SERVICE AGREEMENT

Between
The Maryland Department of Information Technology and Subscribing Entity
For
End User Support 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) provides cost-effective, reliable, and scalable desktop technology services and support. This service includes all of the desktop resources (people, processes and technology) to minimize downtime, leverage the latest end user technology, and secure your environment. Customers are provided with incident management for resolving and tracking user issues; problem management for managing problem investigations from detection to eradication; change management for tracking scheduled and planned infrastructure changes; and service level management for tracking service level commitments.

2   Parties Responsibilities

2.1   DoIT's Responsibilities:

DoIT shall provide:

- Full access to the DoIT self-service portal which allows customers to open and view their requests.
- Advanced Tier 1 support with some Tier 2 capabilities through DoIT Service Desk.
- Tier 2 and 3 support through dedicated DoIT technical staff.
- Service Delivery managers to interface with staff.
- Quarterly Key Performance Indicator (KPI) reports.
- Standard, security hardened, Operating System (OS) image creation and deployment.
- Operating System (OS) upgrades and migration services.
- Standard software licensing including Windows OS and Tanium EndPoint Systems Management, and McAfee Endpoint Security.
- Patching services to include Microsoft Windows OS critical and recommended as well as other approved standard software.
- Remote support capabilities utilized where possible to facilitate quicker response times.
- Hardware and software asset management.
- Network password reset self-service.

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- License Compliance.
- Audit Support
- Encryption of all applicable devices.
- Major Incident (outage and day zero cyber threat response) and problem management.
- Installation, configuration of all standard/approved hardware and software.
- User onboarding, transfer, and off-boarding services (moves, adds, and changes).
- Mobile support for State recognized devices.
- Security and support of all standard hardware and software eligible for vendor support and best effort for end of life hardware and software.
- Meet response times associated with the priority assigned to individual incidents and service requests.
- Appropriately notify users of all scheduled maintenance via Service Desk notifications.
- Clearly document the service provided in the DoIT Service Catalog.

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

- Personally owned devices
- Computers running an unsupported or non-standard OS
- Non-standard hardware and software break/fixes. These incidents will not be covered by standard SLAs although DoIT staff will best effort to resolve these issues. Additional charges may apply if third parties must be involved to troubleshoot.
- A computer that cannot be accessed due to either non-SWIGI IP address or inability to access user's domain.

2.3   User Agency's Responsibilities:

User Agency shall:

- Provide three points of contact (e.g. CIO, Deputy CIO, IT Director, etc.)
- Utilize DoIT Service Desk and ServiceNow ticketing system for all requests and incidents described in our Service Catalog.
- Provide accurate and complete information relative to all issues, including any error messages.
- Provide feedback requested by technician through the ServiceNow ticketing process by replying to email when additional information is requested.
- Read all closure notes generated by the ServiceNow ticketing process and call the Service Desk as soon as possible if issue or request has not been successfully completed.
- Ensure users are running DoIT supported, non-legacy systems and/or software.
- Follow Appropriate Use policy and Information Security policies and guidelines. Policy is available on DoIT's website: https://doit.maryland.gov/policies/Pages/default.aspx
- Provide access to supported user hardware either in-person or via remote assistance tools.
- Be available to End User Support technicians during the resolution of a service related incident or request.

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- Provide proof of license and/or installation media when requesting software installation, if required.
- Be responsible for all data stored locally on the user's device.
- Subscribe to networkMaryland services.

3   Service Level Agreements

- SLA response time and resolution details are described in the Service Catalog under End User Computing. https://doit.maryland.gov/support/Pages/sc_index.aspx
- Response time and resolution targets:
  - Priority 1 (P1) response time 30 minutes, resolve time 4 hours
  - Priority 2 (P2) response time 1 hours, resolve time 2 days
  - Priority 3 (P3) response time 4 hours, resolve time 4 days
  - Priority 4 & 5 (P4/P5) response time 10 hours, resolve time 7 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

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). Availability prior to 8AM and after 5PM must be coordinated and scheduled with Agency's lead technician.

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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