Department of Information and Innovation (DII)

GEOCORTEX

Server Support Service Level Agreement (SLA)

DII provides server support services for agencies and departments with a need to provide enterprise access to software applications. This agreement addresses the support DII will provide for the GEOCORTEX server and outlines client responsibilities. Geocortex client agencies are Agency of Commerce and Community Development (ACCD), Agency of Natural Resources (ANR), Agency of Transportation (AOT), and Vermont Center for Geographical Information (VCGI).

The client will have full control of the application *data* stored on the server(s). The client will also be responsible for administration of the system(s), including software installation, maintenance, monitoring, and incident-based troubleshooting. The client will create and be responsible for all user accounts below the IMF Administrator role. If a member of the IMF Administrator group needs physical access to the server, they will make an appointment to gain access to the data center through Walter Goodwin @828-4656. The IMF Administrator's access to equipment, within the data center, will be restricted to the Geocortex Server.

DII will be responsible for the physical environment of the server, the server itself, the rack and the power (including back up power). DII will also be responsible for the Operating System maintenance and patches, current anti-virus protection and back up of data. DII is currently drafting SLAs for backup services, anti-virus services, monitoring services and patching services. As these SLAs are finalized, they will supersede this SLA. At that time, renegotiation and redefinition of the costs, roles and responsibilities outlined in this SLA may be required. DII's goal is to implement a consistent suite of robust services and is in a state of finalizing these services.

DII will also provide an IMF Administrator account for each agency. DII will implement security layers as outlined in the most recently approved security plan documentation.

DII will pay and invoice Geocortex client agencies (each an equal share) for any hardware maintenance and network operating system costs. These expenses include:

First Year Implementation Costs:
- ✓ The purchase of a net backup client for $500
- ✓ The purchase of a Microsoft Operations Manager Agent for $80
- ✓ Per month charge for back up services for $150

Future Costs:
- ✓ Future costs will be built into the enterprise fee at the beginning of FY '09.

Application licenses are the responsibility of the Client but will need to be verified by DII to ensure proper licensing is in place.

Instructions: Check all selections that apply, and fill in all pertinent information.

1. Date: April 12, 2007
2. Name of client business unit(s): ANR, AOT, ACCD, VCGI
3. Name/Phone/email of client primary technical point of contact: Rick Scott
4. Name/Phone/email of client project sponsor: Dana Dean
5. Type of Agreement
    a. √   Annual, renegotiated for each fiscal year
6. This agreement will be reviewed and/or renegotiated during the three months prior to expiration but no later than 04/01/2008
7. Services requested (check all that apply)
    a. √   Application Sharing
    b. □   Web services
8. Server platform(s) OS
    a. √   Windows 2003 Server
9. Client platform OS (indicate version)
    a. √   Windows
10. Server(s) Location
    a. √   133 State Street
11. Server(s) Accessed From
    a. See latest version of Geocortex IP Security Plan (currently dated 4/4/07)
12. User profile(s): Administrator – Windows Administrator, full control of server (DII);
    IMF Admins – Permissions necessary to install and maintain IMF and support software, as well as full control of the Geocortex IMF *<version number>* folder (Geocortex Admin Team). All other access will be created by the IMF Admins. Refer to Geocortex Security Plan for details.
13. Requests for support and notification of problems will be made by/to:
    a. ACCD – Elke Ochs, 828-5900, Elke.Ochs@state.vt.us
    b. ANR – Peter Telep, 241-3406, Peter.Telep@state.vt.us
    c. VCGI – Steve Sharp, 882-3006, steves@vcgi.org
    d. VTrans – Rick Scott, 828-3969, Rick.Scott@state.vt.us
14. Requests for support and notification of problems during normal business hours will be reported to:
    a. DII Help Desk at 828-3544
    b. Or emailed to dii-helpdesk@state.vt.us
15. Upon notification of a support, security request or problem report to DII Help Desk, DII will:
    a. Document initial request, and inform caller how the incident will be handled
    b. Create an incident report assigned to the DII technical support team befitting the report incident or request.
    c. Page the DII technical person on duty if warranted.
16. Upon notification about a new request, the DII technical person will:
    a. Acknowledge acceptance of the incident and begin the effort to accomplish the goals of the reported incident or request.
    b. Coordinate the appropriate response including obtaining agreement for any troubleshooting steps taken with the original caller and Geocoretex Administration Team.

c. Provide status updates and outage requirements at regular intervals as appropriate with the original caller and Geocoretex Administration Team.
d. Ensure that incident is appropriately closed and that the original caller and Geocoretex Administration Team are notified of the resolution
e. Resolution effort documentation will be added to the Trouble Tracking system knowledge base for future reference by other technical team resources.

