

## **SERVICE AGREEMENT**

between

The Maryland Department of Information Technology and

The Customer

for

Desktop Privileged Access Management

---

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

### **I. Service Description**

Desktop Privileged Access Management is a cloud-based application utilized by DoIT to provide local workstation elevated permissions to perform certain tasks which normally would require the user to have Administrative Permissions to complete. This is useful in reducing the number of users with full administrator rights on workstations and reducing the possibility of access compromise. This service was put in place by DoIT to address security audit considerations and is required for any system or user needing such access rights.

#### **A. Standard Service:**

The following components are included with the standard service:

1. The Delinea PM client to be installed on the Serviced Agency’s user’s workstations.

#### **B. Service Exclusions:**

The following elements are excluded from the standard service offering:

1. This service does not support delegation of administrative access to the privilege management console for non-DoIT personnel at this time.

#### **C. Optional Services**

Auxiliary services may be available upon request for an additional cost. These costs are not included in the budgeted services that DoIT provides and shall be the responsibility of the Serviced Agency. For any optional services, DoIT will

not be able to proceed until receipt of a funds certification document demonstrating the request is fully funded.

The following services are add-ons that may be requested. Costs for these items may vary and will be clearly established and must be agreed to as a condition to moving forward with the request.

1. N/A

## II. Service Dependencies

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

<b>DoIT Services:</b>	<ul style="list-style-type: none"><li>• Subscribe to identity synchronization using login.md.gov (MFA Services)</li><li>• Subscription to Managed Patching Services through DoIT (Tanium)</li></ul>
<b>Technical:</b>	<ul style="list-style-type: none"><li>• Active Directory (AD) Groups created for the following user groups within the Serviced Agency's Active Directory<ul style="list-style-type: none"><li>○ Programmers/App Development Teams</li><li>○ Web App Teams</li><li>○ Database Management Teams</li><li>○ Business Intelligence Teams</li><li>○ GIS Teams</li></ul></li></ul>
<b>Non-Technical:</b>	<ul style="list-style-type: none"><li>• Provide 24 x 7 x 365 points of contact for coordinating outages, emergency maintenance/restoration, and change management</li></ul>

## III. Responsibility Model

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

### A. DoIT Responsibilities for Serviced Agency (Enterprise)

DoIT is responsible for the following activities in coordination with Serviced Agency receiving DoIT enterprise managed services:

1. Provisioning access for approved users for their approved applications.

2. Updating access & policies for approved applications as notified by the Serviced Agency.

B. DoIT Responsibilities for Serviced Agency (Non-Enterprise)

DoIT is responsible for the following activities in coordination with a Serviced Agency for which DoIT does not provide enterprise managed services:

1. This service is not available for agencies whose Active Directory is not managed by DoIT.

C. Serviced Agency Responsibilities

The Serviced Agency is responsible for the following activities:

1. Providing lists of users who they have approved for elevated access and the associated application information.
2. Providing agency user resources to troubleshoot issues when needed.
3. Submitting any applications not previously approved by the DoIT Software Approval Board for approval.

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

A. Availability

Service availability includes the duration of time the service is operational during a 24 hour period and the level at which the service functions. The table below outlines DoIT's service targets.

Category	Measure
Availability	99.9% uptime
Capacity	Based on workstation device count
Reliability	hourly updates from the console to user workstations

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 (8 pm - 6 am Monday - Friday; weekends and holidays)
- b) The Serviced Agency will be notified no less than five (5) business days prior to the scheduled activity.

- c) The Serviced Agency will be notified within twenty-four (24) hours after the completion of the scheduled activity.

2. Unplanned Maintenance

- a) DoIT will attempt to notify the Serviced Agency 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) The Serviced Agency will be notified within twenty-four (24) hours after the completion of unplanned maintenance activity.

C. Service Delivery

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

Category	Measure
Initial Ticket Response and Customer Contact	24 hours

## V. Support and Service Management

A. Support

DoIT will provide support via telephone, email, or in-person as it determines is appropriate to the circumstances.

- 1. The DoIT Service Desk is available twenty-four (24) hours a day, seven (7) days a week, to provide Tier 1 telephone support.
- 2. Tier 2 support will be provided during regular business hours (8 am - 5 pm) Monday thru Friday, excluding State holidays and State closings.
- 3. Tier 3 support will be provided as needed to address further escalations
- 4. DoIT will serve as the primary support provider of the service outlined herein except when third-party vendors are employed.

B. Incident Management

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

Priority (P)	Description	Response Time	Target 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 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.			

### Request Management

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

#### 1. New Service(s)

Serviced Agency's seeking to utilize the service or deploy optional services outlined herein must:

- a) Submit a request via email to [doit.intake@maryland.gov](mailto: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 Serviced Agency must:

- a) Submit a request via email to [doit.intake@maryland.gov](mailto:doit.intake@maryland.gov)
  - o Service modifications include increasing or decreasing quantity of units
  - o DoIT will log the request and assign it to the appropriate team for fulfillment.
  - o Requests that involve increases to costs will result in billing changes to the agencies which will require a Statement of Work and fund certification prior to the change being made.

### C. Support and Service Management Exclusions:

While DoIT strives to tailor support and maintenance activities to match the customer's mission, there may be limitations that hinder our ability to satisfy changing business needs. As such, support and service management activities do not include:

1. Development or management of customer applications

2. Repairs or services for the customer's third-party technologies.
3. Spearheading Customer initiatives
4. Project management

## VI. Costs for Service

DoIT provides this service via a shared service 100% reimbursable model, which allows the State to recognize reduced pricing based on economies of scale.

- A. The Serviced Agency charges budgeted for the current fiscal year are outlined in the DoIT Shared Services Annual Invoice.
  1. The unit of measure for which charges are derived for this service is per workstation.
  2. Reference the current fiscal year Rate Sheet for additional information
- B. Under the shared services model, costs will be evaluated and adjusted annually to account for fluctuations in the number of shared services used and the underlying costs to deliver the service.

## VII. Termination of Service

This service will automatically be renewed unless the customer and DoIT mutually agree in writing to adjust or discontinue.

[Select A OR B]

- A. Due to the nature of the service offering, there is no option to opt-out or terminate this service.
  1. Per state security requirements, any elevated privileges on the network are granted via this service offering, so this subscription is automatic for any managed agency with this requirement.
- B. The customer must provide ninety (90) days advance written notice to terminate services. Due to the nature of the state financial system budgeting for IT services, terminations will only be effective at the end of the fiscal year following the conclusion of the ninety (90) day notice period.

## VIII. Warranty, Limitations, and Exclusions

- A. N/A