Operating Level Agreement

By

Network Department

For

Provided Services

Effective Date: **6-1-2012**

Document Owner: Network Manager

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Scope of Operating Level Agreement

GENERAL OVERVIEW

This document represents an Operational Level Agreement ("OLA") between the service providers, to document the working relationships and response times for the different services that the Network department can provide. This OLA shall remain valid until revised or terminated.

PURPOSE/SCOPE

The **purpose** of this Operational Level Agreement is to ensure that the proper elements and commitments are in place to provide consistent service support and delivery to the Customer(s) by the Network department.

The objectives of this Agreement are to:
- Provide clear reference to ownership, accountability, roles and responsibilities
- Present a clear, measurable description of the service to the customer

Operating Level Agreement Terms Defined

After Hours On-Call Support

Non-business hours at IHS are defined as 5pm – 7am (Monday-Friday), All day/night Saturday and Sunday. This also includes observed holidays (New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Day).

Best Effort

Best Effort means that we do not guarantee a resolution, but will do what we can with the resources available to help. This is the effort provided by the Network Department when contacted for help with non-supported or non-IHS owned hardware. This includes Hardware not in one of our approved IHS Datacenters.

Customers

Primary customer – Anyone in the IT Department including, but not limited to, Project Managers, Virtualization and Exchange Dept, SAN and Server Departments, Exchange Dept, Application Teams and Database Administrators

Secondary customer – Anyone who is a user of IHS applications, hardware, or network connectivity to perform their job responsibilities.

Service Desk Express (SDE)

SDE is the ticketing system used at IHS. Web based application that is available to all IT staff from any computer on the IHS network using http://sde.ihs.org

Resolution Time

When solution found and incident is closed. Date and time will be documented with in ticket and manually can be adjusted if necessary. This may vary depending on Vendor and Hardware availability.

Response Time

Thirty minute Acknowledgement or callback – The ticket will be acknowledged and/or a call will be placed to the customer within thirty minutes. The person will verify information and possibly ask a few more probing questions about the customer's issue.

After hours response – If a call comes in after normal business hours, depending on urgency, the local On-call tech may be paged from the On-call list. They have ten minutes to respond to the Service Center that they have received the ticket and thirty minutes to contact the customer.

Urgency Level

Determined levels of response according to the importance of the issue and whom it may be affecting. Definitions of those urgent levels and appropriate responses are listed within this document.

INSTALLATION OF HARDWARE - Roles and Responsibilities

SERVICE PROVIDED

UnityPoint Health

Network OLA for Iowa Health System

As a service to our primary customer, we will install network based hardware into IHS approved sites. Hardware installation is to be considered a Standard Urgency unless otherwise approved by the Network Manager. This hardware will be assembled and installed within 15 days from when we both receive an SDE request and when all of the hardware shows up to be assembled.

Typical order and shipping timeframes
Switches, Routers, Wireless- typically 3-4 weeks from POR submittal
Cabling – typically up to 3 weeks from POR submittal
Racks – typically 30 days from POR submittal
Power orders – 2 – 3 weeks from POR submittal

*please note that during times of heavy workload, these times will be revaluated, reassigned or prioritized by Management.

CUSTOMER REQUIREMENTS

- Customer must create an SDE Ticket in order for request to be time stamped and tracked. Within the ticket, we will need to know
  (1) Exact nature of work to be done. What hardware will need to be assembled?
  (2) Where the hardware is located
  (3) What datacenter or facility will the equipment need to be installed in?
  (4) Requested delivery date
  (5) Special configuration requirements
- Customer will update any Application design docs they have on file with the hardware information provided from the service provider.

SERVICE PROVIDER REQUIREMENTS

- Enter a Low-Low Change Management Ticket; meaning this type of work is preapproved
- Install Hardware: Assemble hardware to specs, validate hardware powers on without error
- Verify hardware configuration
- Test connectivity of new hardware
- Update the Site Documentation (VISIO) with all new hardware.
- Meet response times associated with the priority of the assigned Service Request
- Train staff on Appropriate Service Support Tools
- Update remote site database if it applies
- Update Solarwinds with new node information if applicable

URGENCY

When a task is assigned, it is given one of the following Urgency designations. Critical vs. Standard most generally is determined by the effect of the issue on patient care.

