

## **Service Level Agreement Template:**

[Note: not all sections listed below will be applicable in every situation.]

### **Executive Office of XXXX Service Level Agreement Description of Performance**

#### **Information Technology Services**

##### **1. Parties:**

[List all agencies that are party to the SLA and will be signatories, i.e. the Executive Office and all agencies within that secretariat that will receive IT services]

Example:

The Executive Office of Health and Human Services (EOHHS) is the principal agency for all departments, commissions, offices, boards, divisions, institutions and other entities within the executive office pursuant to Massachusetts General Laws Chapter 6A Section 16.

The Department of Elder Affairs is a department within EOHHS pursuant to Massachusetts General Laws Chapter 6A Section 16.

The Department of Public Health is a department within EOHHS pursuant to Massachusetts General Laws Chapter 6A Section 16.

Etc.

##### **2. Statement of Purpose:**

[This is a general statement outlining the purpose or objective of the SLA.]

Example:

The purpose of this Service Level Agreement (SLA) is to improve administrative efficiency and service delivery, better support department operations and preserve fiscal resources by centrally managing information technology functions that are common to the separate agencies, departments, offices, divisions and commissions within EOHHS.

##### **3. Definitions:**

[This is an optional section that may be used to define terms that are referred to frequently throughout the SLA.]

#### 4. Scope of Services:

[The scope of services should provide a detailed description of IT services that will be provided by the secretariat. Ideally, it should provide performance goals or metrics for success. In some cases, SIOs might elect to organize this section in two parts, one delineating the roles and responsibilities of the secretariat, and one delineating the roles and responsibilities of the agency.]

Example 1:

#### **Portal Support**

Portal support services will be available 100% of the time on each workday between 08:00a.m and 5:00p.m. Coverage during other periods will be provided as identified below. Liaison support services with Portal Operations supplied by ITD at the MITC are available 100% of the time each workday.

All feedback comments and questions received from the public as well as internal sources will be tracked and forwarded to the appropriate agency contact.

Agency Liaisons requesting services for posting content in the HHS/Mass.gov Portal should complete a “Content Submission request form,” attach content and e-mail to HHS WEB Services mailbox at [hhswebservice@state.ma.us](mailto:hhswebservice@state.ma.us). Content Submission forms can be found at [http://healthnet.ehs.govt.state.ma.us/eohhs/eohhs\\_web\\_intranet.htm](http://healthnet.ehs.govt.state.ma.us/eohhs/eohhs_web_intranet.htm). All requests must comply with the stated legal statutes and internal policies set forth by Mass.gov and HHS with regard to ADA Compliance and all other relevant content development guidelines.

Category	Hours	Notes
Normal Business Day	8:00 AM to 5:00 PM Monday thru Friday.	
Holiday Coverage	None	On Call could be utilized if funding exists
Off-Hours(Non-business hours, and weekends) Coverage	On Call	Coverage will be provided only for HHS Statewide emergencies
Inclement Weather Coverage	8:00 AM to 5:00 PM Monday thru Friday.	Skeleton staffing will be available if possible.

The table below identifies specific responsibilities and availability for various services related to the HHS Portal Support.

Service	ITS Responsibilities	Availability	Business Responsibilities
Standard Portal Service	Includes: <ul style="list-style-type: none"> <li>Content update availability</li> <li>Ensures integrity of Info Architecture</li> <li>Liaise with ITD for Portal availability/performance</li> <li>Usage statistics furnished on request</li> <li>Public Feedback referrals</li> </ul>	Normal Business Hours as described above.  Portal availability 24/7	Compliance with HHS & ITD standards.; Timely notice of malfunctions or defects in the environment. Timely removal of broken links, orphan files, or non-compliant content formats
Agency Liaison Administration	Portal Team availability for: <ul style="list-style-type: none"> <li>Answering Questions</li> <li>Presentations to agency SMEs</li> <li>Creating Feature Stories</li> </ul>	Normal Business Hours as described above	Agency appoints a Portal Liaison to work with agency content creators and provide single point of contact for Portal Team

Consulting and Training	Respond to requests for consultations about content creation, information architecture re-design, agency communications strategies	Normal Business Hours as described above	Agency appoints a Portal Liaison to work with agency content creators and provide single point of contact for Portal Team
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Example 2:

### **Web Development and Operations**

EOHHS shall:

1. Take the lead and central role in: (a) the development of the Virtual Gateway and all public facing Mass.Gov HHS internet sites, (b) the conversion of agency websites to Mass.Gov portal standards; and (c) the standardization of “catalog” or “taxonomy” schemes for organizing HHS online content. The goal is to express secretariat services and business processes through a common Virtual Gateway, with consistent agency usage.
2. Continue to support DPH and HCF internet site development/maintenance activities at a level consistent with their staff and budgetary contributions to the Secretariat web development team.

