

# SERVICE AGREEMENT

Between

**The Maryland Department of Information Technology and  
User Agency**

For

**Data Management Services (FY2021)**

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

## 1 Services Covered

The Maryland Department of Information Technology (DoIT) offers a data sharing and data management platform, accessible through the web environment, in support of data management solutions. This platform hosts and distributes thousands of spatial and non-spatial datasets that can be searched, explored, accessed and downloaded. This platform fulfills Maryland's Open Data Act statutory requirements making data easy to find, access and use. This platform provides built-in tools for data management, sharing, analysis and visualization as tables, graphs, dashboards, and maps, as well as integration with other data hosting, business intelligence and analytics platforms.

These include:

- Access to data management, search, analysis and visualization tools
- Ability to develop public and/or secure solutions
- Access to online training
- Web-based environment to design, test and deploy data sharing and data management solutions
- Ability to connect directly to data sources, such as Google, JSON, Microsoft SQL Server, PostgreSQL, Oracle, Smartsheet, DB2 Salesforce and OData
- Search and filter a centralized repository of thousands of geospatial and non-geospatial datasets
- Create and save custom visualizations of the data as tables, graphs, dashboards, and maps
- Readily integrate with third-party applications and SaaS platforms
- Embed visualizations into webpages
- Gain access to additional datasets from local partners
- Download full or filtered data into multiple formats
- Access built-in API's for developers to quickly bring state data resources into their web and desktop applications.

## 2 Parties Responsibilities

### 2.1 DoIT's Responsibilities:

DoIT shall provide:

- Platform Administration
- 24/7/365 monitoring of enterprise platform
- Account creation
- Password resets
- Tier 2 and 3 support via dedicated DoIT technical staff
- Publishing, download of and connectivity to GIS data and web services
- Adherence to Maryland's Open Data Act statute requirements (State Government, Section 10-1501 through 10-1504)

## 2.2 DoIT shall not be responsible for the following under this Service Agreement:

- Data clean-up, preparation or maintenance
- Custom development
- Non-standard plug-ins and add-ons
- Configuration and support of customer desktops
- Ad-hoc training
- Onsite training at customer location
- Customer support outside of SLA support hour

## 2.3 User Agency's Responsibilities:

User Agency shall provide:

- Source data clean-up, preparation and maintenance
- Source data maintenance and updates at established update frequencies
- Complete data attribution and metadata
- Data store and data spend management
- Registration for training courses
- Notify DoIT of any requirements to store sensitive, Personally Identifiable Information (PII), HIPAA compliance, section 508, and agree to and adhere to DoIT's IT security policies
- An annual needs assessment and submission of licensing request
- Minimum hardware specifications for use of all software
- Control sharing of data/maps/apps for online platform usage
- Report any request for service to the DoIT Service Desk
- Three (3) customer contacts to be used as contacts for this service.

## 3 Service Level Agreements

- Support Hours: 8AM - 5PM Monday – Friday
- Uptime: 99.9%
- Response time and resolution targets:

- Priority 1 (P1) response time 30 minutes, resolve time 2 hours
- Priority 2 (P2) response time 2 hours, resolve time 1 day
- Priority 3 (P3) response time 2 hours, resolve time 2 days
- Priority 4 & 5 (P4/P5) response time 2 hours, resolve time 5 days
- Note: At times, it may be necessary to contact a vendor for assistance, thereby lengthening response times.

## 4 Maintenance Schedules

Notice will be provided to Data Management Services platform subscribers for any planned maintenance by vendors either via email or through in-platform notifications.

## 5 Support and Service Outages

DoIT will post notices via social media (Twitter @MDiMAP) regarding intermittent service or disruption in service.

## 6 Costs for Services

The cost of the covered services is outlined in DoIT's Cost Allocation Schedule, which is the DoIT Shared Services- Annual Invoice, for the current fiscal year.

## 7 Termination of Services

Agency must provide 60 days' advance written notice to terminate services.