Office of Information Technology Services

Service Level Agreement

Enterprise – Managed PBX Telephony

December 17, 2013 v2.1

Enterprise – Managed PBX Telephony

Service Description

The Enterprise - Managed PBX Telephony service is built on a time proven, high performance, and high availability platform that delivers premise based services. The configuration allows the deployment of solutions that can operate in a stand-alone mode from other services and systems yet can interface with other technologies and applications when required. This platform allows the State to deliver feature rich services to the end user at very attractive price points. The flexible topography options of this solution allow the State to deliver services to campus, multi-site, branch (networked or distributed), remote, small, and home office based users.

The service has been built and is managed by ITS for the express purpose of enabling state agencies and universities to reap the benefits of enhanced communications capabilities, features, and operating efficiencies while leveraging the economies of scale for the nearly 12,000 lines in service.

Depending on business requirements, agencies are provided with local premise based equipment that provides access to State voice network vendor provided facilities. If required, locations can be provided with redundant capabilities to further protect the location from loss of service. Users are also provided with an array of electronic telephone instruments from which to choose that meet their specific business needs. Voice mail, long distance call detail reporting, maintenance, software changes, and a personal telephone number are included in the service.

Basic Service
- IP or Legacy telephone (various models available)
- Basic telephone features with direct dial extension
- Enterprise Voice mail with Fax capability
- Local directory numbers with automated prompts
- Software changes
- Maintenance

Optional Services
- Find-me/follow-me voice mail
- Desktop expansion modules
- PC attendant console
- Telecommuter (mobile/remote worker) support
- Customized call applications

Service Commitments

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.

Standard service availability is 99.5%. Customers requiring service commitments exceeding those listed below can be negotiated on a case by case basis. Such agreements will include an MOU that provides greater detail on negotiated service level commitments.

Hours of Availability

This service is available to customers 24 x 7 and adheres to the maintenance window schedule listed in the ITS Global Services document.

ITS Responsibilities

ITS provides direct Tier 2 and Tier 3 support and also manages the supporting vendors who provide Tier 4 support. All levels of support that require vendor participation are provided through a comprehensive and specialized suite of contracted maintenance services. Underpinning vendor contracts employ SLA metrics to meet or exceed ITS SLA metrics for both incident and problem resolution. See the table below for a complete listing of ITS responsibilities for Tiers 2 and 3.

Tier Level	Who Provides	Responsibilities
Tier 2	ITS	• Coordination of ITS service support for complementary services for IP Telephony services regardless of ticket priority • Accept low priority service requests for agent modifications, call flow modifications, management reports, and password resets. • Basic Service information request responses • Acceptance of detailed service inquiry requests for routing to appropriate ITS service entity • Coordination point for all ITS Major Incident Process (MIP) instances

Tier Level	Who Provides	Responsibilities
Tier 3	ITS	- Tier 2 incident resolution - Problem ticket resolution - Scheduling and resolution of change requests - Management of the configuration elements for all configured service components - Coordination of service monitoring and reporting - Execution of defined managed service operations policies (e.g., security updates, release updates, system repair, etc.) - Coordination with vendors on priority 1 and 2 incidents - Input of service configuration databases and operational parameters (switch configs) - Traffic monitoring and application performance monitoring - Implementation of system upgrades - Execution of firmware updates and OS patches - Maintenance of call routing tables - Tier 2 level hardware replacements - Escalations from tier 1 - Troubleshooting support with supporting LAN/WAN resources and Hosting services, if applicable - Billing input and reconciliation - Service life cycle planning

Customer Responsibilities

Once established, managed PBX customers are responsible for basic Tier 1 activities. Many of the tasks of Tier 1 are performed by the agency IT help desk, onsite or remote agency IT staff or via onsite service champions who received additional service training by ITS. Tier 1 responsibilities are shown below.

Tier Level	Who Provides	Responsibilities
Tier 1	Customer service responsibilities	• First level triage of user incidents and service requests (ITS provided user scripts) • Basic replacement of defective desktop phone units • Support and maintenance of agency provided phone accessories • Coordination of incident resolutions of customer owned data network service issues affecting system connectivity to WAN. • First level user support for desktop phone feature operation and feature applications (e.g. explaining button layouts, basic feature operation, etc.)

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		