metrics with <Customer Agency>, transparently post metrics and publicize monthly results, and refine and adjust the metrics as organizational needs change.

For the metrics to impact results and affect future behavior of CIO/OFT staff, it is important that CIO/OFT places value on the measurement process and prominently communicate results in a timely manner. Therefore, CIO/OFT has developed a strategy for communicating its performance. This strategy includes holding monthly performance measurement meetings where CIO/OFT senior management and staff review monthly results of performance metrics, and discuss plans and actions to continually improve results. Monthly results are displayed on posters throughout the agency, including the current metric and desired target. Performance-related information is posted monthly on internal and external websites, including graphs and explanations of the metrics. In addition, CIO/OFT has initiated a performance improvement program, using standard methodologies, including the Information Technology Infrastructure Library (ITIL), to focus on in-depth improvements to services and the associated processes.

<Customer Agency> can also obtain more details on performance measurement on the CIO/OFT SLA website, including the performance data that is gathered each month, the actual results achieved, and how the performance measure is calculated. <Customer Agency> can also contact their CIO/OFT Customer Relations Manager to further discuss the performance measurements and the CIO/OFT service delivery.

SERVICE LEVEL AGREEMENT COMMUNICATIONS

CIO/OFT recognizes the unique relationship with each customer agency. CIO/OFT is both a partner and service provider to our customer agencies. Therefore, effectively achieving our mutual SLA goals is dependent on transparency, trust, and frequent communication between both parties.

The SLA strives to help <Customer Agency> achieve its core mission and goals, yet is flexible and responsive to meet changing needs. This SLA will evolve, with new <Customer Agency> requirements, and the introduction of new IT shared services.

YOUR CUSTOMER RELATIONS MANAGER (CRM)

CIO/OFT provides each customer agency with a Customer Relations Manager (CRM). The role of the CRM is to ensure a high quality relationship between CIO/OFT and customer agencies.

If you have questions about your SLA, please give your CRM a chance to assist you first. The CRM can schedule a meeting with a particular CIO/OFT business unit, explain a service level target or measurement, explain your rates or address any other service question you may have. They are available to quickly provide answers to all your questions regarding our IT Shared Services. **Your CRM can be reached at 1-866-789-4638 or 518-402-2537, or at www.cio.state.ny.us/contact**

MONTHLY COMMUNICATIONS

CIO/OFT will be accountable and transparent in providing SLA measures. Each month, metrics for each service will be collected and publicly posted on the CIO/OFT website at www.cio.ny.gov/SLA.htm. In addition, CIO/OFT will graph the results to demonstrate trends over a period of time.

On a monthly basis, CIO/OFT will provide billing information to <Customer Agency> including a list of services used, the quantity used, and total monthly cost of the service. Other detailed information, such as usage trending compared to previous years, will also be available upon request where applicable. <Customer Agency> can request a review of SLA measurements by contacting their CRM.

NEW SERVICE OFFERINGS AND ANNOUNCEMENTS

SLA content and performance measurements for a new service offering will be developed, announced and posted by CIO/OFT. A draft of the new services and proposed changes to the SLA will be provided to agencies for comment. CIO/OFT will gather feedback and make appropriate adjustments. The new content will be posted on the SLA website.

REPORTING PROBLEMS OR SERVICE DISRUPTIONS

CIO/OFT actively monitors services where feasible, and will notify customers in the event of an outage as appropriate. <Customer Agency> is responsible for reporting problems they encounter with CIO/OFT services.

Customers can reach CIO/OFT 24 hours a day, 7 days a week at the following numbers:

Toll Free: 1-866-789-4638

Local: 402-2537

MODIFYING THE SERVICE LEVEL AGREEMENT

SLA REVIEWS

The SLA may be reviewed for modifications at any time by request of either party. Some specific events may be considered as triggers for an unscheduled review of the partnership agreement including:

- Changes in customer business requirements;
- Requests for services outside of the specification of this agreement;
- Changes in either organization that could impact the agreement; and
- Changes in statewide or <Customer Agency> policies related to information technology services.



BIENNIAL SLA UPDATES

Service Level Agreements will be reviewed every two years by representatives of CIO/OFT and the <Customer Agency> to ensure the content of the agreement represents the current environment, the needs of the <Customer Agency>, and continues to align with the strategic goals of CIO/OFT, as well as the State's strategic plan.

