

1.0 Trouble Reporting and Trouble Ticketing/Tracking System Requirements.

- 1.1 The Maryland Department of Budget and Management (DBM) CCU DCIS Service Level Agreement (SLA) requires that 80% of monthly service desk tickets be resolved within 24 hours.
- 1.2 The user reporting the problem must be contacted via email or phone, by a member of the service desk, within 2 hours of the ticket being issued.
- 1.3 The user must be provided the ticket number, date and time opened, status of the ticket, and description of the problem reported.
- 1.4 The Trouble Ticketing/Tracking System shall assign a unique “ticket number” to each ticket created.
- 1.5 All notes pertaining to the problem shall be documented in Trouble Ticketing/Tracking System to the satisfaction of the TO Manager or designated supervisor.
- 1.6 The Trouble Ticketing/Tracking System must provide automated time stamp capability to indicate when the ticket was created, when it was assigned to a member of the service desk, and when the ticket was resolved.
- 1.7 The Trouble Ticketing/Tracking System shall have a designated location in the ticket for notes to be made documenting any troubleshooting or research performed.
- 1.8 The Trouble Ticketing/Tracking System shall have the ability to reopen a trouble ticket.
- 1.9 The Trouble Ticketing/Tracking System shall offer the ability to assign each ticket a priority level.
- 1.10 Any updates to the priority level of a ticket will be automatically entered into the Trouble Ticketing/Tracking System log with the user ID of the individual making the change and a timestamp.
- 1.11 Ticket priority levels and required resolution times are defined below.
- 1.12 The service provider manager must obtain the TO Manager’s approval prior to reducing the priority level of a ticket.

2.0 Service Desk Requirements.

2.1 Definition of Terms Used.

2.1.1 Respond/Acknowledgement Time – the timeframe within which the service provider must either acknowledge that a problem has been reported by the user or respond to a request to open a trouble ticket.

2.1.2 Resolution time – the timeframe within which the service provider must resolve a problem reported by the user.

2.1.3 Response Availability – the times during which the service provider must provide support for the DCIS as per this SLA.

The basic SLA required from service desk is as follows. Service Reduction Days, Furloughs, and Weekends are not included in the SLA response requirement given below.

Failure to respond as per the SLA requirements will result in a rejected deliverable and unacceptable performance rating on the DPAF.

Level	Category	Respond / Acknowledgement Time	Resolution Time	Response Availability	Definition			
					Business and Financial Exposure	Work Outage	Clients Affected	Workaround
4	Urgent	2 Hours or less	Within 24 hours	5 days/week, Mon-Fri, 7:30AM-5:30 PM ET	The issue creates a serious business risk or financial exposure	The issue causes the systems or clients to be unable to work, or be unable to work or perform some <i>significant</i> portion of their job.	The issue affects a number of clients, high profile clients (i.e. executive management, and critical systems)	There is no <i>acceptable</i> workaround to the problem (i.e. the job cannot be performed in any other way).
3	High	8 Hours or less	Within 2 business day (within 48 hours)	5 days/week, Mon-Fri, 7:30AM-5:30 PM ET	The issue creates a business risk or financial exposure	The issue causes the systems or clients to be unable to work, or be unable to work or perform some portion of their job.	The issue affects a number of clients, high profile clients (i.e., executive management, and critical systems)	There may or may not be an acceptable workaround to the issue, however, system, service or component degradation continues to exist.
2	Normal	7 Days or less	Within 5 week	5 days/week, Mon-Fri, 7:30AM-5:30 PM ET	The issue creates a low business risk or financial exposure	The issue causes the client to be unable to perform some small portion of their job, but they are still able to complete most other tasks. This may also include questions and requests for information.	The issue affects a number of clients	There is likely an acceptable workaround to the problem. The system, service or component is experiencing minor performance degradation.
1	Low	30 Days or less	As agreed	5 days/week, Mon-Fri,	The issue creates a very low business	The issue is typically a request for service with	The issue affects a number of clients or	There is an acceptable workaround to the

			by Project Manager	7:30AM-5:30 PM ET	risk or financial exposure	ample lead time. This may also include questions and requests for information.	individuals	problem.
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