



Office of Information Technology Services

Service Level Agreement

Wide Area Network (WAN)

January 16, 2014 v2.2



Wide Area Network (WAN)

Service Description

The Wide Area Network (WAN) service offers statewide Internet Protocol (IP) data communications connectivity at commercially available rates to any authorized government entity. The managed WAN service connects the customer's Local Area Network (LAN) to other customer locations, other state agencies (including ITS), and to the Internet using the state network. ITS will provide consultation to aid in the selection of data services.

Service Types:

- Guaranteed – Symmetrical guaranteed bandwidth tiers
- Best Effort – Asymmetrical no guaranteed bandwidth tiers

Service components include:

- Redundant core network infrastructure
- Redundant high capacity access to the Internet
- Last mile transport
 - Symmetrical – (Fiber, Ethernet, and Frame Relay)
 - Asymmetrical – (DSL, Cable, and Cellular 4G)
- All equipment required to interface service with customer LAN
- IP addresses for each device
- Domain Name Service
- Enterprise Services Access Point - which is a centrally managed secure access for all ingress/egress traffic to/from agency virtual networking private routing domain(s).

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.

- WAN Service is defined as: network connectivity associated with each individual remote customer premise location (site) subscribing to service. WAN Service metrics are measured monthly and site specific, but reports are aggregated at the agency level.
- WAN service follows the response and resolution times described in the Global Service Levels document, with the exception of Best Effort services delivered via asymmetrical broadband technologies. Vendor support for these technologies varies, preventing ITS from meeting the target resolution times. Therefore, the



response and resolution times for incidents for Best Effort (asymmetrical) services will correspond to a low priority and services are delivered as best effort.

WAN Service-specific Availability Targets

- Guaranteed (Symmetrical)
 - Target Service Availability is 99.5 %
 - Mean Time To Respond (MTTRSP) – 1 Hour
 - Mean Time To Repair (MTTR) \leq 4 hours (no dispatch)
 - Mean Time To Repair (MTTR) \leq 8 hours (dispatch required)
- Best Effort (Asymmetrical)
 - Service Delivered as Best Effort

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 telecommunications vendor has standard maintenance windows that apply to transport service. While these windows vary by vendor, they are between midnight and 6 a.m. daily.

ITS Responsibilities

- Service provisioning typically within 90 to 120 days
 - If construction is required, estimate 120 to 180 days from date an order is submitted depending upon extent of build
 - When vendor negotiations are required, additional time may be necessary (to deliver service).
- ITS will configure and support the router device installed at the customer premise
- ITS will maintain the installed router device with the latest security patches and software releases, according to vendor recommendations
- 24 x 7 centralized monitoring and management via ITS Network Operations and the ITS Service Desk

Customer Responsibilities

- Coordinate service installation with the Telecommunications service provider



- Provide the proper connectivity from the customer LAN to the WAN service components
- Provide a 24 x 7 point of contact for ITS to contact for reporting and coordinating outages or emergency maintenance
- Contact the ITS Service Desk to report problems or request assistance
- Adhere to the State Network Acceptable Use Policy

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		