Maryland
DEPARTMENT OF INFORMATION TECHNOLOGY

Wes Moore | Governor
Aruna Miller | Lt. Governor
Katie Savage | Secretary

SERVICE AGREEMENT

between

The Maryland Department of Information Technology and

The Customer

for

Business Intelligence - Private PaaS
Accounts & Onboarding (Qlik Sense)

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

This service delivers named user accounts for the State of Maryland Qlik Sense platform, a private infrastructure, centrally managed business intelligence platform accessed through a standard web browser hosted on the DoIT AWS cloud platform. Accounts come with access to online training provided through the Qlik Continuous Classroom.

Account holders have the ability to create data visualization that promote data exploration, enhance websites and applications with embedded dashboards, customize applications with analytics that address specific business processes or use cases, connect data sources, and generate reports that improve transparency, boost user engagement and inform decision making.

A. Standard Service:

The following is a non-exhaustive list of features included with the standard service:

1. Named user "Analyzer" (viewer) or "Professional" (developer) account for access to the centrally managed platform at https://insights.md.gov/okta
2. Access to all the features, as indicated, in the table below:

Feature	Analyzer	Professional
Create, edit, publish and delete apps		X
Consume apps created by others	X	X

Create and publish stories, bookmarks based on data in apps	X	X
Print objects and export data	X	X
Use Insight Advisor (chat-based search interface)		X
Use GeoAnalytics to map the data and integrate with Esri mapping products	X	X

3. Deprovisioning of the account upon conclusion of the documented term
4. Secure authentication using Okta from within the MDGOV domain;
5. Documentation and limited support for named user onboarding and startup
6. Access to self-paced online training through Qlik Continuous Classroom (QCC) at https://learning.qlik.com
7. Proactive platform monitoring for security compliance and performance
8. Proactive operations and maintenance of the managed platform
9. Product renewals with the vendor

B. Service Exclusions:

The following elements are excluded from the standard service offering:

1. Shared/Headless accounts;
2. Desktop-level licenses;
3. Server-level licenses;
4. Technical support for customer-developed content (see BI - Private & Public PaaS - Customer Developed Applications Support Services);
5. Data source design, development, maintenance and troubleshooting;
6. Technical support for non-standard platform usage and data connections,
7. Installation or support of non-standard extensions, plug-ins and add-ons;
8. Data creation, preparation, remediation or maintenance;
9. Ad hoc and onsite training;
10. In-house technical support for standard platform usage and data connections;
11. Limited vendor technical support for advanced platform expertise;
12. Enhanced features, NPrinting;
13. Ability to share content publicly or with non-account holders;
14. Qlik Analytics Platform (QAP) licenses and setup (see BI - Public PaaS - Licenses and Setup);

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 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 via a Statement of Work before moving forward with the request.

1. Technical support for non-standard platform usage and data connections;
2. Installation or support of non-standard extensions, plug-ins and add-ons;

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:	• Active subscription to Multi-Factor Authentication service (login.md.gov - Okta) for maryland.gov users.
Technical:	• Active State of Maryland government issued email address. • Customer network has stable and reliable connections. • Utilize a vendor-supported web browser (Chrome, Firefox, Edge or Safari) • Data sources must be accessible via configured firewall rules and access permissions.
Non-Technical:	• Complete an account request form with supervisor approval for named user account creation. • Active employment or contract with the named supervisor's agency. • Provide 24 x 7 x 365 points of contact (3) for coordinating outages, emergency maintenance/restoration (with appropriate application access to provide technical assistance), and change management

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. <u>DoIT Responsibilities for the Customer</u>

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

1. Account creation and deletion;
2. Platform administration;
3. Password resets;
4. Platform monitoring;
5. Platform governance;
6. Platform security rules;
7. Outage notifications;

B. Customer Responsibilities

The Customer shall be responsible for the following activities:

1. Prior to account creation, DoIT must receive confirmation from a supervisor of the requestor, who must be a State employee.
2. Follow the vendor user license agreement;
3. Submit a request to DoIT to offboard an account;
4. Actively participate in the process to connect a required data source;
5. Users must not connect to any data source hosting data categorized as Personal Information (PI), confidential, sensitive, restricted access or similar within the platform;
6. Meet the minimum hardware specifications for use of online platform;

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.

Category	Measure
Availability	99.9% uptime
Capacity	Total system is 200 GB

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, upgrades, applying patches, and implementing bug fixes.
   a) Whenever possible, scheduled maintenance is performed outside of normal business hours (8 PM - 6 AM EST Monday - Friday; weekends and state holidays). Occasional maintenance may need to occur during normal business hours.

b) The Customer will be notified no less than five (5) business days prior to the scheduled activity if it is to occur during normal business hours.

