

## **SERVICE AGREEMENT**

between

The Maryland Department of Information Technology and

The Customer

for

Website Add-on Subscriptions

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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:

### **A. Service Description**

The DoIT Web services team offers support to agencies in the operations and maintenance of websites through the use of add-on subscription tools. DoIT can support Agencies with ongoing surveys, calendar events, and analytics reports.

a. Standard Service:

The following components are included with the standard service:

- Select Survey creation for hosted sites
- Provide access to users to create their own surveys
- Add surveys on the website pages
- Event Manager calendar creation
- Customer access to the Event Manager calendar
- Calendar events specific to the customer
- Google Analytics property creation specific to the site
- Customer access to the google analytics property (up to two user accounts)
- Google search collection creation
- Customer access to the search collection (up to two user accounts)
- Google search collection ID added to the agency site
- URL removals from the search collection
- Request indexing of a URL from Google search

b. Service Exclusions:

The following elements are excluded from the standard service offering:

- i. Site specific styling of the event calendar

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.

- i. Google Analytics dashboard creation
- ii. Google Analytics report generation
- iii. Enhanced GA4 (Google Analytics 4) implementation for additional data/ insights

## B. Service Dependencies

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

<b>DoIT Services:</b>	<ul style="list-style-type: none"><li>● Subscribe to DoIT website hosting</li><li>● Subscribe to DoIT website content management service</li><li>● Subscribe to DoIT website creation/enhancements service</li></ul>
<b>Technical:</b>	<ul style="list-style-type: none"><li>● Access to current site (if applicable) server</li></ul>
<b>Non-Technical:</b>	<ul style="list-style-type: none"><li>● Provide three 24 x 7 x 365 points of contact for coordinating outages, emergency maintenance/restoration, and change management</li><li>● Agency identified content SMEs, involved in content updates</li></ul>

- Access to agency leadership/executive sponsor for redesign effort

## C. 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 the Customer

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

- Add a link to the calendar to the site
- Create Google search collection ID to be added to the site
- Add Google analytics to the site that is hosted by DoIT

### b. The Customer Responsibilities

The Customer shall be responsible for the following activities:

- Customer will add the events to the event manager calendar
- Provide the location on the site where the calendar link should be added
- Provide users who need to be provided access to add-on subscriptions (up to two user accounts)

## D. Service Level Agreements (SLA's)

### a. Availability

Service availability includes the duration of time the service is operational during a calendar month and the level at which the service functions. The table below further outlines DoIT's service targets.

Category	Measure
Availability	99.9% uptime

### b. Maintenance

DoIT may modify the service without degrading its functionality or security features.

#### 1) Scheduled Maintenance

Regular maintenance must be performed to maintain availability and reliability standards and includes replacing hardware, upgrading software, applying patches, and implementing bug fixes.

- a) Scheduled maintenance will be performed outside of normal business hours for production servers (7 pm - 6 am Monday - Friday)
  - b) The customer POC will be notified no less than five (5) calendar days prior to the scheduled activity through Service Desk
  - c) Within twenty-four (24) hours after the completion of the scheduled activity, the Customer POC will be notified through Service Desk email
- 2) Unplanned Maintenance
- a) DoIT will attempt to notify the Customer of any unplanned maintenance activities no less than two (2) hours prior to commencement. Note: Emergency activities requiring immediate remediation may not allow ample time for notification
  - b) Within twenty-four (24) hours after the completion of unplanned maintenance activity, the Customer will be notified
- 3) SAAS tools- these will be maintained by respective vendors and we will notify the Customer based on the notification we receive from the vendor(s).

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 2 business days after assignment of ticket to the Service Assignment group in ServiceNow.

## E. Support and Service Management

a. Support

DoIT will provide support by phone, email, or virtually according to the SLA's outlined above.

b. Incident Management

Incidents reported to the DoIT Service Desk will be triaged and managed based on priority as follows\*:

Priority	Description	Response	Target
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(P)		Time	Resolution
P1	An incident that results in a total cessation of service across the Customer	[2] hours	[24] hours
P2	An incident that results in a partial cessation or disruption of service, administrative access issues, or loss of other essential business functions.	[4] hours	[2] business days
P3	Disruption of service for of non-essential functionality, service questions, and administrative requests such as account creation, deletion, and changes	[2] business days	[5] business days
*Note: At times, it may be necessary to contact a vendor for assistance, thereby lengthening response times.			

c. Request Management

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

i. New Service(s) or changes

Customers seeking to use the service must:

1. Submit a request by email to [doit.intake@maryland.gov](mailto:doit.intake@maryland.gov) explaining the needed content changes/updates.
  - a. DoIT will evaluate the request to ensure that the service meets the customer's business needs.

d. Outages

DoIT will notify the Customer via email of any outages or service degradation resulting from maintenance, fault isolation, or other disruptions.

e. Support and Service Management Exclusions:

- i. Refer Section 1 for Service Exclusions.

## F. Costs for Service

- a. License costs for each add-on tool will be determined by the total cost to the state shared equally by each agency that uses that tool. The annual share charge for each tool will be listed in the Rate Card for that fiscal year (available in Aptio)

## G. Termination of Service

- a. This service will automatically terminate upon completion of the design work

## H. Warranty, Limitations, and Exclusions

- a. This section is not applicable to this Service Offering.