

SERVICE AGREEMENT

Between

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

For

Email and Collaboration 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), through our Google partnership, provides Workspace Enterprise Plus. Google is primarily used for enterprise email, but offers collaboration and many other enterprise-class features. These services include but are not limited to:

- Mail:
 - Ability to create shared/delegated email accounts.
 - Standard naming convention: `firstname.lastname@maryland.gov`. When there are duplicate names, middle initials may be used to differentiate the email address or a number after the last name.
 - Ability to send and attachments up to 25MB and receive up to 50MB
 - Email residing in trash will be automatically be deleted every 30 days
 - Virus and spam protection for all inbound and outbound messages
 - Compatibility to send and receive encrypted emails
 - External sending limitation of 2,500 emails per account in a 24 hour period
 - Internal sending limitation of 10,000 emails per account in a 24 hours period
 - Our Google email is encrypted in flight and at rest
- Calendar Resources:
 - View, update, and share employee calendars as well as schedule meetings
 - Opportunity to create resource calendars for fleet, loaner equipment, etc.
 - Access to view and reserve selected conference rooms
- Groups/Distributions Lists:
 - Automatically added to global address list
 - User created mailing group or administratively created mail distribution lists
- Drive:
 - Use of Google Drive including but not limited to, Docs, Sheets and Slides
 - Unlimited storage
 - Shared Drives
- Meet:

- Google Meet for voice and video meetings up to 250 people
- Recordings for meetings, with recordings automatically saved to Drive
- Broadcasting for view-only to 100,000 internal users
- Miscellaneous:
 - Email residing in trash will be automatically be deleted every 30 days
 - Legal holds and PIA requests
 - A copy of all email is retained in Google Vault for 10+ years
 - Upon termination, the employee's mailbox is retained for 10+ years using Google Vault
 - Google Sites internal to maryland.gov only
 - Interactive training available within the Google Platform
- Accompanying Services:
 - Partnership with Virtru allows for an additional encryption option and Data Loss Protection. (This is an additional charge.)

2 Parties Responsibilities

2.1 DoIT's Responsibilities:

DoIT shall provide:

- Google contract management and ensure license availability.
- Notification to customers of any changes or modifications to the current system.
- Provide training to an Agency when requested.
- Notifications to customers of any service degradation and work to resolve.
- Legal holds and PIA requests in a timely manner
- A DoIT Google support site for maryland.gov account holders.
- Adherence to DoIT's Change Management process.

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

- Access to Google Payments
- Configuration and/or troubleshooting of customer managed LAN
- Configuration and/or troubleshooting of customer managed desktop technology
- Support for other browsers
- Unsupported third party apps and extensions from the Google Play Store

2.3 User Agency's Responsibilities:

User Agency shall:

- Be willing to perform a one-way sync to DoIT's Active Directory and allow for some attributes to be synced back to the customer's Active Directory. The Google system is populated from Microsoft Active Directory automatically. Microsoft Active Directory is a requirement.
- Utilize a supported version of Google Chrome Browser.

- Have Internet connectivity
- Notify DoIT of any service disruptions
- Provide DoIT Service Desk with screen prints of any errors
- Follow procedure for PIA and/or e-discovery requests. Procedures and instructions can be found at Maryland Apps for Work Site.
- If applicable, be responsible for providing an employee's email address to obtain a Virtru license as well as removing employees from Virtru who are no longer with the agency or no longer need a Virtru license. These requests should be made through the DoIT Service Desk.

3 Service Level Agreements

- Support Hours: 8AM - 5PM Monday - Friday
- Uptime: 99.9%
- Priority 1 (P1) - response time 30 minutes, resolve time 2 hours
- Priority 2 (P2) - response time 2 hours, resolve time 1 days
- 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 vendors for assistance, thereby lengthening response times.
- Capacity: N/A

4 Maintenance Schedules

DoIT will provide notice to the User Agency at least 5 days in advance of any planned maintenance.

5 Support and Service Outages

Normal hours of operation for DoIT technical support staff are 8AM – 5PM Monday - Friday (excluding holidays).

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.