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.

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	3 Business Days

V. Support and Service Management

A. Support

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

1. DoIT Service Desk twenty-four (24) hours a day, seven (7) days a week.
2. DoIT Data Services Team during regular business hours (8 AM - 5 PM EST) Monday thru Friday, excluding weekends, state holidays and closings.
3. DoIT will serve as the primary support provider of the service outlined herein.

B. Incident Management

Incidents reported to the DoIT Service Desk are triaged and managed based on incident owner and priority as follows*:

The DoIT managed platform is hosted on the DoIT hosted cloud environment. Please refer to the Public Cloud (AWS) Hosting Service Service Agreement incident response table for information on outages that are attributed to the AWS environment.

Incident Owner: DoIT (Platform Administrator)			
Priority (P)	**Description**	**Response 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
P4	Any other type of incident not included above.	2 Business Days	10 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)

   The Customer seeking to utilize the service herein must:

   a) Submit a request via self-service portal (preferred method);
   b) Submit a request via email or phone
      i) Name
      ii) Email
      iii) Supervisor's Name

   The Customer seeking to deploy optional services outlined herein must:

   a) Submit a request to doit.intake@maryland.gov explaining the business needs or challenges.
      - DoIT will evaluate the request to ensure that the service meets the Customer's business needs.

2. Service Modifications

   The Customer seeking to alter existing service must:

   a) Submit a request via email to service.desk@maryland.gov
      - Service modifications include changing user account type.
      - DoIT logs the request and assigns it to the appropriate team for fulfillment.
      - 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 communicate via X, formerly known as Twitter, @datamaryland 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. Technical support for customer-developed content;
2. Technical support for platform usage and data connections,
3. Installation or support of extensions, plug-ins and add-ons;
4. Data creation, preparation, remediation or maintenance;
5. Data source design, development, maintenance and troubleshooting;
6. Ad hoc and onsite training;
7. Support of enhanced features offered as part of other Service Agreements.

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. The Customer 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 named user account.
    2. Charges are associated with the shared cost of the platform, training and hosting within the DoIT AWS environment.
    3. Reference the current fiscal year Rate Sheet for additional information

B. All services delivered by DoIT under this agreement are done so on a 100% reimbursable model and therefore costs will be evaluated and adjusted annually to account for fluctuations in the number of shared services used and the underlying costs to deliver that service.

VII. Termination of Service

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

A. 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. Warranty

1. Account Management: Ensure accounts are set up, managed and deprecated based on the terms stated in this Service Agreement.
2. Platform Management: Ensure the managed platform and cloud hosting environment are proactively monitored, notifying customers of outages within a reasonable time frame and working directly with the vendor and the DoIT Cloud Services team to troubleshoot issues, when applicable.
3. Named User Account Delivery: Provide the requested platform account within a reasonable timeframe and deliver onboarding guides and access to online training resources.
4. Technical Support: Assist with standard troubleshooting issues related to user account access, account management, or DoIT-managed aspects of the service.

B. Limitations

1. Vendor licensing terms: DoIT serves as the primary customer to the vendor. All account users are subject to the terms and conditions in the vendor's customer agreement.
2. Feature Availability: The vendor reserves the right to modify or discontinue, deprecate or otherwise, any platform feature without notice.
3. Data Security and Privacy: The Customer is responsible for complying with all State and DoIT-specific data security and privacy policies while operating within the platform. The current platform is not regulated to protect data classified as confidential or restricted. The Customer is to self-monitor data loaded by the Customer's named account holders and take immediate and appropriate action to remove and discontinue the use of such data on the platform.
4. DoIT will discontinue any account that is found to be operating outside of the vendor's user license agreement or any statements in this agreement. DoIT will notify the named account holder and the identified manager of the action within a reasonable timeframe.
5. DoIT will remove any data classified as confidential or restricted if the named account holder has not removed the identified data within 30 days of notification. DoIT will notify the named account holder and the identified manager of the action within a reasonable timeframe.

C. Exclusions

1. The Customer is solely responsible for ensuring the data in the Customer's named user accounts is complete, accurate, up-to-date, and complies with relevant government regulations and policies.
2. DoIT is not responsible for customizations or modifications made to individual account environments beyond what is included in the service agreement.

3. DoIT is not liable for content loss due to unforeseen circumstances, platform errors, user error or misuse beyond reasonable control.