Larry Hogan | Governor
Boyd K. Rutherford | Lt. Governor
Michael G. Leahy | Secretary
Lance Schine | Deputy Secretary

SERVICE AGREEMENT

Between
The Maryland Department of Information Technology and
User Agency
For
Business Intelligence (BI) and Productivity 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 interactive analytic and visualization tools, accessible through the web environment, in support of business intelligence (BI) solutions. These solutions are designed to boost user engagement and inform decision making through data visualizations, dashboards, and reports. DoIT offers a spectrum of services to deliver BI solutions that help customers meet their business objectives and streamline business processes.

These services include:
- Shared Services
    - Access to business intelligence tools on open or secure platform
    - Ability to develop public, as well as secure solutions
    - Access to online training
    - Web-based environment to design, test and deploy dashboards
    - Access to a wide selection of visualization types, such as bar, column, line, pie, area and funnel charts, stats cards, tree maps, waterfall charts and KPIs
    - Ability to connect directly to data sources, such as Google, JSON, Microsoft SQL Server, PostgreSQL, Oracle, Smartsheet, DB2 Salesforce and OData
    - Readily integrate with third-party applications and SaaS platforms
    - Assistance with identifying best solution based on customer requirements
    - Modernization of legacy dashboards or reporting tools
    - Access to integrated GIS mapping and location capabilities
    - Marketing of production solutions to local and national user communities
    - Ability to seamlessly embed solutions into website and mobile application
- Licenses (QlikSense, PowerBI)
    - Connect to data in the cloud or on premise to draw deep insights for a broad range of scenarios
    - Perform data prep and modeling to clean, transform and compile data from multiple sources
    - Dive into data with features like measures, grouping, forecasting and clustering

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- o Create reports and dashboards with interactive data visualizations
  - o Create mobile-optimized business intelligence solutions
  - o Author and publish reports and dashboards for public or secure access
  - o Share reports with specific end user and end user groups
  - o To get the most out of your licenses, it is recommended that licensing services be paired with professional service offerings.
- Professional Services
  - o Consulting
    - Current/Future State Analysis
    - Gap Analysis
  - o Solutions Development
    - Legacy Modernization
    - Enterprise System Integration
    - Design and setup of dashboards utilizing enterprise platform offerings
    - Desktop/Web/Mobile App Development
  - o Data Guidance and Recommendations
    - Data Schema
    - Data Quality Assurance
    - Metadata Creation
    - Data Development
    - Data Maintenance
    - Data Validation
  - o Database Design
    - Development of Functional Requirements
    - Conversion of Legacy Databases
  - o Solutions Integration
    - Enable system interoperability
    - Integration with third-party applications and SaaS platforms
    - Connection to a variety of data sources (i.e. Excel, csv, JSON, Microsoft SQL Server, PostgreSQL, Smartsheet, Salesforce, Oracle, Dynamics, Esri and OData (Open Data)
    - Map and Location Integration
    - Website Integration
  - o Workflow Automation
    - Streamline Live Data Updates
    - Development of Scripts/Models
    - Extract, Transform, Load (ETL) Process Development
    - Alerts Based on Status Changes

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2   Parties Responsibilities

2.1   DoIT's Responsibilities:

DoIT shall provide:

- Platform Administration
- License / Account creation
- Password resets
- 24/7/365 monitoring of enterprise platform
- Tier 2 and 3 support via dedicated DoIT technical staff
- BI professional services will be carried out following the development of a Statement of Work (SoW).
    - The SoWs will include detailed scope of work to be performed, estimated time to complete, cost to complete, and deliverables

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
- Code deployment to non-DoIT hosted environments
- Creation of new API's
- Configuration and support of customer desktops
- Customer support outside of SLA support hour

2.3   User Agency's Responsibilities:

User Agency shall supply certain requirements necessary on the part of the customer to ensure all aspects of the project are considered, developed, and completed.
These include:

- Source data access
- Source data clean-up, preparation and maintenance
- Data store and data spend management
- Any existing system documentation and access to or copy of the database.
- Feedback and authorization of requests requiring a Statement of Work
    - Business requirements
    - An approved and signed Statement of Work (SOW) and service agreement(s) prior to project kick-off
    - A point of contact with direct knowledge of business process, workflows and data
    - Timely feedback throughout the entire process outlined in the SoW
- 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
- Report any request for service to the DoIT Service Desk
- Three (3) customer contacts to be used as contacts for this service

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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 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
    - Service Requests response time within 1 business day, resolve time 7 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 Business Intelligence (BI) Services platform subscribers for any planned maintenance by vendors either via email or through in-platform notifications. DoIT will provide notice to the User Agency at least 5 days in advance of any planned outages.

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.

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