



Office of Information Technology Services

Service Level Agreement

IT Service Management (ITSM)



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Service Description

IT Service Management (ITSM) is a shared service that provides a cost-effective, reliable, scalable, secure, feature-rich software tool that can be used by state agencies to manage Incidents, Service Requests, Problems, and Changes in support of customers and lines of business. This service uses the BMC® Remedy IT Service Management suite of tools, which is compliant with the Information Technology Infrastructure Library (ITIL). Key features and functions for the service include: Incident Management for managing and tracking Incidents; Problem Management for managing Problem investigations from detection to eradication (through the ITIL sub-processes of Problem Control, Error Control, and Pro-Active Problem Analysis); Change Management for tracking scheduled and planned infrastructure changes; and Service Level Management for tracking Service Level commitments with customers and from vendors, thus allowing management to pinpoint weaknesses and take corrective action.

Service Commitments

Target Service Availability is 99.90%

The general areas of support (such as Incident and Change Management) applicable to every ITS service, are specified in the ITS Global Service Levels document.

Hours of Availability

This service is available 24 x 7, excluding planned outages, maintenance windows, and unavoidable events. Maintenance windows are used only when needed for planned changes that have gone through the ITS Change Management process.

- In addition to the standard ITS maintenance windows, site-specific and service-specific changes may be coordinated with customers at non-standard times.
- The planned maintenance windows for ITSM are from 12:00 noon to 6:00 p.m. Saturday and from 4:00 a.m. to 12:00 noon on Sunday

ITS Responsibilities

Please refer to the current in-force Memorandum of Understanding (MOU) by/between ITS and this customer for the inventory of all applicable roles and responsibilities for ITS in this service domain.

Customer Responsibilities

Please refer to the current in-force Memorandum of Understanding (MOU) by/between ITS and this customer for the inventory of all applicable roles and responsibilities for the customer in this service domain.



Service Level Agreement Scope

This agreement specifies only the standard operational service commitments and responsibilities of ITS and its customers. Customer-specific deviations from these commitments and responsibilities will be specified in an accompanying Memorandum of Understanding. Service rates are outside the scope of this agreement and are specified in financial documents



Signatures of Approval and Agreement Date

Customer Signatures

Agency Head or Designee:

Name	Title	Signature	Date

Agency Chief Financial Officer:

Name	Title	Signature	Date

ITS Signature

State Chief Information Officer:

Name	Title	Signature	Date
Chris Estes	State CIO		