17. **DII Responsibilities:**
    a. Provide climate controlled, secure, rack space for server hardware
        1. Security including server permissions management (excluding file permissions within the Geocortex IMF *<version number>* folder)
    b. Provide network connectivity
        1. Including firewall protection
    c. Uninterrupted power supply, with shutdown notification alerting
    d. Automatically install critical security patches. Any other patches will need to be requested, by a member of the Geocortex Admin Team, through the DII Help Desk. 24 hour notice will be given to Geocortex Admin Team if additional patches need to be applied that might require a system reboot outside of scheduled downtime.
    e. Backup Plan
        1. DII will provide a disk to disk to tape solution. Full backup of servers will be accomplished once per week. Incremental backups will be completed daily.
        2. DII will maintain 1 full months worth of data on tape.
        3. Utilize standard net back up client.
        4. A MOM agent will be installed onto this server.
    f. Daily verification of backup data integrity
    g. Notification to client if nightly backup fails
    h. Restore of server data, including databases, configuration data and file systems
        1. The client will have access to complete full restores with up to two weeks of data, through net back-up client.
    i. When possible, scheduled downtime will occur between 10 PM and 4 AM.
    j. Provide remote access to server to Client and vendors as outlined in Geocortex Security plan.
    k. Priority level response when DII Help Desk is notified of problem
        1. The need for an emergency reboot of the Geocortex IMF due to hardware or software failure will be communicated to the Geocortex Admin Team through the Geocortex Admin Team distribution list, who in turn will notify the IMF Site Managers.
    l. Maintain the consultant accessibility to the server as documented in Section 2 of the Geocortex IMF Server Security Plan.
        1. Any activity being considered for the Geocortex server that is not directly related to serving Geocortex map sites must be discussed with and approved by the entire Geocortex Admin Team.
            a. Such activities include, but are not limited to, the hosting of any web pages/sites that are not hosted through the Geocortex server (IIS virtual directories).
    m. Provide billing for the SLA and services rendered

n. Geocortex server communications initiated by DII will be sent to the following people:
1. ACCD – Elke Ochs, 828-5900, Elke.Ochs@state.vt.us
2. ANR – Peter Telep, 241-3406, Peter.Telep@state.vt.us
3. VTrans – Rick Scott, 828-3969, Rick.Scott@state.vt.us
4. VCGI – Steve Sharp, 882-3006, steves@vcgi.org

18. <u>Client Responsibilities:</u>
a. Provide hardware/software configuration of the application(s) to be placed on server(s)
1. Geocortex Admin Team will administer:
   a. Geocortex IMF;
   b. IIS, current version 6.0;
   c. Jakarta Tomcat, current version 5.0.28;
   d. Java SDK, current version 1.4.2;
   e. Java Advanced Imaging, current version 1.1.2_01;
   f. Patches and service packs, and upgrades for those applications listed above;
   g. Folder and file security within the Geocortex IMF <version number> folder;
b. Restore of server data, including databases, configuration data and file systems
1. The client will have access to complete full restores with up to two weeks of data, through net back-up client.
c. If the box fails, please report the problems to the DII Help Desk.
d. Provide DII a primary contact person who is familiar with the computing needs; this person will be responsible for attending support meetings and monitoring communications used for disseminating information on service outages and updates; this person will also be responsible for communicating appropriate information to the client users as needed.
1. This person is responsible for requests for changes in access at the IMF Admin access level. (adding new access, changing access status, deleting expired access).
e. Promptly report problems to DII Help Desk (828-3544) and disclose any circumstances that may have contributed to the reported problem
f. Provide a list of licensing information for all software on the server to include user cals, volume or licensing keys.
g. Provide all client application administrative functions
h. Establish performance monitoring procedures, and will notify DII of noted performance degradation.
i. Assume full liability for consequences arising from the use of software not provisioned for support under this SLA

19. Signatures

This Service Level Agreement has been read and accepted by the authorized representatives of DII, ANR, AOT, ACCD, and VCGI.

_____   _____

Signature (DII)   Date   Signature (ANR)   Date

_____   _____

Name   Name

_____   _____

Title   Title

_____   _____

Signature (AOT)   Date   Signature (ACCD)   Date

_____   _____

Name   Name

_____   _____

Title   Title

_____

Signature (VCGI)   Date

_____

Name

_____

Title