The CRM and the <Customer Agency> Representative will schedule **biennial** service quality review meetings. The CRM and the Representative will review the adequacy of the services that are provided under this agreement, discuss the status of outstanding issues, and identify new issues that may need to be addressed. The CRM will be available to discuss SLA content at biennial service quality review meetings or other, mutually agreed upon times.

DISCONTINUING SERVICES

If <Customer Agency> wishes to discontinue the use of a service, written notice must be provided as soon as possible and prior to the final rates being released to avoid a substantial adverse impact on other customer agencies who share the cost to provide this service. Specifically, if an agency's portion is greater than 5% of the total IT shared service cost, they must provide a written notification of intent to terminate six months prior to the expected termination date. This notice of termination shall be sent to the Deputy CIO of IT Customer Relationship Management Services.

BILLING AND DISPUTE RESOLUTION

RATES AND MONTHLY BILLING

The SLA Program is designed to provide more transparency regarding the IT Shared Services Rate Structure. CIO/OFT will work in collaboration with each agency to project demand for services and the costs associated with the specific volume of services as accurately as possible. Each year, the resulting rates will be posted on the SLA website. CIO/OFT will make every effort to freeze rates for an entire fiscal cycle to minimize the impact on all state agencies across the state enterprise.

For more information on rates and rate setting processes, see the “All About Rates” document on the SLA website.

The rates per unit cost for CIO/OFT IT Shared Services are posted on the SLA website at www.cio.ny.gov/SLA.htm. <Customer Agency> will be billed monthly for CIO/OFT services provided to them. Payment is due within forty-five (45) days of the date of the invoice. Note that <Customer Agency> has been notified with a separate letter of the CIO/OFT service rates.

Please refer to **Appendix B for a detailed list of all CIO/OFT IT Shared Services rates**. Rates are provided per cost unit and are updated annually. **Appendix C provides an example of an agency’s monthly billing** based on services offered by CIO/OFT.

BILLING DISPUTES

<Customer Agency> must notify CIO/OFT, in writing, of any dispute with the amount billed within thirty (30) days of the date of invoice. <Customer Agency>’s notice must state the basis for the dispute and the amount. Any amounts disputed in good faith may be deducted from the invoice and the remainder must be paid by the due date. Within thirty (30) days after final resolution, any final agreed upon amounts that were under dispute will be paid by <Customer Agency> or a credit will be provided in the next billing. Disputes remaining unresolved 30 days after notification will be referred by CIO/OFT to the Division of Budget whose decision will be binding. Depending on the decision, the <Customer Agency> will pay the outstanding invoice within 30 days of the decision, or CIO/OFT will credit the next billing. CIO/OFT may also elect to terminate services if an invoice remains outstanding for 180 days.

BILLING AND SERVICE DISPUTE RESOLUTION AND ESCALATION PROCESS

CIO/OFT and <Customer Agency> shall, in good faith and in a timely manner, attempt to resolve all disputes arising under this agreement. <Customer Agency> and CIO/OFT agree to use the following procedures should a dispute arise concerning their rights and responsibilities under this agreement:

1. The designated CRM and the designated <Customer Agency> Representative shall be given the first opportunity to resolve the dispute;
2. If either the CIO/OFT CRM or the <Customer Agency> Representative believe they are unable to resolve the dispute, they will refer the dispute, in writing, to the next level of management of both parties; i.e. the CIO/OFT Deputy CIO of IT Customer Relationship Management Services and the <Customer Agency> CIO; and

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3. If the preceding step does not lead to a mutually agreeable resolution, the CIO/OFT Deputy CIO and the <Customer Agency> CIO will escalate the dispute to the <Customer Agency> Agency Head and the NY State Chief Information Officer for resolution.

