

NCDIT



NORTH CAROLINA
DEPARTMENT OF
INFORMATION
TECHNOLOGY

Service Level Agreement

Enterprise Network Rapid Response

Cloud Connect

Service Description

A dedicated LEO satellite connectivity solution providing public facing network connectivity, ensuring high-speed communication and Internet connectivity, without any connection to the existing LAN and WAN.

Service Commitments

| | |
|--------------|--|
| Provisioning | Completed within 30 days, except for requests involving non-standard quantities. |
| | Optional testing is available prior to Disaster Recovery Plan activation for the cost of one month's service fee. |
| Activation | Initial response within 4 hours of request. |
| | Site turn-up completed within 24 hours, as agreed. |
| Support | Best effort support once activated. |
| | General areas of support (such as Incident and Change Management) applicable to every NCDIT service are specified in the NCDIT Global Service Levels document. |

ITS Responsibilities

- NCDIT procures Starlink asset(s) via bulk-buy purchase contract.
- NCDIT maintains ownership of Starlink asset(s).
- NCDIT delivers Starlink asset(s) to the agency.
- NCDIT will provision Starlink service.

Customer Responsibilities

- Agency maintains physical asset warehousing and coordinates on-site delivery.
- Agency activates Disaster Recovery Plan.
- Agency opens service request to NCDIT for activation of asset in Starlink provisioning portal.
- Agency notifies NCDIT upon completion of Enterprise Network Rapid Response service need and Starlink service subscription will be deactivated for the asset.
- Agency assumes all security risks of activating Enterprise Network Rapid Response Service that provides public facing network connectivity during Disaster Recovery plan activation.
- Agency will not connect public facing network connectivity provided by Enterprise Network Rapid Response service to the existing LAN and WAN.
- Agency maintains compliance with established NCDIT security requirements for all devices connected to public facing network connectivity provided by Enterprise Network Rapid Response service.

Service Level Agreement Scope

This agreement specifies only the standard operational service commitments and responsibilities of NCDIT 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 |
|------|-------|-----------|------|
| | | | |

NCDIT Signature

State Chief Information Officer:

| Name | Title | Signature | Date |
|------|-------|-----------|------|
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