

SERVICE AGREEMENT

Between

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

For

networkMaryland 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

networkMaryland™ is the State's private high-speed network that supports public sector data transport and common service delivery. Built using a combination of existing fiber optic cable assets and the installation of additional fiber and wireless infrastructure, networkMaryland™ provides a cost effective solution for wide area and Internet connectivity as well as perimeter security defenses to protect networks for intrusions. Additionally, networkMaryland™ provides the statewide government Intranet which allows agencies to host and share common applications. Services are available to the State of Maryland Enterprise Agencies, Individual State of Maryland Agencies, and Counties and Local Municipalities.

2 Parties Responsibilities

2.1 DoIT's Responsibilities:

DoIT shall provide:

- Annually, all State agency requests for transport or Internet services thru DoIT are fulfilled using networkMaryland™
- Infrastructure that supports critical state business processes
- Services directly operated and maintained by the Networks Division
- Notification scheduled maintenance and 3rd party outages.
- 24/7/365 monitoring

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

- Local Area Network (LAN) hardware, maintenance or support. Refer to the LAN/WAN Services Agreement for more details)
- Perimeter defense

2.3 User Agency's Responsibilities:

User Agency shall:

- Provide the appropriate connectivity from the customer local area network (LAN) to the networkMaryland™ components
- Coordinate access for service installations
- Designate 24x7x365 points of contact for coordinating outages, emergency response, maintenance, restoration and change management
- Be responsible for any/all cost for the replacement or repair of structured cabling or wiring
- Submit a Network Service Request (NSR) to request new services or change existing services.

3 Service Level Agreements

3.1 Target Service Availability

- Guaranteed networkMaryland™ 99.9%
- Remote Response = 30 minutes
- Onsite Response = 4 hours
- Note: At times, it may be necessary to contact a vendor for assistance, thereby lengthening response times.

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

This service is available to customers 24 x 7 x 365 and adheres to the maintenance, change management and 3rd party schedule.

- Change management, provisioning, maintenance, operating system upgrades, 3rd party outages and configuration control are not measured in incident response metrics and network availability measurements.
- DoIT, networkMaryland™ and 3rd party maintenance windows and service specific changes may be coordinated with customers at non-standard times.
- 3rd party support information
 - Phone Number: 1-877-664-6963
 - NOC email address: noc@networkmaryland.gov
 - Website: www.networkmaryland.gov

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.