

CIO/OFT IT Shared Services Service Level Agreement Fact Sheet



SLA Program Strategic Goals:

To advance the provisions of the Charter executed between OTA and CIO/OFT, the newly developed IT Shared Services Enterprise Service Level Agreement (SLA) Program is designed to accomplish the following goals:

- Provide “customer-centric” IT service delivery excellence;
- Achieve greater operational cost-efficiencies by providing specific services for a specific price;
- Clarify agency IT priorities, roles and responsibilities of all parties;
- Clarify state agencies and CIO/OFT service delivery expectations;
- Increase IT service delivery accountability and transparency; and
- Foster greater collaboration and cooperation between CIO/OFT and customer agencies to return greater value to the taxpayers by effectively managing IT assets across the state enterprise.

SLA Program Components:

- **Replace Obsolete “Terms of Service” agreement with SLA:** Each agency procuring IT shared services from CIO/OFT will be required to replace the outdated “Terms of Service” with the newly established SLA using a Standard Template which was designed by consulting internal and external subject matter experts, the CIO Council and industry best practices benchmarks.
- **Issue Standard SLA Template To Include:** Clearly defined CIO/OFT service offerings; clearly defined roles and responsibilities of CIO/OFT and customer agencies; service level performance measurements to monitor and report service delivery results; simplified rate and pricing structure; communications, dispute resolution process and biennial SLA update cycle.
- **Implement Performance Management Component:** Each service has Service Level Performance Measurements to ensure accountability and transparency. Each service level has a performance target which is benchmarked against industry best practices when known. The results of monthly performance outcomes will be posted on the SLA website for overall performance and by agency levels when feasible.
- **Provide Easily Accessible SLA Resources to Agencies Which Include:** SLA Website with all documents, SLA Glossary of Terms, Detailed Service Descriptions, Frequently Asked Questions (FAQs), Rates and Assigned Customer Relations Manager to each agency and each cluster to facilitate customer communications.



Critical Success Factors:

- Approach as a cooperative effort focused on helping achieve agencies goals;
 - Standardize service levels for shared IT enterprise services where appropriate;
 - Ensure performance metrics are defined to reflect CIO/OFT performance and address customer needs;
 - Ensure accountability and full transparency by publishing monthly performance metrics;
 - Facilitate ongoing SLA program communications between CIO/OFT and customer agencies to ensure alignment and “buy in” for the SLA process; and
 - Refine and enhance SLA program biennially to ensure alignment with changing agency needs.
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Planning and Rollout Timetable:

- **Jan - June:** Consulted external and internal resources to design a “best in class” SLA program, SLA template and SLA website; and met with Gartner Research and IT Metrics and Productivity Institute to review early drafts of SLA template;
- **July:** Created SLA Focus Group of 8 Agencies (DMV, DEC, DOC, DOT, OCFS, OTDA, SED, and NYSP) who are members of the CIO Council to solicit early feedback and suggestions for program features and enhancements; Consulted with 3 other states who successfully implemented SLA programs (CA, In, and NC);
- **July 29:** Presented executive briefing on program components to Executive Chamber, (OTA and DOB) to obtain approval to proceed;
- **August (First Week):** Reconvene Focus Groups for Second Review of SLA Documents;
- **August:** Distribute revised SLA Document to all state agencies for open comment and review phase;
- **August 26:** Present final SLA template at quarterly CIO Council meeting; and
- **September - December:** Customer Relations Managers (CRMs) will meet with each agency to address “agency-specific” needs and replace old Terms of Service agreement with new SLAs. The goal is to replace all former Terms of Service agreements with the new agreement by December 10. In addition, CIO/OFT will begin SLAs for the newly migrated agencies to NYSeMail.

Please Note: In addition to the current 23 agencies using CIO/OFT services, the additional 42 state agencies who have migrated or are planned to migrate to NYSeMail will also have the new SLA executed. When complete, CIO/OFT plans to have approximately 65 agencies will participate in the SLA program.