SECURITY AND ACCESS TO INFORMATION



DATA SECURITY

<Customer Agency> information is an important asset of NYS Government. CIO/OFT is focused on ensuring the security of the technology systems and processes that we are responsible for. Information maintained on or processed through any CIO/OFT offering shall be handled in a secure manner by CIO/OFT staff. CIO/OFT staff follows three principles to ensure a secure technology environment:

Confidentiality – Protecting information from unauthorized disclosure

Integrity – Protecting against the authorized modification or destruction of information

Availability – Ensuring timely and reliable access to and use of information

CIO/OFT ensures it follows practices and policies that maintain data security and integrity for its customers

www.cio.ny.gov/security_and_privacy
www.cio.ny.gov/technologypolicyindex.htm
www.cscic.state.ny.us/lib/policies/

THIRD-PARTY REQUESTS FOR INFORMATION

In the event a Federal agency, the Office of the State Comptroller, the Office of the Inspector General or any other person legally authorized to conduct an examination of the operations of <Customer Agency>, <Customer Agency> and/or the investigatory agency may need access to CIO/OFT staff and materials for the purpose of that examination.

To the extent necessary to comply with an authorized examination as described above, <Customer Agency> or its designee may have access to CIO/OFT staff and may examine any equipment, facilities, books, documents, papers, or records of activity related to the provision of services by CIO/OFT under this Agreement.

Such access and examination shall be provided during the term of this Service Level Agreement and for a period of six (6) years after the term expires. However, this is providing CIO/OFT has been informed of the pending examination prior to the expiration of the six (6) year period.

<Customer Agency>'s Chief Information Officer (CIO) or designated staff and the CIO/OFT Audit Coordinator will coordinate such access and examination activities relating to <Customer Agency>'s use of the CIO/OFT service.

IT SHARED SERVICES SLA SIGNATURE PAGE

This Core SLA Document is meant to provide every Agency with a Consistent and Comprehensive Overview of the Services CIO/OFT provides, including pricing, performance measures and responsibilities for all services.

According to our records <Agency> currently subscribes to the following services:

1. Insert Service Here
2. Insert Service Here
3. Insert Service Here
4. Insert Service Here

By signing below, you are agreeing to the following:

1. You have received a copy of the Core SLA document describing all the services CIO/OFT provides, including pricing, and performance measures for all services.
2. You agree that the <Agency> currently subscribes to the specific services listed above and received a copy of the detail document for that service, including responsibilities; and performance measures for that service.
3. If you or your designee have questions or concerns regarding CIO/OFT Services you should contact your designated Customer Relations Manager:
 <Insert CRM Info>

CIO/OFT appreciates this opportunity to provide you with updated information on our services and we look forward to continuing to provide you with exceptional customer service.

Name _____ <div style="text-align: center; font-size: small;">Please Print</div>
Title: _____
Signature: _____
Date _____

Agency CIO or Authorized Designee

Name _____ <div style="text-align: center; font-size: small;">Please Print</div>
Title: _____
Signature: _____
Date _____

Authorized CIO/OFT Representative

APPENDIX A: PERFORMANCE DASHBOARD OF SERVICE LEVEL PERFORMANCE MEASUREMENTS BY SERVICE DELIVERY TYPE

This chart summarizes all of the key IT Shared Services service delivery performance measurements outlined in the SLA template. These performance measurements monitor and track key service delivery processes and outcomes which influence how work is performed by CIO/OFT working collaboratively with state agencies and other appropriate entities. These measurements form the basis of the CIO/OFT IT Shared Services continuous improvement program and Performance Dashboard. Further details about each service and the associated performance measurements are provided on the SLA website at www.cio.ny.gov/sla.htm.

(Note: If an Industry Best Practice is not available, the Table will state “Not Available” and the prior year’s “Actual” baseline will be used as the starting point.)

Table 10: Summary of IT Service Level Performance Measurements By Service Delivery Type							
CIO/OFT Service	Measurement Area	Service Level Performance Measure	Service Level Performance Description	Target Performance Level	Prior Year “Actual” Performance	Industry Average	IT Industry Best Practice
Customer Care Center Services							
24x7 Help Desk Assistance	Operational Efficiency	Speed to Answer (Seconds)	The average time for a CCC agent to respond to the caller.	28	37	35	5
		Call Abandonment Rate	The % of customers who disconnect before speaking to a CCC agent	5%	9%	6%	2%
		First Call Resolution Rate	The % of incidents a call agent resolves on first call	74%	55%	69%	80%
	Effectiveness	Customer Satisfaction	The annual overall customer satisfaction on 5-point scale.	4.1	3.7	Not Available	Not Available
Enterprise Data Center							
Mainframe Data Center Operations	Operational Efficiency	Mainframe Availability	The % of time the Mainframe is available	99.92%	99.9%	99.3%	99.95%
		Mainframe Severity-1 Incident Resolution Rate	The % of Mainframe Severity-1 incidents resolved within 4 hours or less	91%	90%	Not Available	Not Available
		Server Availability	The % of time servers are available	99.4%	98%	99.3%	99.5%
		Server Severity-1 Incident Resolution Rate	The % of server Severity-1 incidents resolved within 4 hours or less	84%	81%	Not Available	Not Available
		Data Storage Availability	The % of time data storage is available	99%	98%	Not Available	Not Available
		Print Quality Rate	The % of time print rework is avoided due to issues such as alignment, smudges or paper quality	99.9%	98%	95%	98%
		Speed to Provision A Physical Server	The average elapsed business days to provision a physical server and place into production	13 Days	22 Days	15 days	10 Days

