

SERVICE AGREEMENT

between

The Maryland Department of Information Technology and
The Customer

for

Product Design - Conducting Discovery

This Service Agreement forms a part of the Memorandum of Understanding between the Maryland Department of Information Technology (“DoIT”) and the Serviced Customer. The parties agree as follows:

I. Service Description

Discovery is a methodology to quickly build a common understanding of the status and problem(s) facing a complex organization, system, or service. The objective of conducting discovery is to obtain a shared understanding of an organization’s business problem, desired outcomes, current challenges, and potential opportunities regarding the path forward for an IT system or service. The objective of this discovery is not to solve identified issues, but rather to gather the information necessary to collectively make an informed recommendation on how best to move the project/product forward.

A. Standard Service:

The following components are included with the standard service:

1. Conduct intensive and timeboxed research to understand current (and future, if applicable) business operations
2. Understand and document the business problem(s) the agency is attempting to address and develop an understanding of the impacted users
3. Conduct a high-level technical assessment to baseline technical direction (if existing) and market research on available products (if new)
4. Define the high-level Requirements for a Minimal Viable Product (MVP)
5. Communicate discovery findings and recommendations for the next steps to all relevant stakeholders

B. Service Exclusions:

The following elements are excluded from the standard service offering:

1. Discovery does not include the implementation of upgrades or modernization of any existing systems, processes, applications, infrastructure, or hardware.
2. Discovery does not include the implementation of any new systems, processes, applications, infrastructure, or hardware.
3. Discovery does not include the permanent or long-term assignment of DoIT resources to the Agency
4. Discovery does not guarantee the permanent or long-term engagement of DoIT in the Agency's on-going operations or modernization efforts

C. Optional Services

Additional services may be available upon request from the Customer for an added cost. These costs are not included in the budgeted services that DoIT provides and shall be the responsibility of the requesting agency. For any work requested in this area, DoIT will not be able to proceed until fully funded by the requester through a funds certification document.

The following services are add-ons that may be requested. Costs for these items are variable and will be clearly defined and agreed to before moving forward with the request.

1. Standard Discovery efforts are 4-6 weeks, depending on the complexity of the problem being addressed. The length of time for Discovery can be extended as an optional service.

II. Service Dependencies

To ensure the service described herein is delivered consistently and in accordance with state standards, the customer must meet the following requirements:

DoIT Services:	<ul style="list-style-type: none"> • N/A
Technical:	<ul style="list-style-type: none"> • Access to all technical artifacts for the existing system (if applicable) • Access to the code base for the existing system (if applicable)
Non-Technical:	<ul style="list-style-type: none"> • Current Work Orders (WO) /Task Orders (TO) and subsequent modifications pertaining to the current system's implementation and supporting vendor (If applicable) • Original requirements documentation/product backlog for existing system (if applicable) • Any training materials that have been developed • Any additional documentation, user research, or discovery efforts • Access to all previous and current status reports, risk

	<p>logs, issue logs and decision logs pertaining to the current system implementation (if applicable)</p> <ul style="list-style-type: none"> • List and contact information for all Agency stakeholders. • List and contact information for user representatives outside the Agency (if applicable)
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III. Responsibility Model

The following contains a non-exhaustive list that describes the responsibilities for both DoIT and the customer and may be updated periodically. Updates will be considered effective 14 calendar days from the posting date of the new service agreement.

A. DoIT Responsibilities for Customer

DoIT shall be responsible for the following activities in coordination with the Customer:

1. Sign-off on the DoIT Discovery Sprint Charter prior to starting the Discovery engagement
2. Define requirements and user stories for Minimum Viable Product (MVP)
3. Provide results from a Gap Analysis between existing system and MVP
4. Document analysis of products existing in the market and whether or not they meet the Agency's business needs
5. Outline recommendation for either fixing the current system or pivoting to a new system
6. If DoIT's recommendation is to move forward with a new system, DoIT will also provide a "build vs. buy" recommendation based on market research

B. Customer Responsibilities

The Customer shall be responsible for the following activities:

1. Sign-off on the DoIT Discovery Sprint Charter prior to starting the Discovery engagement
2. Identify an Agency Point of Contact (POC)/Product Owner for day-to-day communications during the Discovery engagement
3. Identify an Agency Point of Escalation (POE) (typically the head of the Agency) for issues during the execution of the Discovery engagement.
4. Commit to assign pre-determined resources to participate in a weekly status update to include both DoIT and Agency Leadership
5. Commit to assign the resources and SME to participate in the discovery sessions
6. Commit to identifying and helping to recruit users (internal and external as appropriate) for participation in the discovery

IV. Service Level Agreements (SLA's)

A. Availability

This section is not applicable to this Service Offering.

B. Maintenance

This section is not applicable to this Service Offering.

C. Service Delivery

DoIT will deliver the requested services to the customer in a timely manner according to the following standards.

Category	Measure
Initial Ticket Response and Customer Contact	Within 10 business days after assignment of ticket to the Service Assignment group in ServiceNow.

V. Support and Service Management

A. Support

DoIT will provide support via telephone, email, or in-person according to the SLA's outlined above.

B. Incident Management

This section is not applicable to this Service Offering.

C. Request Management

Requests to move, add, or change service shall be handled as follows:

1. New Service(s)

Entities seeking to utilize the service or deploy optional services outlined herein must:

a) Submit a request via email to doit.intake@maryland.gov explaining the business needs or challenges.

- o DoIT will evaluate the request to ensure that the service meets the entity's business needs.

2. Service Modifications

To increase, decrease, or alter existing service, the Customer must:

a) Submit a request via email to doit.intake@maryland.gov

- o Service modifications include change(s) in the initial agreed upon scope of engagement.
- o DoIT will log the request and assign it to the appropriate team for fulfillment.

- Requests that involve increases in costs and schedule will result in billing changes to the agencies which will require a Statement of Work and fund certification to make the change.

D. Outages

This section is not applicable to this Service Offering.

E. Support and Service Management Exclusions:

Refer Section 1 for Service Exclusions.

VI. Costs for Service

If DoIT has available resources, this service will be provided at no additional cost to the agency. If DoIT does not have available resources, or the Agency requests to expedite this service in a manner that requires DoIT to supplement available staffing levels, the agency may be subject to the cost of bringing on support resources.

VII. Termination of Service

This service will automatically terminate upon completion of the Discovery Report.

VIII. Warranty, Limitations, and Exclusions

This section is not applicable to this Service Offering.