### **Impact on Agency Services**

Agency internet content and business services will be organized according to common taxonomy and oriented towards four key stakeholder groups: consumers, providers, researchers, and HHS staff.

### **Impact on Agency Staff and Resources**

The Secretariat web development team will guide and direct other agency web development resources in the implementation of Mass.Gov standards, and the content framework for the HHS Virtual Gateway.

Departments shall:

1. As requested by EOHHS, assign appropriate web staff to participate in Mass.Gov portal standardization.
2. Work collaboratively with EOHHS to insure that there is an integrated, stakeholder-oriented view of the Departments and the programs they manage.
3. Work collaboratively with EOHHS to insure that Web content taxonomy and style is consistent across Departments and is maintained and current.
4. Undertake no web development or procurement of web development services unless such development or procurement has been coordinated with and approved by the Secretariat Programs Director.

### **5. Payment Process/Budget/Chargeback Methodology:**

[Use this section to address budget and funding issues. In cases where the SLA will also cover services that will be funded through a chargeback mechanism, this section should address the chargeback methodology and payment process. In such instances, you might consider establishing a reporting and reconciliation process.]

Example:

### **Payment Process:**

EOHHS shall:

1. Assess accounts through an Intergovernmental Payment Voucher (ITA) on a quarterly basis at which time the transfer of funds will be requested from Departments.
2. Perform interim reconciliations of actual expenses to the Anticipated Budget not less than twice a year and conduct a final reconciliation by the end of the third quarter, or no later than April 30th.
3. Adjust the IE as appropriate if, in the determination of EOHHS, projected costs are more than or less than actual costs for the operation of the Core Administrative Activity charged at the beginning of each quarter or year.

Departments shall encumber funds through an Intergovernmental Encumbrance (IE) transaction for the amount identified in the Anticipated Budget describing a Core Administrative Activity.

### **Budget/Chargeback Methodology:**

EOHHS shall:

1. Establish a consolidated Information Technology Core Administrative budget for EOHHS.
2. Ensure that the budget for the consolidated Information Technology Core Administrative is adequate and that funding is sufficient to cover the costs of salary and other employee related costs.
3. Include in the budget, the following employee related and administrative charges:
  - Payroll Related Fringe Benefit Costs (D09),
  - Travel,
  - Training,
  - Voice and data related costs, and
  - Other contract costs
4. Assess a charge against each Department developed in accordance with the provisions of this Section
5. Modify the assessments if such modifications are warranted by the results of any cost allocation study performed in order to maximize federal revenue or to reflect changes in the number of staff processing Information Technology Core Administrative Activities and/or use of these staff's time.

### **6. Amendments**

[This section sets forth the conditions for amending the SLA.]

Example:

This Agreement constitutes the entire understanding between the EOHHS and the Departments with respect to the subject matter covered and shall not be deemed to be added to or modified unless first agreed in writing and signed by the parties, in the form of an amendment.

EOHHS and the Departments may amend this Agreement from time to time if determined to be in their best interests in fulfilling the purposes of this Agreement or as the services provided change. The Agreement shall be amended only by a written document signed by the parties and shall take effect when the original, executed amendment is approved and accepted. No alterations or variations of the terms of this Agreement shall be valid unless made in writing and signed by the parties hereto, and no oral understandings or agreement not incorporated herein shall be binding on any of the parties hereto.

All references to the Agreement shall include any valid amendment thereto.

**7. Term and Termination:**

[This section sets forth the term of the SLA and provisions, if any or applicable, for terminating the agreement prior to the expiration date.]

Example:

This agreement shall terminate on June 30, 2009, unless extended by the parties.

**8. Approvals:**

[This section is where secretariat and agency signatories indicate their agreement with the SLA provisions.]

Example:

The signatures of this document indicate agreement to its content, that it is valid, has achievable objectives, and represents the intent of ITS to meet the system needs of HHS and its Agencies.

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**Department Authorization**

**EOHHS**

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**Date**

**Date**

## Appendix A

### SLA Document Outline

Service Level Agreement Template:

1. Parties:
2. **Statement of Purpose:**
3. **Definitions**
4. **Scope of Services**
5. **Payment Process/Budget/Chargeback Methodology:**
6. **Amendments**
7. **Term and Termination:**
8. **Approvals**

Other topics for consideration:

- Confidentiality Concerns
- Security
- Governance Model incorporated
  - Prioritization of Annual efforts;
  - Special Projects;
  - Dept defined objectives
  - Consistent application of policy and configuration
- Dispute Resolution
- Performance Tracking and Reporting