Urgency	Description	Examples	Response Time	Resolution Time
Critical	Affecting Patient Care or	Business critical system is offline and assistance is requested by the	Callback in 10-min of	24 Hours

Network OLA for Iowa Health System

Urgency	Description	Examples	Response Time	Resolution Time
	an Outage situation	Network department.	receiving notification, work around in place within 1 hour	
VIP	Pre-determined by local AE's for some customers at IHS	IT Directors, VP, CIO	30-min callback	24 Hours
Standard	Issue needs resolution, but not determined critical – majority of incidents.	Non business impacting	30-min callback	3-5 days

Measures of Success

Below are measurable statistics that we can use to determine that we were successful

SUCCESS MEASURES

- Hardware is installed properly, following IHS Standards
- Successful Power on Test (either in Lab or in Production)
- Site documentation (VISIO) has been updated with all new hardware
- Configuration has been saved in NCM within Solarwinds
- Ticket was completed in the given timeframe

TROUBLESHOOTING OF HARDWARE - Roles and Responsibilities

SERVICE PROVIDED

As a service to our primary customer, we will troubleshoot Network systems located in an IHS approved sites. Urgency will be based upon the IHS standard unless otherwise approved by the Network department Manager. Note that we will provide Best Effort support for any Vendor Hardware or any equipment located outside of an approved IHS datacenter.

*please note that during times of heavy workload, these times will be revaluated, reassigned or prioritized by Management.

CUSTOMER REQUIREMENTS

UnityPoint Health

Network OLA for Iowa Health System

Once ticket has been deemed a Network issue by the customer or Service Center:

- An SDE Ticket must be created or Transferred to either the IT_Network_Support Group Queue, in order for the request to be time stamped and tracked. This ticket must include as many notes as possible, including :
  - Description of Problem
  - Are there other users having same problem
  - How is User Accessing our Network? (Local, Citrix, Wireless, VPN, etc...)
  - Best contact number for user callback when necessary
- If ticket was transferred, there needs to be either a page or warm transfer done, to ensure that the Tech is aware of the issue and can act immediately.

SERVICE PROVIDER REQUIREMENTS

- Acknowledgment of SDE ticket by assigning an engineer
- Troubleshoot the issue, pulling in any Hardware Vendor as needed
- Updating user and ticket daily with progress if issue is taking longer than expected
- Involving Senior Techs and/or Manager if they do not see resolution within Pre-defined resolution times
- A warm transfer of ticket, if deemed to belong to another Team
- Meet response times associated with the priority of the assigned Service Request. If there is a disagreement of the priority listed, the Service provider will contact Management for direction.
- Train staff on Appropriate Service Support Tools; including updating Knowledge base with appropriate details and procedures.

URGENCY

When a task is assigned, it is given one of the following Urgency designations. Critical vs. Standard most generally is determined by the effect of the issue on patient care.

Urgency	Description	Examples	Response Time	Resolution Time
Critical	Affecting Patient Care or an Outage situation	Business critical system is offline and assistance is requested by the Network department.	Callback in 10-min of receiving notification	4 Hours
VIP	Pre-determined by local AE's for some customers at IHS	IT Directors, VP, CIO	30-min callback	12 Hours
Standard	Issue needs resolution, but not determined critical – majority of incidents.	Non business impacting	30-min callback	24

Measures of Success

Below are measurable statistics that we can use to determine that we were successful

SUCCESS MEASURES

- The issue was resolved to the expectations of the customer
- Ticket was completed in the given timeframe

PROJECT RESOURCE- Roles and Responsibilities

SERVICE PROVIDED

As a service to our primary customer, we will assist in planning and implementation of Projects. Project urgency (timelines/deadlines) will be secondary to any support issues deemed Critical or VIP per above chart; unless otherwise approved by the Network department Manager.

*please note that during times of heavy workload, these times will be revaluated, reassigned or prioritized by Management and communicated to both the staff member an Project Manager.

CUSTOMER REQUIREMENTS

- Resource must be given access to the project workspace and have hours assigned in PWA
- Resource must be invited to all Project meetings, including the initial Technical and Kickoff meetings

SERVICE PROVIDER REQUIREMENTS

- Resource to be assigned within 3 days of request
- Upon project assignment, Resource must provide Project Manager Details of any Vacations or On-Call duties that will affect the timeframe of the project. If these times interfere with a major milestone or Project go-live; the PM will need to request a different resource immediately.
- Resource will regularly attend Project meetings; if resource cannot attend a meeting, they must notify the PM and then read any meeting minutes missed and follow through with tasks assigned
- Actively participate in the creation of the Project plan and Project scope
- Obtain any necessary quotes and turn into PM for submittal
- Installation of any new Hardware and Operating systems assigned to them
- Work directly with vendors
- Travel when necessary
- Log time in PWA

URGENCY

UnityPoint Health

Project urgency will be secondary to any support issues deemed Critical or VIP per above chart; unless otherwise approved by the Network department Manager

Measures of Success

Below are measurable statistics that we can use to determine that we were successful

SUCCESS MEASURES

- Documents created/Updated
    - Design document - Review design documentation and update with changes per resource recommendations. Often a design document is created a year before a project is started; technologies change which may require updating. This needs to include the Hardware involved as well as how the hardware works together
    - Support Documentation - Work with Project team to create Support documentation, including Disaster Recovery process for Support staff and Service Center (when applicable)
    - VISIO updated
    - Site documentation update
- Successful handoff to customer
- Project was completed in the given timeframe

HealthNet Connect

Service Provided

As a service to our primary customer, we will assist in planning, implementation, and support of the HealthNet Connect Network including but not limited to Internet Access. Project urgency (timelines/deadlines) will be secondary to any support issues deemed Critical or VIP per above chart; unless otherwise approved by the Network department Manager.

