

SERVICE AGREEMENT

Between

The Maryland Department of Information Technology and
Customer

For

Secure Password Vault Storage

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

I. Service Description

1Password is a password manager that helps users securely store and manage their passwords, credit card information, and other sensitive data. It provides a centralized platform for users to create, store, and access their login credentials, eliminating the need to remember multiple passwords. 1Password also offers features such as strong password generation, two-factor authentication, and secure sharing of passwords with team members.

By using 1Password, users can enhance their online security and streamline the process of logging into various websites and applications. The service encrypts and stores data locally on the user’s device and/or in a secure cloud vault, ensuring that sensitive information remains protected. 1Password aims to simplify password management and improve overall digital security practices for individuals and organizations.

A. Standard Service:

The following components are included with the standard service:

1. **Password Management:** Securely store and manage passwords, eliminating the need to remember multiple credentials.
2. **Strong Password Generation:** Create complex and unique passwords that are difficult to guess.
3. **Secure Sharing:** Share passwords with team members securely.
4. **Two-Factor Authentication:** Enhance security with an extra layer of protection beyond just passwords.
5. **Single Sign-On (SSO)** integration options to streamline user authentication and access to 1Password

B. Service Exclusions:

The following elements are excluded from the standard service offering:

C. Optional Services

Auxiliary services may be available upon request from the Customer for an additional 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 statement of work and 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. 1Password Extended Access Management exists to close the gap between traditional Identity and Access Management (IAM) tools and the realities of the modern workforce. 1Password Extended Access Management is comprised of multiple products that work together to address this access trust gap by securing both managed and unmanaged apps and devices

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">• Subscribe to an Identity management (IAM) solution to manage user access and security.
Technical:	<ul style="list-style-type: none">• The 1Password browser extension and application should be installed on the user's local machine.• Utilize a supported version of Google Chrome browser, Firefox, or other authorized web browser.
Non-Technical:	<ul style="list-style-type: none">• N/A

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 receiving DoIT enterprise managed services:

1. **User Provisioning:** DoIT will handle the provisioning of users into the 1Password system. This means DoIT is responsible for creating and managing user accounts within 1Password, granting appropriate access, and ensuring users have the necessary credentials to use the service. This includes onboarding new users and offboarding departing users.
2. **User Recovery:** DoIT will manage the user recovery process. This includes assisting users with password resets, account unlocks, and other recovery procedures when they encounter issues accessing their 1Password accounts. DoIT will have defined procedures for verifying user identity and securely restoring account access.
3. **Shared Vault Creation:** DoIT is responsible for the creation and management of shared vaults within 1Password. Shared vaults allow groups of users (e.g., teams or departments) to securely share passwords and other sensitive information. DoIT will handle the setup of these vaults, configure access permissions, and ensure that data within the vaults is properly protected.

B. Customer Responsibilities

The Customer shall be responsible for the following activities:

1. **Manage and maintain passwords:** Users are responsible for creating, updating, and securing their own passwords within 1Password, ensuring they meet complexity requirements and are not shared inappropriately.

IV. 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 as specified in our vendor service agreements.

Category	Measure
Availability	99.9% uptime
Capacity	Unlimited Passwords and User Logins
Reliability	less than [10ms] of delay

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 customer will be notified no less than five (5) business days prior to the scheduled activity.
- c) Within twenty-four (24) hours after the completion of the scheduled activity, the Customer will be notified.

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.

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	24 hours

V. **Support and Service Management**

A. **Support**

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

- 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 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:

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 increasing or decreasing the 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 to make the change.

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:

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 model, which allows the state to recognize reduced pricing based on economies of scale.

- A. All services delivered by DoIT under this agreement will be supported via OSM-appropriated funds unless identified consumption or specific requirements demand additional costs to support.

VII. Termination of Service

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

VIII. Warranty, Limitations, and Exclusions

This section not used.