

Service Level Agreements

Introduction	<p>A <i>Service Level Agreement (SLA)</i> a formally negotiated agreement between two parties; a customer and a service provider. A SLA typically identifies the following information:</p> <ul style="list-style-type: none"> • Service Name • Service Description • Measure (How the service will be measured) • Target (A target service level for the service provider to provide to the customer)
Origin of SLA Document	<p>From the results CWS/CMS Timeline and Prioritization Meeting of 9/27/2007 with specific agreements based on:</p> <ol style="list-style-type: none"> 1. <i>County APD Workload Management Guiding Principles</i> 2. <i>CWS/CMS Categories and Metrics</i> 3. <i>SLAs for County APDs</i> (including applicable criteria) 4. <i>Definitions for APD Request Metrics Categories</i>
Applicability / Definitions	<p><i>Project Office</i> applies to both CWS/CMS Project Office and SAWS Project Approvals APDs.</p>

1. County APD Workload Management - Guiding Principles

<p>1. Unless specifically called out, or determined by management, the processes and criteria apply to all APDs (special circumstances that may cause exceptions to the rule - County size, political environment, budget conditions).</p>
<p>2. All APDs are not equal.</p>
<p>3. The group commits to exploring options for managing the workload that may not have previously been used – for example, assigning a priority to an APD, adding it to inventory on that basis and adhering to the set priority.</p>
<p>4. County APDs prepared in accordance with newly developed procedures and fully vetted prior to submission receive higher priority than non-vetted APDs.</p>
<p>5. APDs that are not created and submitted in a timely manner receive lower priority than those created promptly.</p>
<p>6. The counties are informed ASAP of the potential consequences for delayed or non-conforming submissions.</p>
<p>7. The SLA clock stops ticking when the APD is returned to the County for Findings - it starts back up upon receipt of the appropriate requested information.</p>
<p>8. An SLA is needed for the County to respond to deficiencies or Findings. Group proposes 10 days for County to respond.</p>
<p>9. APDs that will require ACF approval get first attention by State if submitted by County on time and according to new procedures; maximizes available time window needed for Federal review and Findings process.</p>

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2. CWS/CMS Categories and Metrics

Review Level #	APD Category Description	Activity Volume	Activity Percent	Reviews Required	Federal Review Required?
1	< \$100K IT-Related	62	41%	Project Office	No
2	< \$100k *Program-related (see Review Level Required - Definition of Terms Table for details)	37	25%	Project Office CDSS Program	No
3	> \$100k no Federal Review required	44	29%	Project Office CDSS Program CDSS Legal CDSS Fiscal	No
4	> \$100k Federal Review required	7	5%	Project Office CDSS Program CDSS Legal CDSS Fiscal Federal Approval	Yes

(CWS/CMS County APD Submitted Volume For FY 06/07 = 150₁)

Review Level # and Descriptions / Statistics – FY 2006/2007	
Level 1:	41% of CWS/CMS APDs do not require CDSS or Federal Review – they can be approved through the Project Office.
Level 2:	25% of CWS/CMS APDs do not require CDSS Legal, CDSS Fiscal, or Federal Review; they can be approved through the Project Office after review by CDSS Program.
Level 3:	29% of CWS/CMS require CDSS Program, CDSS Legal, and CDSS Fiscal Review.
Level 4:	5% of CWS/CMS require CDSS Program, CDSS Legal, CDSS Fiscal, and Federal Review.

¹ Data source for table: Metrics analysis and results from CWS/CMS PO 9/2007

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3. Service Level Agreement for County APDs

State Processes: Based on the following criteria:		
<ul style="list-style-type: none"> • APDs have been created based on newly available tools and references. • County has followed suggestions and guidance received from Project Office during the development of the APD. • County has submitted the APD and all accompanying documents in conformance with newly developed procedures. • County revises APD and resubmits in accordance with County SLA and newly developed procedures.w 		
<p>If the above criteria are met, the following Service Level Agreements are offered to accomplish each set of activities listed on the process maps below:</p>		
Review Level	APD Process Map (Workflow Diagram-based) Name and Activities Included in Agreement	Service Level Agreement
1	<i>Initial Submission + Determine Reviewers + Project Office Reviewers Review</i>	<i>20 business days</i>
1	<i>Repeated Submission + Determine Reviewers + Project Office Reviewers Review</i>	<i>10 business days</i>
2	<i>Initial Submission + Determine Reviewers + Project Office and CDSS Program Reviewers Review</i>	<i>20 business days</i>
2	<i>Repeated Submission + Determine Reviewers + Project Office and CDSS Program Reviewers Review</i>	<i>10 business days</i>
3	<i>Initial Submission + Determine Reviewers + Project Office and CDSS Program and CDSS Legal and CDSS Fiscal Reviewers Review</i>	<i>20 business days</i>
3	<i>Repeated Submission + Determine Reviewers + Project Office and CDSS Program and CDSS Legal and CDSS Fiscal Reviewers Review</i>	<i>10 business days</i>
4	<i>Initial Submission + Determine Reviewers + Project Office and CDSS Program and CDSS Legal and CDSS Fiscal Reviewers Review + Federal Review is performed</i>	<i>20 business days + 60 calendar days</i>
4	<i>Repeated Submission + Determine Reviewers + Project Office and CDSS Program and CDSS Legal and CDSS Fiscal Reviewers Review + Federal Review is performed</i>	<i>10 business days + 60 calendar days</i>

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3. Service Level Agreement for County APDs

County Processes: The County agrees to the following:		
Review Level	APD Process Map (Workflow Diagram-based) Name and Activities Included in Agreement	Service Level Agreement
All	County Processes – receive notice of deficiency or Findings and Recommendations Report and respond to Project Office through one of the following actions: 1) a corrected APD 2) notification of the necessary or planned action 3) a call to the Project Office	10 business days

4. Definitions For APD Request Metrics Categories**

Review Level Required – Definition of Terms
Growth - Equipment requests for new staff or a new office
*New Functionality Hardware - Hardware requests for projects whose purpose is to introduce new functionality unrelated to the current system/application.
*New Functionality Software- Software requests for projects whose purpose is to introduce new functionality unrelated to the current system/application.
*New Functionality Services - Services to implement software and/or hardware whose purpose is to introduce new functionality unrelated to the current system/application.
M&O - Hardware, software and service costs that are annualized and are required for County operations, including IT support, warranty services, LAN maintenance, etc.
Infrastructure - Requests for hardware that support the County network, including, routers, switches, servers, etc., not included in the tech refresh cycle.
Tech. Refresh - A replacement cycle for hardware.

**Developed jointly between SAWS and CWS/CMS.