

NCDIT



NORTH CAROLINA
DEPARTMENT OF
INFORMATION
TECHNOLOGY

Service Level Agreement

Cloud Connect

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Service Description

N.C. Department of Information Technology's Cloud Connect service provides direct network connectivity to leading cloud providers. This service will allow NCDIT customers to leverage its state network infrastructure to directly access the "direct connection" solutions of Amazon Web Services (AWS), Microsoft Azure, and Google Cloud.

A "direct connection" is used when you are seeking to use the cloud for Infrastructure as a Service (IaaS) to extend a part of your computing infrastructure (servers, compute, storage) so you can run your service in the cloud.

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.

- Cloud Connect Services
 - Target Service Availability is 99%

Hours of Availability

- This service is available to customers 24 x 7 and adheres to the maintenance window schedule listed in the ITS Global Service Levels document.
- In addition to the standard ITS maintenance windows, site-specific and service specific changes may be coordinated with customers at non-standard times.
- The ESAP services maintenance window is from 12:00 a.m. to 3:00 a.m., daily
- Each cloud vendor has varying standard maintenance windows that apply to their respective service.

ITS Responsibilities

- Service provisioning within 30 to 45 days, upon successful completion of assessment and design activities. Additional requirements may delay service delivery.
- 24 x 7 monitoring and management via ITS Network Operations Center and the ITS Service Desk
- Planning and conducting routine maintenance of the infrastructure, resulting in optimum service performance and stability

Customer Responsibilities

- Customers of this service must also subscribe to the Wide Area Network service.

- Designate a 24 x 7 point of contact for coordinating planned or emergency maintenance.
- Provide 24-hour access to facilities.
- Contact the ITS Service Desk to report problems or request assistance.
- Submit a request to the ITS Service Desk for Moves, Adds and Changes, which may require additional cost.

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, as well as service rates will be specified in an accompanying Memorandum of Understanding.

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