Table 10: Summary of IT Service Level Performance Measurements By Service Delivery Type

CIO/OFT Service	Measurement Area	Service Level Performance Measure	Service Level Performance Description	Target Performance Level	Prior Year "Actual" Performance	Industry Average	IT Industry Best Practice
		Speed to Provision Virtual Server	The average elapsed business days to provision a virtual server and place into production	2 Days	7 Days	3 Days	1 Day
	Efficiency	Customer Satisfaction	The annual overall customer satisfaction level on a 5-point scale.	4.1	3.9	Not Available	Not Available
Application & Web Services							
NYSeMail Services							
Application Hosting	Operational Efficiency	NYSeMail Availability	The % of time NYSeMail is available	99.3%	98%	99.3%	99.95%
		NYSeMail Severity-1 Incident Resolution Rate	The % of NYSeMail Severity-1 incidents resolved within 4 hours or less	84%	79%	Not Available	Not Available
	Effectiveness	Customer Satisfaction	The annual overall customer satisfaction level on a 5-point scale.	4.2	4.0	Not Available	Not Available
NYS Directory Services							
Directory Services	Operational Efficiency	NYSDS Availability	The % of time the system is available	99.5%	99%	99.3%	99.95%
		NYSDS Severity-1 Incident Resolution Rate	The % of time Directory Services Severity-1 incidents resolved within 4 hours or less	75%	66%	Not Available	Not Available
	Effectiveness	Customer Satisfaction	The annual overall customer satisfaction level on a 5-point scale.	4.1	3.9	Not Available	Not Available
Empire 2.0 Web Services							
Web Services	Operational Efficiency	Availability of Hosted Website	The % of time the website is available	99.98%	99.8%	99.3%	99.95%
		Web Content Response Rates	The % of time content requests are responded to within agreed upon response times	95%	90%	Not Available	Not Available
		Content Management Technical Support Response Rate	The % of time content management technical support is available	95%	90%	Not Available	Not Available

Table 10: Summary of IT Service Level Performance Measurements By Service Delivery Type

CIO/OFT Service	Measurement Area	Service Level Performance Measure	Service Level Performance Description	Target Performance Level	Prior Year "Actual" Performance	Industry Average	IT Industry Best Practice
	Effectiveness	Customer Satisfaction	The annual overall customer satisfaction level on 5-point scale	4.5	4.3	Not Available	Not Available

Voice & Data Networking Services

Customer Networking Solutions

Desktop Network Services	Operational Efficiency	Network Availability	The % of time the core CNS network is available	99.3%	98%	99.3%	99.95%
		Network Responsiveness	The % of time circuits do not exceed a 50% utilization level on a monthly basis	95%	89%	Not Available	Not Available
		Application Remote Access Completion Time	The % of time a requests for a new application with remote access connectivity is processed within 8 weeks or less	95%	92%	Not Available	Not Available
		Workstation Software Update Time	The % of time workstations are configured within 3 business days or less	92%	90%	Not Available	Not Available
		Service Request Initial Review Response Time	The % of time service requests are reviewed, evaluated and responded to within 3 business days or less	98%	93%	Not Available	Not Available
		Antivirus Signature Deployment	The % of servers and workstations that are within the last 3 antivirus software versions	95%	88%	Not Available	Not Available
	CNS Severity-1 Incident Resolution Rate	The % of time a CNS Severity-1 incidents resolved within 4 hours or less	80%	77%	Not Available	Not Available	
	Effectiveness	Customer Satisfaction	The annual overall customer satisfaction level on a 5-point scale.	4.4	4.2	Not Available	Not Available

