



Office of Information Technology Services

## **Service Level Agreement**

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# **NC Identity Management (NCID)**

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## NC Identity Management (NCID)

### Service Description

NCID provides a provisioning environment for managing application access. The service infrastructure provides a unified platform for e-business authentication and authorization. As the standard identity management and access service provided to State, local, business, and citizen users by the Office of Information Technology Services, NCID enables its customers to achieve an elevated degree of security and access control for real-time resources such as customer based applications and information retrieval.

### 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.

Target Service Availability is 99.99%

NCID Recovery Objectives for Western Data Center (WDC) or Eastern Data Center (EDC):

- Recovery Time Objective (RTO) - NCID will be back online within 30 minutes should a full data center outage occur at one of the state's two data centers. NCID will be able to handle the full production load, but performance may be diminished somewhat until the other data center is restored.
- Recovery Point Objective (RPO) - NCID transactions are queued in real-time. In the event of a full data center outage at one of the state's two data centers, NCID transactions will be restored to the point of the outage as soon as NCID is back online per the RTO above.

### 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.

### ITS Responsibilities

- ITS maintains, administers and supports the NCID Server Infrastructure; this includes Production, Pre-Production, Development and Lab environments of the infrastructure.
- ITS maintains the NCID schema and OU structure
- ITS maintains and administers the available NCID Web Services
- Standard reports and auditing are maintained by ITS; custom reports and auditing can be requested by agencies, but might incur additional charges



- Business Continuity for the NCID Infrastructure is maintained by ITS; NCID Infrastructure is present at both EDC and WDC locations
- Enterprise Delegated Administration functions are performed by ITS (e.g., setting up new organizations, divisions and sections, per agency request)
- Per agency request, ITS configures and/or installs all access policies and SSL certificates on the NCID Proxy infrastructure

## Customer Responsibilities

- Review the NCID service website: <https://www.ncid.its.state.nc.us/>
- Review the Agency Process Steps included in the NCID Support section of the NCID website
- Manage and support agency applications integrated with NCID
- Notify ITS of any additional applications sharing a currently installed integration (i.e., inform ITS if a new application shares a pre-existing LDAP integration)
- Define and document requirements
- Define and document agency business processes
- Provide administrative support for user password resets, new user provisioning, user de-provisioning (state and local government accounts only)
- Identify sponsor and funding prior to requesting service
- Provide detailed design documents
- Access the On-line Forms section of the web site and complete the NCID questionnaire
- Complete the Application Integration Requirements document

## 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		