*please note that during times of heavy workload, these times will be revaluated, reassigned or prioritized by Management and communicated to both the staff member an Project Manager.

CUSTOMER REQUIREMENTS

- Resource must be given access to the project workspace and have hours assigned in PWA
- Resource must be invited to all Project meetings, including the initial Technical and Kickoff meetings
- Detail explaining service required
- Customer technical personnel and site sponsor contact information for IHS to contact in times of service issues
- Call HNC service desk to report service outages or degradation
- Verify power to facility and functionality of customer owned equipment in the event an outage is experienced
- Work directly with Windstream if issues are found to be Internet related only

- Responsible for configuration and support of customer owned equipment internal to HNC premise router

SERVICE PROVIDER REQUIREMENTS

- Upon project assignment, Resource must provide Project Manager Details of any Vacations or On-Call duties that will affect the timeframe of the project. If these times interfere with a major milestone or Project go-live; the PM will need to request a different resource immediately
- Resource will regularly attend Project meetings; if resource cannot attend a meeting, they must notify the PM and then read any meeting minutes missed and follow through with tasks assigned
- Actively participate in the creation of the Project plan and Project scope
- Obtain any necessary quotes and turn into PM for submittal
- Installation of any new Hardware and Operating systems assigned to them
- Work directly with vendors
- Travel when necessary
- Log time in PWA
- Contact person(s) listed as site contacts during outages or known service issues
- Work with last mile providers along with site technical contact (if needed) to resolve circuit issues.

URGENCY

Project urgency will be secondary to any support issues deemed Critical or VIP per above chart; unless otherwise approved by the Network department Manager

Measures of Success

Below are measurable statistics that we can use to determine that we were successful

SUCCESS MEASURES

- Documents created/Updated
    - Design document - Review design documentation and update with changes per resource recommendations. Often a design document is created a year before a project is started; technologies change which may require updating. This needs to include the Hardware involved as well as how the hardware works together
    - Support Documentation - Work with Project team to create Support documentation, including Disaster Recovery process for Support staff and Service Center (when applicable)
    - VISIO updated
    - Site documentation updated
- Successful issue resolution
- Project or service request was completed in the given timeframe.

BroadNet Connect

Service Provided

As a service to our secondary customers, we will assist in planning and implementation of projects for BroadNet Connect. Project urgency (timelines/deadlines) will be secondary to any support issues deemed Critical or VIP per above chart; unless otherwise approved by the Network department Manager. *please note that during times of heavy workload, these times will be revaluated, reassigned or prioritized by Management and communicated to both the staff member an Project Manager.

As a service to our secondary customers, we will provide support of the BroadNet Connect network as defined in the BroadNet Connect SLA. Urgency will be based upon the BroadNet Connect SLA unless otherwise approved by the Network department Manager.

*please note that during times of heavy workload, these times will be revaluated, reassigned or prioritized by Management.

Customer Requirements

- The customer will call the IT Service Center with the BroadNet Connect 800 number and will open a ticket. There are two types of incidents that can be called in from the customer. Outage or degraded service. The ticket will be assigned a priority based on the criticality of the ticket and that ticket will be automatically paged out to the BroadNet Connect network resource on call.
- The BrocadeNet connect project resource must be given access to the project workspace and have hours assigned in PWA
- The BrocadeNet connect project resource must be invited to all Project meetings, including the initial Technical and Kickoff meetings

Service Provider Requirements

- The service provider (the on call BroadNet Connect recourse) will respond to tickets as they are paged out based on criticality. These are defined in the BroadNet Connect SLA's.
- Resource will regularly attend Project meetings; if resource cannot attend a meeting, they must notify the PM and then read any meeting minutes missed and follow through with tasks assigned
- Actively participate in the creation of the Project plan and Project scope
- Obtain any necessary quotes and turn into PM for submittal
- Installation of any new Hardware and Operating systems assigned to them
- Work directly with vendors
- Travel when necessary
- Log time in PWA

Urgency

- Project urgency will be secondary to any support issues deemed Critical or VIP per above chart; unless otherwise approved by the Network department Manager
- Support urgency is defined in the BroadNet Connect SLA.

Measures of Success

Below are measurable statistics that we can use to determine that we were successful

- The support issue was resolved to the expectations of the customer and the SLA.
- Ticket was completed in the given timeframe per the SLA.
- Project work is completed on time and under budget.
- Project documentation is competed and loaded to ESP for review and access to all BroadNet Connect staff.

Operating Level Agreement Sign off

Version

Version	Date	Revision / Description	Author
	1-9-2012		

Approval

Approver	Title	Approval Date

Agreement Termination

Approver	Title	Termination Date