NYeNet Services

Data Network Services	Operational Efficiency	NYeNet Availability	The % of time the network is available	99.999%	99.997%	99.3%	99.95%
		Speed to Provision a Circuit	The % of time a T1, ePort, or iPort circuit is provisioned within 90 days or less	95%	87%	Not Available	Not Available
		NYeNet Severity-1 Incident Resolution Rate	The % of time a NYeNet Severity-1 incidents resolved in 24 hours	80%	75%	Not Available	Not Available

Table 10: Summary of IT Service Level Performance Measurements By Service Delivery Type

CIO/OFT Service	Measurement Area	Service Level Performance Measure	Service Level Performance Description	Target Performance Level	Prior Year "Actual" Performance	Industry Average	IT Industry Best Practice
	Effectiveness	Customer Satisfaction	The annual overall customer satisfaction level on a 5-point scale.	4.1	3.9	Not Available	Not Available
Telecommunications Services							
Voice Network Services	Operational Efficiency	Dial Tone Availability	The % of time a desktop dial tone is available in 24x7x365 environment	99.999%	99.99%	99.3%	99.95%
		Speed to Install a line	The average number of days to install up to 10 lines.	3.5	7.5	Not Available	Not Available
		Speed to Answer (Seconds)	The average time to answer a Directory Assistance call.	8.5	9.5	35	5
		First Time Call Resolution Rate	The % of first-time incidents that are logged and resolved without further action or delay	90%	83.3%	90%	98%
		Daily Ticket Resolution Close Rate	The % of trouble incident tickets that are closed within 24 hours or less of receipt	99.5%	98.7%	Not Available	Not Available
	Effectiveness	Customer Satisfaction	The annual overall customer satisfaction level on 5-point scale.	4.5	4.3	Not Available	Not Available
Technology Academy Services							
Training and Workforce Development	Operational Efficiency	Empire Knowledgebank Availability	The % of time the system is available	99.99%	99.9%	99.3%	99.95%
		Training Coordination Response Time	The % of training coordination requests responded to within 1 business day or less	99%	92%	Not Available	Not Available
	Effectiveness	Quality of Training Services	The customer satisfaction rating from classroom training evaluations on a 5-point scale	4.2	4.0	Not Available	Not Available
		Customer Satisfaction	The annual overall customer satisfaction level on a 5-point scale on 5-point scale.	4.3	4.1	Not Available	Not Available

APPENDIX B: LISTING OF CIO/OFT IT SHARED SERVICES RATES PER COST UNIT

The new 2011/2012 rates will be available shortly.

Appendix B is being updated and will be posted as a separate document on the CIO/OFT web site

APPENDIX C: SAMPLE MONTHLY BILLING STATEMENT

A sample bill with the new 2011/2012 rates will be available soon

APPENDIX D: SLA RESOURCES ON THE CIO/OFT WEB SITE

CIO/OFT strives to be transparent. SLA documents and resources are available on the CIO/OFT website.

SLA Home Page to Find All SLA Documents

www.cio.ny.gov/SLA.htm

For A Copy of the SLA Standard Template

www.cio.ny.gov/assets/documents/SLA/GENERIC_SLA.pdf

SLA Glossary

www.cio.ny.gov/assets/documents/SLA/GENERIC_SLA.pdf

SLA Frequently Asked Questions (FAQs)

www.cio.ny.gov/assets/documents/SLA/SLA_FAQ.pdf

Service Level Performance Measurements Monthly Results

www.cio.ny.gov/assets/documents/SLA/SLAMetrics.pdf

For A Detailed Service Description of Each CIO/OFT Service Go To the Following:

- NYS Customer Care Center - www.cio.ny.gov/customer_care_center
- NYS Directory Services - www.cio.ny.gov/directory_services
- NYS Empire 2.0 Web Services - <http://www.empire-20.ny.gov/>
- NYS Enterprise Data Center - www.cio.ny.gov/data_center
- NYSeMail - www.cio.ny.gov/nysemail
- NYS Managed Networking - www.cio.ny.gov/managed_network_services
- NYeNet - www.cio.ny.gov/nyenet
- NYS Technology Academy - www.cio.ny.gov/technology_academy
- NYS Telecommunications - www.cio.ny.gov/telecommunications